

# Community Action of Orleans and Genesee 2022 annual report

## THANK YOU BOARD MEMBERS

BARBARA SHINE, BOARD CHAIR  
BRUCE SCHMIDT, BOARD VICE CHAIR  
DEBORA MILLER, BOARD TREASURER  
VERONICA BARHITE, BOARD SECRETARY

---

DR. NANCY CIAVARRI  
KATIE ECKER  
STANLEY FARONE  
CASSIE GRAFF  
KRISTEN GROSE  
BONNIE JOHNSON

LYNNE JOHNSON  
ESTHER LEADLEY  
EMILY LEMASTER  
DAVID RUMSEY  
JOHN ZONITCH



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

---

*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.*

# Meet the Directors

---

Renee Hungerford, Executive Director

Carol Pietrzykowski, Director of Finance and Administration

Bonnie Malakie, Director of Children and Youth Services

Katrina Chaffee, Director of Community Services and Reporting

Jacquelyn Dunham, Director of Operations/COO



# Highlights of the past year

---

- Joined Digital Literacy Initiative
- Achieved 58 of 58 standards score on TRACS
- Moved 403b to Mutual of America to save staff \$14k annually
- Main Street Store Express hosted weekly weekend Farmer's Market
- Realigned health insurance offering to exclude overpriced platinum plan and add high deductible with HSA option.
- Hired a New COO
- Fiscal system "Accufund" moved to the cloud
- New employee handbook completed and communicated
- Community Action was featured on WBTA and several press releases.
- Certificate of Recognition from the Department of State
- Community Service Award from the Batavia Business and Professional Women's club
- No adverse findings in CSBG Fiscal Monitoring review
- FA2 Monitoring Review was completed. Received positive results.
- Emergency Plan updated-Fobs issued to all staff
- Community Action Angels in Action of Orleans and Genesee Guiding Light Project
- Restructured Leadership Roles to provide more direct support at sites for staff.
- 211 WNY Ride Delivery Program-Partnering with Door Dash
- Axis of Care-Telehealth hub to help people access healthcare. Renee Hungerford and Community Action of Orleans and Genesee received 2022 Innovative award from NYSCAA.
- Stone Soup-Healthy Recipes using ingredients you already have.
- Fiscal Policy Updated.
- Leadership Orleans Class of 2022 Graduates-Katrina Chaffee and Renee Hungerford Alumna of the year.
- Changed fiscal system Blackbaud
- Exhale/Caregivers Revitalize Initiative- will provide weekly 3 hour long respite sessions along with free, onsite wellness programming and activities for caregivers of aging family members. Coming soon in 2023

# Agency Results

---

## Cooling Program

- Installation of window and portable air conditioning units from May-July 2022
- Outcomes Achieved- 103 income eligible homes were provided with air conditioning units. This was an all-time record number of installations for the agency.



## Weatherization

- Orleans County: 71 Total Installations/Genesee County: 32 Total Installations
- Number of services provided in 2022=103 jobs

## Emergency Services and Case Management

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

- 140 Individuals were adopted for holiday gifts from outside agencies. An additional 147 children received toys directly from the agency.
- 388 Individuals received clothing
- 1144 Individuals received Emergency food assistance. 23 of those were delivered through a new partnership with 211.
- 432 Individuals received 5,887 prepared meals from the Eastern Orleans Community Center.
- 172 Individuals received rental assistance to avoid eviction
- 51 Individuals received utility assistance

## Transportation

Office for the Aging Transportation:

In 2022 - 114 unduplicated individuals received 1,141 one-way trips for medical, nutritional, and social appointments. We are grateful to the Muriel Marshall Fund and the Rochester Area Community Foundation for making it possible for us to provide this service.



## The Main Street Store



## It's Not Just a Thrift Store!

**Credit Recovery Classroom:** For the 2021-2022 year 18 total students who started successfully completed 41 classes and 5 of those were seniors who were able to graduate.

