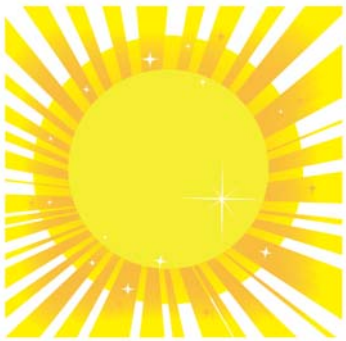


# INSIDE OUT



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

# SUMMER IS ON THE WAY!!



**HAVE FUN**

**BE SAFE**

## Executive Director's Update:

- I hope that everyone enjoyed our staff in-service on March 18<sup>th</sup> and learned something that you can use at work and in your life. Congratulations to all of our award recipients! On behalf of the Batavia Party House, we apologize for the issues with the food. Thank you to all staff who completed the evaluation form for the event. A copy of the survey tally is included in the newsletter. The Events team will also review the comments to look for ways to improve future events.
- Our annual Community Appreciation Luncheon will be held on Monday, May 16<sup>th</sup> at the Elba Fire Dept. Recreation hall. Thank you to program staff who have made arrangements to have display boards updated and will be available to answer questions about your program. Thank you also to staff who are arranging for customer testimonials, these are an effective way to show what Community Action is all about.
- We have received funding from the GLOW Workforce Investment Board to operate the Disability Employment Initiative (DEI) program. This program replaces the former DPN that ended in August last year. The program goals and outcomes are very similar to the previous program. Welcome back Jen!



- As many of you know, the Federal government finally passed a budget for the current fiscal year. This budget includes a 3% cut in funding for our CSBG funding. The budget battle is just beginning for the upcoming fiscal year, which starts in October. We expect that CSBG will suffer another reduction. Our other programs are under assault too. Our CSBG funded programs have been running at a deficit for the past couple of years, however, this wasn't an immediate concern because we received "stimulus" funding which was able to absorb some of the costs of these programs. Our funding reduction, coupled with the end of the "stimulus" grant and increasing costs (i.e. fuel, utilities, fringe benefits, etc), have created a deficit situation that must be addressed. All of our programs have been impacted by increases in the cost of providing services. Our Head Start/EHS program was overspent this past year by nearly \$20,000. This was caused primarily by fuel costs, higher than expected unemployment expense, and employees working more time than budgeted. We are developing systems to better monitor our spending to ensure we "live within our means", but the reality is that our funding will not support our current level of spending. This is true in other programs as well (i.e. think about the impact of fuel prices on the CATS budget!). Therefore, we will need to make reductions in our spending. We cannot continue to do business as usual, we need to increase our efforts to be as efficient and effective as possible with the resources that we have. As a result, the director's team and I have decided to cancel this year's staff picnic. Some other reductions are already being implemented in programs and every area of expense needs to be scrutinized. **WE NEED YOUR HELP.** We are looking for your ideas on where our programs and the agency can reduce spending. Where do you think we can tighten our belt? We have set up a survey on our website so that all staff can give input at: <http://www.caoginc.org/resources/staff-resources/> (on the staff resources page). All responses are totally anonymous (unless you opt to provide your name) to provide the opportunity to provide unfiltered input. **PLEASE** take the time to give your thoughts. You can submit as many ideas as you have! All ideas will be considered! My goal is to make reductions to our spending that will have the least impact on our services and customers. It's very possible that we will be forced to reduce staffing, in terms of scheduled hours and/or number of positions. We want to be sure we look at every opportunity to reduce costs and increase efficiency before we look at any further staff reductions. Please complete the survey by Friday, May 6<sup>th</sup>. Thank you, in advance, for your input!

# PERFECT ATTENDANCE

## January – February - March

Jeffrey Bater  
Janet Foppes  
Mary Guzik  
Edna Schramm  
Cheryl Way

Cheryl Cotton  
Michele George  
Linda Helsdon  
Angel Slick  
Heidi Wyant

Willie Drisdorn  
Kim Gloskowski  
Bonnie Malakie  
Jim Smith

Ed Fancher  
Betty Grimes  
Brittany Merritt  
Nate Varland

# IN THE SPOTLIGHT

## ***AGENCY AWARD WINNERS!!***

March 18th, 2011

### **Winners of our Vision and Values Award:**

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.

