



Community Action of Orleans and Genesee 2025 Impact Report

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Mission Statement: To provide services, with dignity and respect, that help people become self-sufficient.

The Promise of Community Action:

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and are dedicated to helping people help themselves and each other.

www.caoginc.org

History of Community Action

In 1965, the chairman of the Orleans County Board of Supervisors, Raymond Pahura, appointed a committee to study ways in which Orleans County might benefit from the Economic Opportunity Act (War on Poverty). Arden McAllister, representing the Migrant Ministry, was named as temporary chairperson of that committee. An action committee was formed which included Clayton Scharping, sanitary inspector. Arthur Nenni, Welfare Commissioner; and Mrs. Zelma Duckett of the Migrant Ministry. This committee was formed to study local needs for housing, migrant labor, and youth training, as well as problems facing older Americans.

In June of 1965, Reverend Jack Smith of the Christ Episcopal Church, Albion, was appointed as the first chairperson of the newly formed Orleans Community Action Committee with programs funded with 90% Federal Funds, and Orleans County contributing 10%. The Vice Chairperson was Reverend Johnnie Johnson from the Shiloh Baptist Church, the Secretary was Zelma Duckett, and Treasurer Paul Bower, a bank official in Albion.

In July 1965, Jerim Klapper was selected as the First Executive Director and under the anti – poverty programs the following were begun Head Start, Family Planning, Legal Aid, Neighborhood Youth Corp., and People's Opportunity. The agency was incorporated on September 13, 1965. Head Start and later CHAP (Children's Health Assurance Program) were formed to teach children and help with good health practices. Next came the Eastern Orleans Community Center, our satellite office in Holley, to assist with Senior Citizens and preschoolers. This was followed by CATS (Community Action Transportation System) to transport senior citizens, and CARES (Community Action Resource and Educational Service) which was a mobile van traveling the county informing our residents of the programs available under the newly formed Orleans Community Action Committee, Inc.

Since 1965, programs have been spun off and many new programs were developed. After Jerim Klapper's resignation in 1968, David Bower became our Executive Director until 1970, followed by Emma Ford until 1972 at which time Mr. Charles Pulley took over the helm from 1972 until 1992. Upon Mr. Pulley's retirement in June 1992, James Scharping, Deputy Director became Executive Director. He retired on September 30, 2005, and Edward Fancher who was Operations Director became the next Executive Director. Sadly, in May of 2020, Mr. Fancher passed away after a courageous battle with cancer. In October of 2020, Renee Hungerford joined Community Action as Executive Director/CEO and continues in this role today bringing a fresh perspective on ensuring the agency works with our customers to achieve self-sufficiency, in a manner that preserves dignity and autonomy for the customer. Having a long history of successful leadership and analytics expertise in both the healthcare and banking industry, Renee has helped the agency build capacity and stability that has been essential in keeping the agency strong through difficult economic times.

Now, over 60 years later, we have grown to be an agency with an operating budget of over 8 milliondollars and employs over 100 people. Our agency serves both Orleans and Genesee Counties, with sites in Albion, Holley, Medina, and Batavia. The agency began providing services in Genesee County in the 1970's and was officially designated as the Community Action Agency in Genesee in 1988. In 2008, the agency changed its legal name to **Community Action of Orleans & Genesee, Inc.** to better reflect our service area. We operate a wide range of programs including but not limited to Transportation, Emergency Services, Food Pantry, Weatherization, Child Care Resource Network, Teen Pregnancy Prevention, Job Skills, and Budgeting Workshops, the “Main Street Corner Thrifts, Gifts, and More” Store, and have expanded Head Start to include Early Head Start and the Early Head Start Child Care Partnership. To expand our reach and provide comprehensive assistance, we partner with a broad range of local agencies. As we continue to grow, we are increasing our efforts to become a data driven, results oriented organization. This enables us to measure our impact and ensure resources are directed toward the greatest needs of our communities and the mission of helping people become self-sufficient.