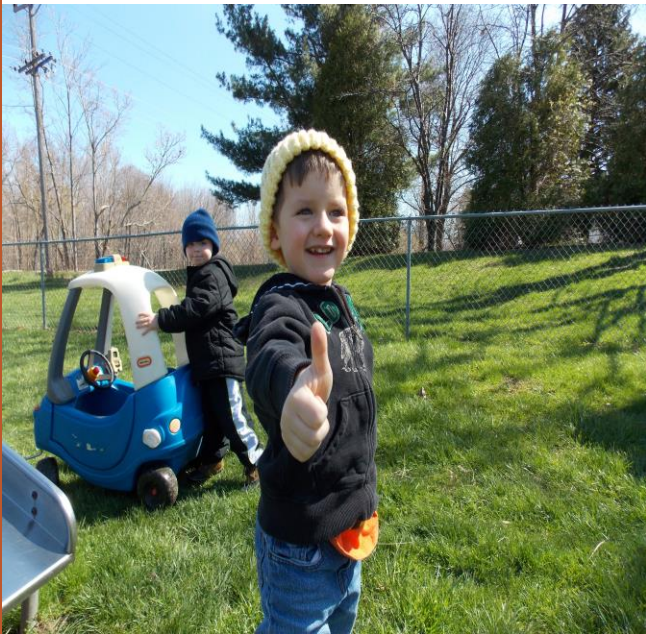
**Job Development:** Worked with 6 placements from Job Development. Job development sends people to learn new skills for a job. Our most recent participant learned many skills about working in retail and with customers. She successfully moved on to a job a few months ago and enjoys working there.

**Re-employability** is a company we work with that helps people learn new skills and continue to work after they had an injury. We have had one person this past year come in through this program to learn new skills. He now has been hired by our agency and works on our retail floor directly with customers.

**New Management:** Under new management and the team has many fresh new ideas and will become heavily involved in the community with things like the farmers' market and various festivals. Keep a look out for new events and special sales and coupons.



# HEAD START AND EARLY HEAD START



Head Start provides comprehensive services to 189 income eligible children ages 3 and 4 in five different locations (Batavia, Medina, Albion, Albion UPK , Kendall UPK. Early Head Start provides center-based services for 24 Toddlers (18 months-3 years) in Batavia and Medina and 6 Home-based children (6 weeks – 3 years) in their home with their parents in Orleans County. Important facts about HS/EHS

- Comprehensive services means we help prepare children for school by working with them in areas of literacy, language, early childhood development, social/emotional development, physical growth, health, nutrition, mental health, and any other area needed.
- Parents are their child's first and most important Teacher! We work with parents to fulfill this role by advocating for them, supporting them, offering trainings and workshops and providing referrals to services they need.
- Staff in these programs have different roles but every staff is important in helping carry-out the mission. Many of our staff are former or current Head Start Parents!
- There are regulations from the Office of Head Start, and each site is licensed as a Child Care by the Office of Children and Family Services. They also have to pass numerous inspections every year including the Health Department. The first priority is the health and safety of the children.
- We provide 2 or 3 meals every day for the children ( 2 if the session is only 3.5 hours) and our own staff prepare the delicious food at our Centers.
- Every Family received at least 6 books so far this year to keep at home and build their own at home library • Transportation is provided where possible. We need more Head Start Drivers! If you know someone who would be a good Driver, please have them apply!
- Everyday, everyone who works for Head Start makes a difference in the life of a child!!!!



# HEAD START AND EARLY HEAD START



## Head Start/ Early Head Start From 9/2021 through May 2022

146 Head Start children ( 3 & 4 year old) served. There are 189 slots for children Enrolled @ May 31: 118 28 dropped (reasons-11 transportation; 4 COVID, 13- other)

30 Early Head Start children served (classroom Toddlers; Home-based- Infants and Toddlers) Enrolled @ May 31: 22 15 dropped (reasons- 8 aged out- 5 of those entering HS; 3 transportation; 4 other)

Staffing: Head Start/Early Head Start 55 staff 8 new since September 2021

All children and staff have had to continue to be masked through the present time. A special thank-you to all of the staff who have been very, very flexible all year and have pulled together when we have had COVID, other illnesses, and family emergencies to deal with! Been a very difficult year for so many! Hoping things can be different next year!

## EARLY HEAD START CHILD CARE PARTNERSHIP (EHSCCP)

---

**From 8/01/2021 through 5/31/2022 this program did the following:**

- **Served 58 children and families** in 6 Child Care Partners in the community (the same Partners we've had since 2015)
- **15 Partnership Staff** are working on their Infant Toddler CDA credential (Child Development Associate) and 1 person is working on their Associate's degree
  - The staff have helped children, partners and families navigate through COVID in many ways

- **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 supports, including funding, to implement 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, ongoing trainings

## CHILDCARE RESOURCE AND REFERRAL (CCR&R)

---

CCR&R 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 for quality Child Care and help people understand the importance of this profession and the care of children Since July of 2021 CCR&R staff have provided :
  - 147 referrals
  - 555 basic technical assistance to Providers
  - 148 intensive technical assistance (meetings or trainings over 1 hour each) with individual Providers.