Our first recipient of the Vision and Values Award is... **Cassandra Ploessel**

Our second recipient of the Vision and Values Award is... **Dale Swindon**

### Agency Staff Awards and Recognitions

### **SPECIAL RECOGNITION**

GOOD JOB to John Read, Norm Michael, Julie McAdoo, James Willis and any other staff who helped to take care of shoveling snow and keeping our walkways salted this winter. It was a long winter and thanks to your efforts, we had no injuries from falls on the ice this year! Thanks for keeping us safe!

ACCIDENT FREE Transportation Department - These men and women drive through all conditions and have the enormous responsibility to safely deliver their passengers. We had no accidents this year that can be attributed to our drivers – we had a couple deer strikes and one accident caused by another driver. Thank you for your hard work!

### 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.

Michele George

Jim Smith

John Read

Kim Sucrese

Sam Seager

Nate Varland

**Heidi Wyant – 8<sup>th</sup> year running!**

### Achievement Awards –

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

Leanne Donovan – Completed Associates degree in Human Services

Ann Bartel – Completed Associates degree in Liberal Arts & Science

## Seniority Awards

**5 years of service**-----Ken Pritt  
Mary Bennett

Deb Olivani  
Nancy Eastlack

April Stevens  
Joan Mrzywka

**10 years of service**-----Linda Helsdon

Michele George

Bonnie Malakie

**15 years of service**-----Carol Berray

Jan Albanese

Cathy Tracy

**20 years of service**----- Diane Bechteler

Jeff Atwell

Larry Lee

**35 years of service**----- Sherry Martin

## **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 – 27

Gary Elich – 29

Willie Drisdorn – 29

Laura Harvey - 32

Annette Finch – 33

Freddie Stewart – 34

Jim Watts – 34

Sherry Martin – 35

# Employee Recognitions

## **Leadership Award - Laura Snell**

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.....

Freddie Stewart	Heidi Wyant	Diane Bruce	Julie McAdoo	
Jen Wolfe	Ruth Bell	Joni Dix	MaryBeth Bennett	Pam Wadhams
James Willis	Mary Pahura	Lisa Wittmeyer	Janet Foppes	Laura Snell
Cheryl Way	Jim Soccio	Sal Rodriguez	Nancy Eastlack	Teresa Price

### **Some of the comments from Laura's peers are:**

Gives her all and more

Has taken on a leadership role taking interns through the learning process

Many look to Laura for help

She works very hard for the families/She does what it takes to get the job done

Steps up to cover the site when asked/Steps up to help anyone in need

Great advocate for her families and supports them in every way

Promotes everything that this agency is about

She is dedicated, works hard, is caring and always has a smile on her face

Program is fortunate to have such an experienced and flexible employee, but the real beneficiaries are the

Head Start children and families. She serves with her expertise, love and care.

# Spirit Award - Kim Gloskowski

# Sara Soule

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.....

Lisa Friesen	Christy Robertson	Teresa Price	Carol Berray	Pam Hage
MaryAnn Fearby	Laura Snell	Linda Karp	Tracey McGrath	Joe Jensen
Jeff Bater	Catherine Lewis	Pam Wadhams	Betty Grimes	Kim Gloskowski
Sara Soule	Ruth Higgins	Joan Mrzywka	Freddie Stewart	Cheryl Way
Ruth Bell	Lisa Church	Janet Foppes	Lisa Wittmeyer	Diane Bruce
Jenelle Boyd	Margie Davies	Leslie Payne	Sheila Colf	John Read
Laura Harvey	Edith Jones	Sal Rodriguez	April Stevens	Debbie Olivani
Jessica Cook	Peggy Race	Elissa Davies	ALL EMPLOYEES	

## Some of the comments from Kim's peers are:

- Knows how to handle the client's and what their needs are
- Always cordial with the client's as well as the employees
- Always willing to help out at her location
- Very helpful to the Genesee County Angels in Action
- Willing to go above and beyond the call of duty to help anyone with a problem
- Always greets everyone with a smile and a friendly hello
- Doesn't judge anyone and always goes that extra mile to help others
- Never has a mean thing to say about anyone
- Not only promotes the visions and values of Community Action – she lives them
- She helps people with grace and kindness

## Some of the comments from Sara's peers are:

- Hardworking
- Always has a positive attitude
- Helps each and every family she works with
- Cares about each child and how they grow
- Always willing to help out
- Dedicated to the job and the children and families we serve
- Always smiling / Always kind and smiling
- Always has a kind word to say
- Comes to work with a positive attitude
- Lifts people spirits
- Puts others before herself
- Great and caring person
- Very dedicated in her work and with all her families
- Often brings a smile to her co-workers, children, and families
- Positive and sincere approach to everyone

# Rookie of the Year Award - Tracey McGrath

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 are.....