Meet the Directors

- **Renee Hungerford, Executive Director/CEO**
- Jacquelyn Dunham, Director of Operations/COO
- Ryan Lasal, Director of Community Programming/Chief Programming Officer
- Tina Schleede, Director of Finance and Administration/CFO
- Pamela Wadhams, Director of Head Start

Highlights of the 2025

- **Assisted Nearly 5,000 Unduplicated Individuals**
- **Launch of the Fresh Start Care Center:** Personal Care and Hygiene Center for adolescents.
- **Celebrated Agency 60 Year Anniversary**
- **Free Prom Gown Program Expanded to Local Schools in 8 Counties:** 92 dresses and accessories distributed.
- **Contracted for Medicaid 1115 Waiver Services**

Agency Results

Cooling Program

- Installation of window and portable air conditioning units from May-July 2025
- Outcomes Achieved- 70 income eligible homes were provided with air conditioning units and/or fans
- Orleans County: 52 Installations with 1 fan installation/ 17 Genesee County Installations.
- The agency continues to be the preferred provider



Weatherization

This year's regular Weatherization Contract, PY24 ended June 30th. We are focusing on the new contract for the regular Weatherization, PY25 while we are finished with our BIL contract that ends March 2025.

- 76 jobs that have been completed.
- 5 units ready for audits

Emergency Services and Case Management

ROMA: Continuing the move toward OUTCOMES by differentiating Emergency services from Case Management and Programs.

- 587 households received holiday meal kits
- 577 individuals received clothing
- 1,665 individuals received food
- 228 people received 5,056 prepared meals from the Eastern Orleans Community Center
- 73 individuals received rental assistance to avoid eviction
- 52 individuals received utility assistance

Transportation

Office for the Aging Transportation:

3,669 one-way trips were provided to 278 senior and disabled customers



The Main Street Store



It's Not Just a Thrift Store!

Thrift Store/Donation Center: We are a donation center and thrift store. All donations are sorted, cleaned, and sanitized before going to the sales floor to ensure they are a safe and budget friendly addition to your home.

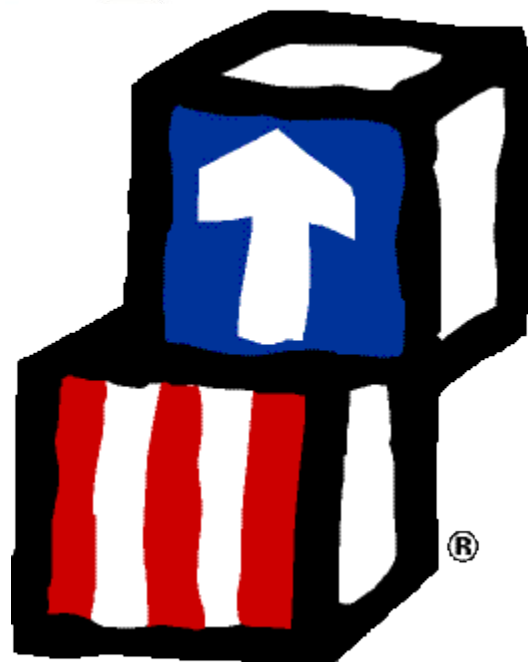
Job Training: Working with Job Development, Iroquois Job Corp and Re-Employability to help with on-the-job training, and learning new skills such as: Resume building, job searches, mock interviews, budgeting, customer service and more!

Work-Based Learning: We work with many schools to provide basic job training and life skills to students to prepare them to become successful in any job they choose.

Prom Events: Every year before prom season, we partner with school districts in the community to ensure that every young girl has the opportunity to attend prom feeling confident and beautiful regardless of financial circumstances. In 2025 92 prom dresses had been given to girls in both Genesee and Orleans Counties and five school districts were visited

Credit Recovery: Partnered with Albion High School in order to provide Credit Recovery for High School students by providing a secure learning space in which students come in for 2 hours a day and work toward recovering the credits needed for graduation. (School year 23-24, the class recovered 81 credits)

Emergency Food/Sharing Table: Our location serves as a home for a Emergency Food Fridge and Sharing table in front of the store. This gives the community access to food when they are in need after agency hours. We also are able to provide shelf stable food boxes to individuals enrolled in services at our location.



Head Start provides comprehensive, center-based services to up to 148 income eligible children ages 3 and 4 in four different locations (Batavia, Medina, Albion, Albion UPK).

