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Albion, New York

For Immediate Release

## Community Action of Orleans and Genesee addresses changes made

Like all of you, the COVID period has presented challenges to all of us at Community Action of Orleans and Genesee. As someone said recently “COVID turned the world upside down”!

We were confronted with the reality that revenue would be capped in some programs, expenses would increase, and staffing would become more and more difficult. We immediately recognized that we may have to make some hard decisions about some programs and find new funding for others. We immediately asked our accounting department to conduct an in-depth analysis to advise us and help the organization to survive the difficulties of the period. That department had recently been improved by new staffing. CEO, Renee Hungerford enacted more stringent audit standards moving forward, saying “In the difficult times caused by COVID, it is critical to the organization that we have the best financial modeling available...and we have made huge headway in our new business reporting”.

## Audit showed deep losses with CATS program

When that in-depth review was completed, it made us aware of the fact that the program, known as CATS had lost almost a quarter of a million dollars, that expenses had been allowed to get out of control, that the equipment was getting older and that significantly more maintenance costs were to come, we immediately provided the information to the board of directors for their review. The board made two determinations. The first was to end the program and seek to replace it with another. The second was to begin to reimagine and improve the program in a new form.

## Working on new and better solutions

We have been working with the Rochester Genesee Regional Transportation Authority (RGRTA) to reconfigure and expand the opportunities their services provide. We have enlisted the aid of many other state offices and departments to help us find a way to provide these important services. We also have begun to reach out to profitable businesses to help underwrite aids that will travel with the

customers using the new services to enable their comfortable moving around with assistance needed on the vehicles with them.

We continue to reach out to state and federal officials to identify new programs and funding that would allow our replacement program to improve every level of the services provided.

Hungerford went on to say “These are challenging times, but we will leave no stone unturned when it comes to finding ways to serve you better and more efficiently, and that is what we are doing. I will, as information becomes available, keep you informed of our progress on all fronts to serve you and your family.”

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For more information

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