Peggy Race	Sara Soule	Angel Slick	Linda Karp	Tracey McGrath
Tom Church	Taryn Moyle	AnnMarie Conley	Leanne Donovan	Carrie Moreland
Brittany Merritt	Terry Daniels	Corie Read.		

## Some of the comments from Tracy's peers are:

- Kindhearted individual that takes pride in her position
- Has fresh new ideas for the center
- Loved by staff, families, and children
- Always trying to think of new ways to keep spirits up
- Always thinking of others
- Joy to be around
- Her chuckle is very refreshing
- Consistently comes to work with a smile on her face
- Caring attitude toward the children and her co-workers
- Children in the classroom benefit from her caring nature and positive outlook
- Co-workers respect her knowledge and enjoy her friendly, outgoing personality
- Great compassion for her students and families
- Ray of sunshine for the staff

# Best Supporting Actor/Actress – Jeff Bater                      Amy Lester

The Best Supporting Actor and Actress Award is presented to recognize an employee who consistently supports the efforts of their team and the agency. Thanks to the Staff Satisfaction Action Team for helping us to add this new award this year. This year's nominees are.....

Christy Robertson	Betty Grimes	Diane Bechteler	Amy Lester	Cheryl Way	Edna Schramm
Jeff Bater	Becky Kelley	John Read	James Willis	Leslie Payne	Laura Harvey
Teresa Price	Lynn Homer	Pam Hage	Carol Berray	Donna Woodworth	
Denise Straight	Joanne Zajackowski	Lisa Church	Pat McCall-Small	Diane Bruce	
Kim Gloskowski	Jackie DeMarco	Joe Jensen	Lisa Boyle	Jenelle Boyd.	

## Some of the comments from Jeff's peers are:

- Always more than willing to help where needed – jumps right in
- Wonderful attitude makes you smile----- Wonderful asset to our team
- Gives 110% of himself to the center ----- Helps out doing whatever is needed
- Always welcomes employees with a thumbs up
- Friendly to all and keeps everyone laughing-----A pleasure to work with and to know as a person
- Always helping someone – friendly positive attitude and a friend to everyone at the center
- Always steps in where needed and ready and willing to do what is asked of him

## Some of the comments from Amy's peers are :

- Very supportive of the policies of the business, manage details like no other
- Incredibly efficient-----Incredible work ethic
- Willingness to do whatever it takes to get things done
- Proven to be an incredible asset to Community Action in general
- Works with information and procedures that help every part of Community Action to run smoothly
- Keeps a handle on all of the funding ---- On top of the changing demands of funders and regulations
- Makes sure our vendors are paid correctly and timely
- Reports are done in compliance----- Very competent

## **Patti Rupnig Award – Lisa Wittmeyer**

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.....

Freddie Stewart	Michele George	Joan Mrzywka		
Donna Woodworth	Heidi Wyant	Judy Martino	Janet Foppes	Lisa Wittmeyer
Lisa Church	Betty Grimes	Cassandra Kinne	Jenelle Boyd	Cathy Tracey
Anne Clark	Laura Harvey	Jen Wolfe	MaryBeth Bennett	Laura Snell
Joy Gardener	Carol Berray	Joni Dix		

### **Some of the comments from Lisa's peers are:**

Many things on her plate and is able to handle them all---- Very respected by everyone she meets

Very good at organizing events and getting donations--- Very professional and knowledgeable

When Sue Rigoni is on vacation Lisa steps up to the plate and gets it done

Gets the job done quickly, efficiently, and have you laughing

Commitment and dedication to the mission, vision, and values of the agency carries over to her work in the community

Respected for her knowledge, willingness and ability to assist and work with a variety of people both in and outside of the agency

Very special woman and employee – is caring – we should feel honored to have her working here

Increased our presence in the service area through spots on WBTA, presentations and a renewed focus on Family Development

Might complain about the workload at times, but she has gotten it done

Honest and direct and gets right to the point with everyone, making them responsible for their Actions, yet giving them a helping hand