Early Head Start provides center-based programs for 32 toddlers, 18 months to 3 years, in Batavia and Medina and home-based services for 6 children, birth to 3 years, in Orleans County, where they receive support in their own homes with their parents. In partnership with licensed childcare centers in Orleans and Genesee counties, center-based programming is provided to another 58 infants and toddlers.

Comprehensive Services and Benefits: Programs support children's growth and development from birth to age 5 through services centered around early learning, health, and family well-being. Staff actively engage parents, recognizing family participation throughout the program as key to Positive child outcomes. Services are available at no cost to eligible children from birth to age 5. Programs deliver child development services in center-based, home-based, or family childcare settings.

Free, High-Quality Education (for income-eligible families): Head Start provides high-quality early childhood education and care, including access to a research-based curriculum that focuses on language, literacy, math, and social-emotional skills.

Health and Wellness: The Head Start program prioritizes the health and well-being of children, offering regular screenings for medical, dental, hearing, vision, and mental health services.

Nutritious Meals: Providing healthy meals, breakfast, lunch, and snacks.

Social and Emotional Development: Head Start classrooms foster social skills and emotional resilience, helping children learn to interact positively with peers and adults, build self-esteem, and manage their emotions.

Family Engagement: Head Start programs actively engage parents as partners in their child's education and development, supporting them in their role as their child's first teachers and primary caregivers.

Family Support Services: Programs help families access and utilize other community resources and services.

Long-Term Positive Outcomes: Research shows that the benefits of Head Start extend well beyond the preschool years, with children demonstrating improved academic and social success.

Head Start

Enrollment: 129 Children

Homeless:	9	Second Year:	40
Foster Care:	8	Three+ Years:	6

Health Services

<i>Services to All Children at Beginning of Enrollment Year Compared to End of Enrollment Year (based on Cumulative Enrollment)</i>	<i># at Beginning of Enrollment Year</i>	<i>% at Beginning of Enrollment Year</i>	<i># at End of Enrollment Year</i>	<i>% at End of Enrollment Year</i>
Children with health insurance	129	100%	129	100%
Children with accessible health care	128	99.2%	129	100%
Children with up-to-date immunizations* or all possible immunizations to date, or exempt	0	0%	27	20.9%
Children with accessible dental care	84	65.1%	100	77.5%

*Includes immunizations not required by NYS for childcare, public school, etc. such as COVID, Influenza, etc.



Disabilities Services - 27 (20.9%) - children with an Individualized Education Program (IEP), indicating they are eligible to receive special education and related services

Family Services - Total Number of Families: 123, Families Who Received at Least One Family Service: 113

	# of families	% of families		# of families	% of families
Emergency or Crisis Intervention	42	34.1%	Involvement in discussing their child's screening and assessment results and their child's progress	94	76.4%
Housing Assistance	15	12.2%	Supporting transitions between programs	85	69.1%
Asset Building Services	16	13.0%	Education on preventative medical and oral health	17	87%
Mental Health Services	23	18.7%	Education on health & development consequences of tobacco	0	0%
Substance Misuse Prevention	1	0.8%	Education on nutrition	73	59.3%
Substance Misuse Treatment	1	0.8%	Education on postpartum care	1	0.8%

English as a Second Language Training	1	0.8%	Education on relationship/marriage	6	4.95
Assistance enrolling into education or job training program	17	13.8%	Assistance to families of incarcerated individuals	3	2.4%
Research-based parenting curriculum	50	40.7%			

Early Head Start

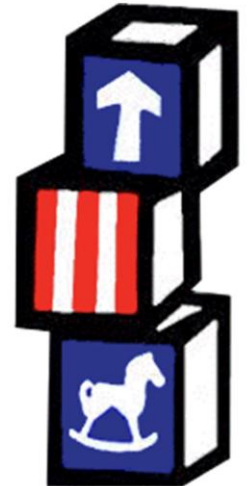
Enrollment: 65 Children

Homeless: 1 Second Year: 19
 Foster Care: 1 Three+ Years: 3

Health Services

<i>Services to All Children at Beginning of Enrollment Year Compared to End of Enrollment Year (based on Cumulative Enrollment)</i>	<i># at Beginning of Enrollment Year</i>	<i>% at Beginning of Enrollment Year</i>	<i># at End of Enrollment Year</i>	<i>% at End of Enrollment Year</i>
Children with health insurance	64	98.5%	64	98.5%
Children with accessible health care	65	100%	65	100%
Children with up-to-date immunizations* or all possible immunizations to date, or exempt	1	1.5%	37	56.9%
Children with accessible dental care	34	52.3%	43	66.2%

