

## 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	\$3,830,317
State Revenues	\$459,437
Local Revenues	\$659,601
In-Kind Goods & Services	\$841,553
Private and Other Revenue	\$449,286
<b>Total Operating Revenue</b>	<b>\$6,240,194</b>

## Operating Expenses

Salaries and fringe benefits	\$3,798,307
Materials and Supplies	\$291,740
Insurance and professional fees	\$73,444
Contractual services	\$92,882
Equipment and renovations	\$9,933
Vehicle and travel expense	\$367,772
Food expense	\$143,325
Office expenses	\$103,012
Occupancy	\$402,821
Other program expenses	\$203,102
In-kind goods and services	\$819,617
<b>Total Operating Expenses</b>	<b>\$6,305,955</b>

Organizational Budget for 2016: \$6,827,653

Community Action has received an unmodified opinion on the annual audited financial statements. The 2014 audit was reviewed by the Department of Health and Human Services, which released a report in 2015. 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 2015

- Community Action served **2,731 Families** and **5,789 Individuals**
- All but 139 of these families were under 150% of the Federal Poverty Level
  - Last year, our customers included 244 disabled individuals, 309 without health insurance and 257 single mothers
- Across all Agency programs, 164 individuals obtained a job last year

## 2015 marked Community Action's 50th Anniversary!



Community Action celebrated its 50th anniversary with various events throughout the year and with a celebration at Hickory Ridge Country Club with about 100 people. Ed Fancher, Executive Director, welcomed everyone and noted that the agency has grown to several sites in two counties, and continues to grow to better serve low income families.

Community Action organizations were started with the "War on Poverty" initiative by President Lyndon Johnson in 1964. The former Orleans County Board of Supervisors assessed the needs of the county in June of 1965, and only three months later, Community Action was incorporated. County leaders moved quickly to establish Community Action 50 years ago! Services began in Genesee County in the 1970's and the County was officially added to the agency service area in the late 1980's.

### Volunteers Make a Difference!

**895** Program volunteers contributed **35,181** hours of service in 2015.

**17** Board members contributed **884** hours of service.



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



# Success Story



M.C. came to Community Action for help with rent in March because he was homeless. M.C. was not only homeless, jobless, and battling alcoholism, but had lost custody of his children. Community Action was willing to help with emergency housing, but before entering the emergency housing, M.C. was placed in a detox center. M.C. in the past has entered detox centers and halfway houses but was never able to escape the hold the alcohol has on him, drinking at least one liter of vodka a day.

M.C. came back to Community Action in May because he was homeless again. M.C. desperately wanted to be alcohol free so he could get his children back. Community Action called many agencies in Orleans and Genesee County to see what help could be offered. The agencies knew M.C. and told me that he had burned all his bridges, even the detox center would not take this man anymore. As a case manager, I wanted to try my best to alleviate this situation, rather than sit back and just feel sorry that it all exists. I called a detox center in Niagara Falls and they said that they would take him. M.C. was very willing to go for help in hopes of reuniting his family.

In July, M.C. came for help again because he was homeless. I was very concerned about M.C.'s health. He was yellow in color, very nervous, swollen, speech very slow, personal hygiene was not well, and hungry. M.C. did not want to go to a hospital for any care. He told me that he was sanctioned from DSS and lost his Medicaid. M.C. needed his medicine because he was also Bipolar. I started making phone calls again to find a detox center that would take him (which was near impossible because of no insurance). The one place I did find didn't have an opening until the next week. Community Action supplied M.C. with emergency lodging for the night and told him to come back in the morning to find some assistance for him. When he came back in the morning, I hardly recognized him because he was swollen and now he was shaking considerably. I knew if he didn't get help this time, he would die. He sat down and after speaking with him, he agreed to have the ambulance take him to Unity Hospital in Rochester.

It had been a few months and I haven't seen or heard from M.C. He came in for help with food in October, I didn't recognize him—he looked healthy! He was well groomed, great color on his face, smiling, no trouble conversing at all. He told me that he had hit his lowest ever the last time I saw him. He thanked Community Action for saving his life.. M.C. now has been clean for 3 months, has a job, an apartment, and he has his kids back!

# 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.

- 1,743 families (429 in Genesee County, 1,314 in Orleans) received services in 2015.
- 875 households received emergency food
- 275 families received clothing and personal care items
- 117 families received emergency housing and utility assistance
- 32 families received emergency transportation
- 25 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.

- 325 children attended the Children's Carnival
- Households received 160 Holiday Baskets and 110 seniors received Fruit Baskets
- 3,445 households received emergency services



- 70 Medina families received vouchers to cover emergency needs through a partnership with the Medina Area Association of Churches
- Red Kettle Campaign raised \$19,500.00
- 72 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.

- 106 homes were weatherized in 2015

**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.

- 23 families received Electric Reduction services and received Home Performance services in 2015.

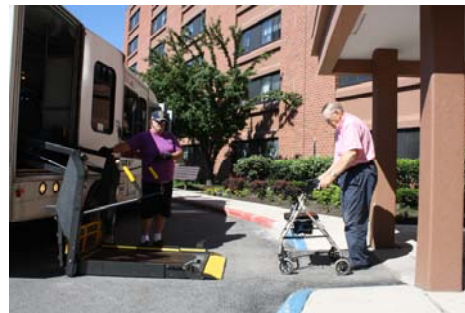
**Affordable Housing Corporation (AHC) Home Rehabilitation** provides home repair to low-income home owners who contribute 40% of the cost of project directly or by matching with another program.

- 17 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 32,574 trips across two Counties
- 51 riders were disabled, 157 were elderly
- CATS completed over 711 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.

- 145 unduplicated Holley residents attended the congregate meal program during the 2015 Program Year.
- 9,535 meals were cooked and served to individuals in 2015.
- 40 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.

- 10,425 individual sales
- 60 individuals accessed public computers
- 33 at-risk youth completed the out-of-school tutoring program

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

- 187 individuals had their taxes prepared at no cost
- 51 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)
- 100% of 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
- 100% of Head Start and Early Head Start children who did not leave the program in the 1st 45 days completed developmental screenings;
- 27% 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.

- 65 youth enrolled in the 2015 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.

- 405 youth completed 6+ hours of evidence-based curriculum instruction
- 556 youth received information on accessing sexuality healthcare services
- 81 community partnerships support these services in schools and to groups of youth
- 298 follow our Facebook.com/ACT Program 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.



- 294 referrals were provided for child care
- 9 individuals became registered and licensed day care providers
- 197 day care slots were created
- 581 requests for technical assistance were fulfilled
- 257 hours of intensive technical assistance were provided
- 49 online referrals

## Early Head Start—Child Care Partnership.

Community Action was awarded a grant in the first round of a new program to partner with local child care providers to implement EHS program services throughout the community in Orleans, Niagara, and Eastern Niagara. 2015 was an implementation period with services to be “up and running” by mid 2016. We

*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.

- 93 unemployed adults completed the Work Experience Certification Course
- 43 adults received interview attire for use during a job application
- 17 individuals completed at least one employment training course at The Main Street Store.
- 35 individuals obtained employment.



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

- 30 individuals were placed in the Agency for workforce training
- 17 individuals completed training at Community Action
- 8 individuals obtained employment

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

## Annual Report 2015

# 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 Email [actprogram@caoginc.org](mailto:actprogram@caoginc.org)  
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