People can ask her for help without feeling uncomfortable

Person we can count on

## **Directors Award – Lisa Church**

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 Staff Director Award this year goes to Lisa Church. Lisa has been employed by Community Action since October, 1999. In her role she is responsible for daily preparing, serving and cleaning up from breakfast, lunch and snack for all of the Head Start children from birth- 5 in the Batavia Head Start Center. She is also responsible for all of the paperwork, ordering, regulations, etc that go with the food service end of the program. She is an excellent Cook (as anyone who has ever tasted her meals will agree), is wonderful with the children and parents and is a true team player. Lisa knows the importance of assuring that all of the regulations are followed regarding food preparation, equipment, etc. She regularly does her job (and does it well) with a positive attitude. Lisa is very dedicated and (I've heard) will tell you like it is, whether you want to hear it or not! Lisa has served on the Health & Nutrition Advisory since she began at Community Action. She is a true professional, has a strong sense of the important work done throughout Community Action, and is always willing to go the extra mile. Lisa has been a vital part of the Staff Satisfaction KRA (now Action Team) since it began, and has willingly served in other capacities as she has been asked and or volunteered. All of the Director's think Lisa is a fine example of an employee who fulfills not only the program mission but the mission of the entire agency. Thank you Lisa for your ongoing service to Community Action and your dedication to our mission.

## **ANNIVERSARIES - APRIL - MAY - JUNE**

### **APRIL**

Penny Miller – 04/08/1997  
Lynn Homer – 04/02/2008  
Angel Slick – 04/17/2010

Debbie Whittier – 04/16/2001  
Becky Kelly – 04/01/2009

Nate Varland – 04/11/2005  
Joe Wright – 04/13/2009

### **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

Sal Rodriguez - 06/05/1998  
Peggy Race – 06/15/2010

Mary Pahura – 06/19/2006  
Terry Daniels – 08/28/2010

## **NEED HELP WITH ELECTRIC BILL??**

National Grid will be at Community Action in Albion the last Thursday of every month from 9a.m. to 12 p.m. to talk to anyone who needs assistance. It could be learning how to read your electric bill, to learning ways to save on your bill or any questions or concerns you may have.

The next session will be Thursday, May 26<sup>th</sup>

# REMINDER

## CO DETECTOR

This law was put into effect by New York State in February 2010. It is mandated that all residences have a carbon monoxide detector installed. Jim Soccio, our Weatherization Coordinator, gathered the following information to make you aware of the facts.

### **What is Carbon Monoxide (CO)?**

- Deadly – Odorless – Colorless Poison Gas
- Produced from incomplete burning of fuels ( coal, wood, charcoal, oil, kerosene, propane, and natural gas)

### **What are the symptoms of CO poisoning – initial or low to moderate exposure?**

- Headache
- Fatigue
- Shortness of Breath
- Nausea
- Dizziness

### **Symptoms of CO poisoning – high level or severe? ( Severity related to CO level & duration of exposure)**

- Mental confusion
- Vomiting
- Loss of Muscular coordination
- Loss of consciousness & ultimately death

### **How can I prevent CO poisoning?**

- Make sure all appliances are installed and operated correctly
- Never service fuel burning appliances without proper knowledge, skill and tools
- Never operate a portable generator or any gasoline tool in or near an enclosed space
- Install a CO alarm that meets the requirements of the current UL, 2034 or CSA 6.19 standards
- Never leave a car running in an attached garage – even with the garage door open
- Never use gas appliances to heat your home.
- Never operate unvented fuel-burning appliances where people are sleeping
- Do not cover the bottom of natural gas or propane ovens with aluminum foil

### **How should I install a CO alarm?**

- Into a plug-in receptacle or high on the wall & wired & should have battery back up
- Avoid locations near heating vents or covering with furniture or draperies
- Do not install in kitchens or above fuel-burning appliances
- Every level of the home and especially outside sleeping areas

### **What if I am experiencing symptoms?**

- Get outside immediately
- Call the fire department

**NEVER IGNORE A CO ALARM!!!!**

**Move outside to fresh air and contact 911 or your local fire department.**

# CONGRATULATIONS TO:

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# GRADUATES

**Tina Feldman's ( Fiscal Dept) daughter:**

Elizabeth Feldman – graduates from Lyndonville - plans on attending Gannon University in Erie, PA

**Lisa Friesen's (CCR&R) son:**

Jeffery R Friesen – graduates from the University of Buffalo, Cum Laude, with a Bachelor of Arts Degree. He plans on attending the Albany School of Law on a scholarship from there – the Founders Scholarship

**Ed Fancher's (Executive Director) son:**

Kyle Fancher - graduates from Notre Dame. He's going to college, but hasn't made a decision yet on where. Kyle has earned the Eagle Scout Badge – the highest honor for a scout

**Jennifer Wolfe's (Head Start – Batavia) daughter:**

Stephanie Wolfe - graduates from Byron-Bergen and will be attending Alfred University in the fall.