**Includes immunizations not required by NYS for childcare, public school, etc. such as COVID, Influenza, etc.*



Disabilities Services - 5 (7.7%) - children with an Individualized Education Program (IEP), indicating they are eligible to receive special education and related services

Family Services - Total Number of Families: 61, Families Who Received at Least One Family Service: 56

	# of families	% of families		# of families	% of families
Emergency or Crisis Intervention	25	38.5%	Involvement in discussing their child's screening and assessment results and their child's progress	54	83.1%
Housing Assistance	6	9.2%	Supporting transitions between programs	51	78.5%
Asset Building Services	8	12.3%	Education on preventative medical and oral health	56	86.2%

Mental Health Services	8	12.3%	Education on health & development consequences of tobacco	0	0%
Substance Misuse Prevention	0	0%	Education on nutrition	44	67.7%
Substance Misuse Treatment	0	0%	Education on postpartum care	0	0%
English as a Second Language Training	0	0%	Education on relationship/marriage	4	6.2%
Assistance enrolling into education or job training program	5	7.7%	Assistance to families of incarcerated individuals	1	1.5%
Research-parenting curriculum	30	46.2%			

EARLY HEAD START CHILD CARE PARTNERSHIP (EHSCCP)

From 8/01/2024 through 7/31/2025 EHS-CCP accomplished the following:

- **Served 94 children and families** in 6 Child Care Partners in the community.
- **1 Partner Staff** earned their CDA credentials (Child Development Associate)
- **21 Partner Staff** were actively enrolled in the Child Development Associate (CDA) program with **1** earning their CDA
- **2 Partner Staff** were enrolled in college classes/degree programs, **1** of which completed their Associate Degree in Liberal Arts & Sciences with Teacher Education Transfer credits

This is a WIN-WIN-WIN Program!

Children – Experience a high-quality early learning program, including screenings, with an additional focus on health and development, have a consistent caregiver, and maximizes opportunity for growth and development until age 3

Parents -Staff assist parents in being child’s “1st and most important Teacher”; involve parent in child’s learning; provide high quality care in a setting with high standards for full day, full year while parent works/trains; engage parent in program and community services needed to meet goals

Child Care Partners - Receive support, including funding, implementing new program aspects, assure all requirements are met, meet child/family needs, provide staff with opportunities for higher qualifications, monitoring, assistance, health and disability specialists, staff salaries, and ongoing trainings.

CHILDCARE RESOURCE CENTER (CCRC)

CCRC has been a program of Community Action for over 30 years. They have 3 parts to their purpose:

- Assist parents in finding appropriate childcare that meets their needs.
- Provide support, training, and technical assistance to all types of Child Care Providers in Orleans and Genesee counties
- To work with other agencies and businesses to advocate quality Child Care and help people understand the importance of this profession and the care of children. In 2025, CCRC staff have provided:
 - **128** referrals
 - **391** basic technical assistance to Providers.
 - **94** intensive technical assistance (meetings or trainings over 1 hour each) with individual Providers.

The Child Care Resource Center (CCRC) helps families find and access quality Child Care, provides information on financial assistance for childcare services, and offers training and professional development for Child Care Providers. Additionally, CCRC advocates early childhood education and connects communities with essential resources to support children's growth and well-being.

In 2024, CCRC expanded its team to include a Business Specialist and an Infant Early Childhood Mental Health Consultant. These roles enhance support for program staff by promoting best business practices and offering mental health resources, ensuring they can provide the highest quality care and education.



Project Salus, a program evaluated in partnership with Cornell University's ACT for Youth features two programming components recognizing that adolescents can thrive in their environment when they have access to the right resources, opportunities, and support. Using a multilayered approach, a social ecological model & positive youth development initiative, our program focuses on reducing barriers, fostering safe and healthy environments, and helping adolescents build on their needs for competence to advocate for themselves in establishing healthy fulfilling relationships.