**Janet Foppes (Early Head Start – Batavia) daughter:**

Audrey Foppes – graduates from Oakfield-Alabama. Audrey will be attending Ithaca College in the fall.

**Becky Kelley's (Fiscal Dept) daughter:**

Kayleen Kelley - graduates from Batavia High and attending Alfred State in the Veterinary Technician Program.

**Amy Lester's (Fiscal Dept) son:**

Jake Lester - graduates from Albion this year. He will be majoring in Business Finance and is deciding between LeMoyne College or St. Bonaventure.

**Joan Mrzywka's ( Head Start – Albion) son and daughter:**

Markus Mrzywka – graduates from Albion High School and plans to attend Alfred State to major in Agriculture.

Amanda Mrzywka - graduates from Medaille College in Buffalo with a Bachelors in Veterinary Technician.

**Cathy French's (ACT) son and daughter:**

Morgan Kenward - graduating from Medina High and BOCES where she studied cosmetology – plans to attend Genesee Community College

Mitchel Kenward – graduates Medina High and attending Genesee Community College. He has achieved membership into The United States Achievement Academy for Fitness, is listed among the Who's Who Among High School Students and is a member of the Medina Arista Chapter of the National Honor Society.

# Action Teams -

**STAFF SATISFACTION – Director – Sue Rigoni      Team Leader - Diane Bechteler  
Secretary – Jamie Fragnito   Board Member – Sue Baker   Other Members - Carol Berray,  
Ruth Bell, Lisa Church, Edna Schram**

**Team Goals :**

- Conduct annual staff satisfaction survey, analyze results.
- Develop tools to incorporate comprehensive staff development/training plans into annual staff performance evaluations.
- Explore ways to identify commonalities in training needs across agency programs.
- Develop and refine tool for “stay interviews” – analyze data and trends to identify areas for improvement in agency and job specific new employee orientation.

**CUSTOMER SATISFACTION – Director – Bonnie Malakie   Team Leader – Janet Foppes  
Secretary – Taryn Moyle   Board Member – Mary Ann Salisbury   Customers – Cassandra  
Ploessel, Becky Bentley   Other Members – Penny Miller, Deb Whittier, and Kim Gloskowski**

**Team Goals:**

- Conduct annual customer satisfaction survey, analyze results.
- Develop staff training related to customer satisfaction (potentially to be used as a part of new employee orientation).
- Develop a system to gather customer feedback (positive & negative) to use to improve services and customer experience.
- Explore ways to increase involvement of customers on Action teams and agency advisory boards

**AGENCY EVENTS – Director – Annette Finch      Team Leaders – Lisa Wittmeyer and  
Cheryl Way      Members – Jenelle Boyd, Mary Grose, Pam Hage, Becky Kelley, Amy  
Lester, Laura Snell, and Denise Straight**

**Team Goals:**

- Assist with planning, implementation, and evaluation of agency internal events (i.e. Staff in-service (2), and Community Appreciation luncheon).
- Make recommendations for improvements to agency internal events

**SOCIAL MEDIA – Director – Nate Varland      Members – Melissa Mattison, Jan Albanese,  
Mary Beth Bennett, Linda Karp, Joan Mrzywka, Lisa Friesen, and Joni Dix**

**Team Goals:**

- Develop guidelines and process for use of social media by agency.
- Through social media, increase knowledge and awareness of agency programs, services, and events.

**SAFETY TEAM – Director – Tina Feldman      Team Leader – Cathy French**

**Secretary – Diane Bechteler      Members - Laura Harvey, Kathy Scroger, Jim Soccio, John Read, Mary Guzik, and Julie McAdoo**

**Team Goals:**

- Assist with improving workplace safety. Identify methods to increase compliance with safety policies and procedures as well as raise the level of awareness of unsafe acts.
- Review safety related facility maintenance issues, work with management to identify solutions.
- Review incident reports, discuss accident prevention methods, identify trends and training needs.
- Assist with identifying and organizing safety training.
- Perform random site safety inspections.

# **NEW STAFF**

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**Jessica Allen – 03/14/2011 – Head Start Sub – Medina**

**Jessica Lester – 03/14/2011 – Head Start Sub – Medina**

**Jennifer Forward – 03/21/2011 – Disabilities Resource Coordinator**

Jennifer is back – she worked here last year as Disabilities Program Navigator. When that program ended we lost Jennifer, but not for long. This program is similar to the DPN, but encompasses only Genesee and Orleans Counties of the GLOW area. She lives in East Bethany with her husband, Greg and sons, Matt and Ben. She is a volunteer coach and glad to be back at Community Action.

**Donna Caton – 04/04/2011 – Head Start Bus Driver - Medina**

Donna lives in Albion with her husband. Together they have 7 children and 6 grandchildren. Donna likes race cars and spending a lot of time with her family camping and racing. Donna started working as a sub and as of April 25<sup>th</sup> will become a full time Head Start Bus Driver for the Medina Center.

**Virgie Brooks – 04/25/2011 – Sub Bus Driver**

Virgie lives in Albion with her significant other Larry. She has 2 sons, Larry (23) and Travis (21). She enjoys gardening, walking, reading, and spoiling her family. She also works part time at TOPS in the bakery department.

**Hank Dykes – 04/25/2011 – Head Start Bus Driver – Batavia**

Hank lives in Corfu with his wife. He enjoys fishing.

# WAY TO GO, JANET!!

*April is National Volunteer Recognition Month. As part of the Oakfield-Alabama School celebration, Janet Foppes received an award for her volunteer work as the seamstress for the drama club's Spring musicals.*



## The News from Bonnie

I am taking this opportunity to thank all staff who are working at Community Action in these uncertain times. As Ed has said, the funding is not as bad as might have been expected, but it is clear that the next few years are going to be very difficult as far as budgets and funding. In all of the programs we are going to be expected to do more with less. This seems to be common right now in programs dependent upon state and federal funding. It is especially hard to hear this as we know that the challenges seem to be greater in providing quality service in so many areas. Even with these difficulties, I want to point out some current highlights of the Children & Youth Division:

- 1) CCR&R is keeping up with their milestones and handling the extra workload of the NACCRRRA (National Association of Child Care Resource & Referral Agencies) certification. Nice job Lisa Friesen and CCR&R staff!
- 2) Jan Albanese, Stacey Radford and Cathy French have implemented the new ACT program, despite difficulties with the state in using new curriculums and expanding into Genesee County. Good team work!
- 3) Head Start staff, at all levels have begun the "Journey 2011-12" with Lou Sweigman to help us all learn more about and become more sensitive to others. We are doing this through knowledge and awareness of our own and other people's background and cultures! This is an important journey for us all to take!
- 4) The Managers have worked together, with staff, to implement the "4 P's" (Purpose, Picture, Plan, and Part to Play) as a part of assuring that all staff are involved in quality programming and have input in the present and future. Nice team work and planning!
- 5) The Head Start staff, children and parents have all had opportunity to learn from the Eat Well Play Hard program this year. The program has focused on educating about proper nutrition, exercise and physical health in all areas and the importance of these in child development. This is a demonstration of program quality at its best! Nice job to Jackie DeMarco, Pam Wadhams, and Pat McCall-Small for arranging and organizing the program and for all involved, including those who helped support the extra parenting classes.
- 6) Head Start Home-based program staff are undergoing extensive changes to better serve home-based children and parents from birth to five. This is a wonderful program option and provides the opportunity for parents to truly improve their parenting skills as they are the "most important teacher" for their child. Hats off to Becky Capwell, Joan Mrzywka, Sherry Martin and Linda Karp for the work they do in the Home-based option!
- 7) Congratulations to Deb Whittier, Alana Fabry and Brian Albanese for the work they have done with individual youth at the Holley Youth Center to help them meet their health goals!

- 8) Congratulations to Ruth Bell, Early Head Start Primary Caregiver in Batavia, for completing her Infant/Toddler CDA (Certification as an Infant/Toddler Caregiver). Receiving this takes a lot of hard work over a long period of time. **NICE JOB RUTH!!**

I'm sure there are additional examples as I know that every day every staff person makes a difference in the lives of others. When we get discouraged we need to remember that!

Please note the application for the Beth Nesbitt Scholarship in this newsletter. This is an opportunity for current Head Start staff, current or past Head Start parents and/or children to apply for some funding to help you further your education. All applications are due by June 3.

Hope you all enjoy the spring (if it ever gets here) and know that you are appreciated! Thank you for what you do every day!

## **ANNETTE'S NEWS**

A bus tour to Batavia Downs was a real success with 25 senior citizens on each bus. Everyone had a great time and the response was that they want to return.

We have been contacted by The National Board of the Emergency Food and Shelter Program that this year's FEMA money may be decreased by 50% or possibly end. This would mean that Community Action may lose money that we have had over the past few years to assist consumers with rent, food, utility bills.