Central to this work is empowering youth by ensuring they are aware of available resources and capable of advocating for themselves in situations involving risky behaviors. Our goal is to serve as an additional support for families by assisting adolescents in building the autonomy and confidence necessary to make informed decisions while fostering growth and positive change that will strengthen their future goals.

Project Salus is designed with two components to support adolescent development and well-being. Component 1, focusing on sexual education for all adolescents, is primarily delivered in a classroom setting, providing students with a structured environment to learn about advocacy skills, their sexual health, and the knowledge to empower them to make informed decisions and navigate through challenging situations. Component 2, currently offered as an after-school club, offers an additional layer of support, fostering peer engagement and skill development in a less formal setting. By combining these approaches, the program ensures that adolescents have access to both academic learning and ongoing personal growth, empowering them to thrive in safe and healthy environments while building the autonomy and confidence needed to transition into healthy adults.

Fighting Poverty

*Anyone who has served among the poor for any length of time will recognize the following progression:
Give once and you elicit appreciation;
Give twice and you create anticipation;
Give three times and you create expectation;
Give four times and it becomes entitlement;
Give five times and you establish dependency.*

The Oath for Compassionate Services
Robert Lupton

Service Areas are Genesee and Orleans Counties

Orleans County Poverty Rate, Population of 40,148

- Individuals 13% or 4,948 people, live in poverty.
- Children under 18- 16.6% or 1,245, live in poverty.
- Adults (25+) – 11.3% or 3,108, live in poverty.
- Senior Citizens (65+)- 9.7% or 714, live in poverty.

37.1% of those families with female Head of Household with children live in poverty.

Genesee County Poverty Rate, Population of 58,204

- Individuals 10.6% or 6,018, live in poverty.
- Children under 18- 10.2% or 1,175, live in poverty.
- Adults (25+)- 10.6% or 4,664, live in poverty.
- Senior Citizens (65+)- 10.4% or 1,135, live in poverty.

27.3% of those families with female Head of Household with children live in poverty.

Medical care is estimated to account for only 10-20 percent of the modifiable contributors to healthy outcomes for a population [7]. The other 80 to 90 percent are sometimes broadly called the SDoH: health-related behaviors, socioeconomic factors, and environmental factors.

SOCIAL DETERMINANTS OF HEALTH

A STUDY INVOLVING 2718 MANAGED CARE PATIENCE SHOWED AN 11% COST OF CARE DECREASE WHEN ADDRESSING SDOH

Health Outcomes: Length of Life and Quality of Life 50%

Social and Economic Factors (40%)

Education Employment Income

Family and Social Support
Community Safety

Health Behaviors/Factors (30%)

Tobacco use

Diet and exercise
Alcohol and drug use
Sexual activity

Physical Environment (10%)

Air and Water Quality
Housing and Transit

Clinical Care (20%): Access to Care and Quality of Care

2025 Annual Report

Program Locations

Orleans County Administrative Offices

409 East State Street
Albion, NY 14411
585-589-5605

Eastern Orleans Community Center
75 Public Square
Holley, NY 14470

Child Care Resource Center Offices (CCRC)
243 South Main Street, Suite 105
Albion, NY 14411
Albion Offices: 585-589-5088
Batavia Offices: 585-343-7727

Genesee County Administrative Offices

5073 Clinton Street Road
Batavia, NY 14020
585-343-7798

Project Salus (previously ACT) Offices
243 South Main Street, Suite 105
Albion, NY 14411
585-589-5754

Main Street Corner Thrifts, Gifts and More
131 South Main St.
Albion, NY 14411
585-589-1430

Program Locations Continued

Head Start Locations

Administrative Offices

401 East State Street
Albion, NY 14411
585-589-5683

Albion Full Day Classroom
411 East State Street
Albion, NY 14411
585-589-7097

Medina Site
123 Ensign Ave.
Medina, NY 14103
585-798-2261

Batavia Site

5073 Clinton Street Road
Batavia, NY 14020
HS-585-343-5917

Albion Central School
324 East Avenue
Albion, NY 14411
585-589-8983

Early Head Start Child Care Partnership
243 South Main Street, Suite 105
Albion, NY 14411
585-589-5321