### Main Street Store Report:

- Month of February being short and a very cold month, the store brought in \$2,300.00
- Work Experience Certification Course has 9 people enrolled 1 has secured a job
- Women's Self-Sufficiency Program has 20 women enrolled 3 have completed the goals and 3 have found employment
- Tech N Time Community Computers has at any given time 10 people using computers

The Main Street Store needs everyone's support. We are trying to find any and all available options for the store and the services we offer. Part of this is advertising and making the public aware of the store and what we offer, word of mouth is our best PR. We need volunteers, if you would like to volunteer or know of someone who wants to volunteer, please contact Annette or Michelle at 589-5605 or 589-1430.

### Emergency Services Albion Office:

1 housing assistance	1 medical
2 crisis transportation	6 utilities
62 food requests	9 personal care
3 clothing	7 case management
1 referral out	4 Salvation Army requests

### Community Action Transportation System Report:

Medicaid transportation	\$34,429.00		
Office for the Aging	\$2,222.28	231 one-way trips	14 wheelchair rides
ARC	\$11,813.00	1,889 one-way trips	218 wheelchairs
Job Development	\$960.00		
Orchard Manor	\$822.50	35 one-way trips	all wheelchairs
Allen Fund	\$264.00	12 one-way trips	12 wheelchair
Villages	\$23.50	1 one-way	1 wheelchair

# The Main Street Store

(585) 589-1430

45-49 N. Main Street - Albion, NY

Furniture, Collectables, and Clothing Boutique

SELF-SUFFICIENCY THROUGH EDUCATION & EMPLOYMENT

A Community Building Initiative of Community Action of Orleans & Genesee

COUPON VALID MEMORIAL DAY THROUGH LABOR DAY 2011

## Apparel Gift Card GIVEAWAY!

Any Purchase of \$50.00 - \$74.99 will receive a	Any Purchase of \$75.00 - \$99.99 will receive a	Any Purchase of \$100.00 or more will receive a
<b>\$10.00</b>	<b>\$15.00</b>	<b>\$25.00</b>
Apparel Gift Card	Apparel Gift Card	Apparel Gift Card

\*May be used to purchase any clothing, shoes, or handbags in our store. | \*May be used to purchase any clothing, shoes, or handbags in our store. | \*May be used to purchase any clothing, shoes, or handbags in our store.

# MAY IS COMMUNITY ACTION MONTH

## What is Community Action Month?

**National Community Action Month** in May was created by the Community Action Partnership to reinforce Community Action Agencies' role helping low-income families achieve economic stability.

During National Community Action Month, Community Action Agencies truly make the **Promise of Community Action**—to help people and change lives—come alive by hosting events that help put a "face" on the families living in poverty and the dedicated individuals who are helping them escape it. Success stories are honored and personal achievements are recognized. Some governors and mayors even proclaim May "Community Action Month" in their states and cities.

## ANGELS IN OUR MIDST

- ❖ Starting May 1<sup>st</sup> you can buy an Angel for \$ 1.00.
- ❖ Look for ANGEL BANKS in Orleans County at different locations

Money collected from these projects will go to the Angel Crisis Fund. For more information contact Joni Dix at 589-5605.

# Community Action Angels in Orleans County

## Thumbs Up for Sun Safe Kids Program

### GOALS

- Create awareness of the dangers to children associated with unprotected exposure to the sun and ultra violet rays.
- Teach simple techniques to create a "Sun Safe" environment to help in the prevention of eye and skin cancer in children.

We are collecting sun protection products (sunglasses or sunscreen) to distribute to children. Help us make sure the children in our community are SUN SAFE! For more information contact Joni Dix at 585-589-5605



# TOUR TOUR TOUR

Do you know how many different locations Community Action has???? Would you like to see them???

There will be a bus tour on Friday, May 27<sup>th</sup> to see some of the agency you may not normally get to see. Snacks and lunch will be provided and it will be a fun day.

**Call Annette Finch for details and to sign up – 589-5605.**

# USDA Food Distribution

## May 20, 2011

- **American Legion**  
**131 South Main Street, Albion**  
**(Albion, Waterport, Kent and Barre residents only)**
  
  - **Medina United Methodist Church**  
**222 West Center St., Medina**  
**(Medina, Lyndonville, Knowlesville and Shelby residents only)**
- TIME:           Senior Citizens(62 years old and over) 9:00-10:00  
                    All Others 10:00-12:00(or until supplies last)
- 

- **Eastern Orleans Community Center**  
**75 Public Square, Holley**  
**(Holley, Clarendon, Kendall, Murray and Hulberton residents only)**
- TIME:           9:00-11:30 and 12:30-2:00
- 

Please bring PROOF OF INCOME:

- Department of Social Services Budget Sheet
- SSI Grant Letter
- SSD Award Letter
- HEAP Award Letter
- WIC Card
- Tax Return (Most Recent)

Please bring PROOF OF RESIDENCE:

Water Bill                      Electric Bill                      Gas Bill                      Phone Bill

<u>INCOME GUIDELINES</u>	
<u>Family Size</u>	<u>Gross Yearly Income</u>
1	<b>\$20,036</b>
2	<b>\$26,955</b>
3	<b>\$33,874</b>
4	<b>\$40,793</b>
5	<b>\$47,712</b>
6	<b>\$54,631</b>
7	<b>\$61,550</b>
8	<b>\$68,469</b>
<b>For each additional person add</b>	<b>\$6,919</b>

If you are picking up for someone, please bring a signed permission slip

# COMMUNITY ACTION ANGELS Of Orleans County

## "NIGHT OF ENTERTAINMENT"

**When:** Saturday, May 21  
Dinner at 6 PM  
Show at 7:30 PM

**Where:** Albion American Legion  
131 South Main Street  
Albion

**Entertainment:**



**Comedy Hypnosis Show with Cris Johnson**

**Music by Perifial Vision**

**Presale Tickets available at Community Action at 409 East State Street, Albion**  
**Dinner by CLOR's Meat Market – Enjoy the first BBQ of the season**  
**Dinner and Show \$ 20.00**  
**Dinner Take Outs Only \$ 10.00**

**For Information contact – Joni Dix, 589-5605**

**PROCEEDS TO BENEFIT THE MENDING HOMES TOGETHER PROGRAM**



## WHAT IS THE TRUE COST OF HEALTHCARE????

While a visit to your family doctor can vary in price the average they charge is \$ 100.00

Your minimum heart attack cost for this overall experience will be about \$45,000-\$50,000! If the Coronary Angioplasty procedure cannot repair your damage and open heart surgery is needed, your heart attack cost could more than double. By choosing foods with lower fat and cholesterol content, quitting smoking... if you do smoke, keeping your blood pressure under control, and exercising regularly, you may avoid this dangerous and costly experience... and eliminate heart attack cost for good.

The average cost of diabetes care for a person without insurance can exceed \$20,000 per year in out-of-pocket costs for routine doctor visits, lab work, and diabetes medications, insulin, and testing supplies. Not included in this figure are the costs of hospitalization, or the purchase of an insulin pump (approximately \$6,500).

With the Basix Health Insurance your co-pay for the family doctor would be \$ 25.00 and for the heart doctor it would be \$ 40.00 – that is a lot less than having NO insurance. If you wanted to purchase insurance for your family and the agency did not pay anything toward that you would pay from \$778.90 a month to \$ 1427.99 a month depending on the plan you choose.

## *E*mployee *A*ssistance *P*rogram

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

March 18, 2011



Statement	Poor	Fair	Good	Very Good	Excellent
My overall rating of the in-service	0	7	25	38	22
<b>Registration</b>					
Registration was organized/efficient	0	4	24	30	43
<b>Training - Content</b>					
The training experience will be helpful in my work	0	10	22	31	39
The information was interesting	0	9	12	31	47
The topics were relevant	0	12	18	26	43
The handouts for the training were helpful	0	10	20	30	34
Length of training sessions	3	10	23	27	35
<b>Training - Presenter</b>					
The presenter was knowledgeable	0	5	8	18	67
The presenter was well prepared and organized	0	3	13	19	64
Active participation was encouraged	0	5	14	25	56
The presentation style was effective	0	4	13	23	57
The presenter's communication skills were effective	0	4	12	20	63
<b>Food and Facility</b>					
Batavia Party House staff	9	19	20	27	20
Convenience of location	17	25	22	18	20
Facilities provided a comfortable setting	3	24	35	22	19
Quality of continental breakfast	23	38	22	5	10
Quality of lunch	37	15	25	16	9
<b>Awards and Recognitions</b>					
Awards and Recognitions are appropriate	3	8	24	24	20
Presentation of awards	0	11	24	24	20

***“If you change the way you look at things, the things you look at change”. – Wayne Dyer***

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

[www.caoginc.org](http://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](http://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](#)

[Head Start Purchase Sheet](#)

[Head Start Performance Standards](#)

[Mileage](#)

[Travel Advance](#)

[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](#)

[Time Off Request - Head Start](#)

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

[Travel Advance Worksheet](#)

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

***CHECK IT OUT!!!***