In 2021-2022 CCR&R had many added responsibilities due to funding for Child Care Providers because of COVID. They have helped Providers get back to "normal" operations, provided supplies and services and helped them obtain grants to better retain their staff. CCR&R Welcomed Alishia Foss as the new Child Care Specialist/Trainer

# ACT



**ACT – Helping Youth ACT Responsibly** educates groups of youth on comprehensive sexual health, primarily in school health classes, to prevent teen pregnancies and sexually transmitted infections in Orleans and Genesee Counties.

In 2022, the ACT Health Educators implemented, 28 cycles of the evidence-based curriculum Making Proud Choices, to 362 students. Over 95% of the students attended 75% or more of the sessions. ACT’s virtual footprint provided 4,834 residents with education and local resources available to them. ACT is funded through the NYS Department of Health and evaluated through Cornell University’s ACT for Youth.

Community Action, on behalf of ACT, has submitted a proposal for another 5-year block grant from the NYS Dept. of Health. This a state-wide competitive grant which if received, would begin July 1, 2023. ACT has been funded, and has offered various types of services, since 1987.

ACT also facilitated the implementation of COVID Crunch in Orleans County. This funding was from Binghamton University’s NYS Cares for Communities grant, related to COVID recovery. It was to address Social Emotional Learning and Digital Literacy. Virtual educational classrooms were developed for students and adults. At least 99 individuals completed the program. A social media outlet was also created to advertise educational tips which were viewed by 1,670 individuals, with a reach of 13,308.

# Fighting Poverty

Anyone who has served among the poor for any length of time will recognize the follow 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 37,843

- Individuals 13.8%
- Children under 18- 19.8%
- Adults (25+) - 11.5%
- Senior Citizens (65+)- 8.6%

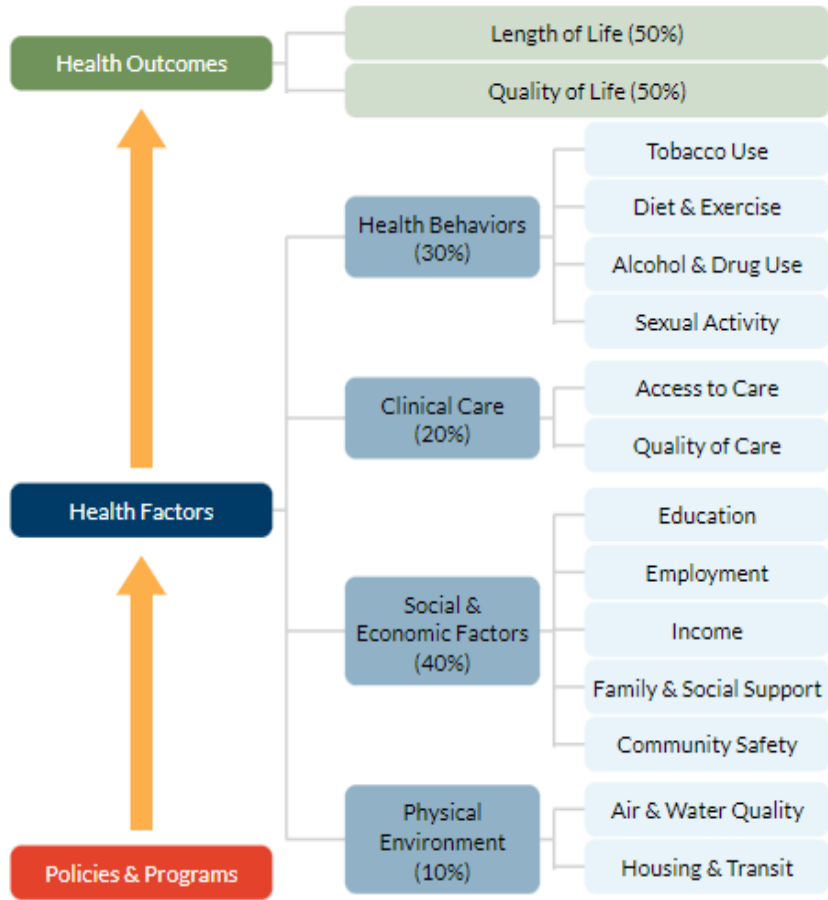
39.9% of those families with female Head of Household with children live in poverty

### Genesee County Poverty Rate, population 56,683

- Individuals 10.8%
- Children under 18- 13.5%
- Adults (25+)- 9.9%
- Senior Citizens (65+)- 8.2%

36.9% of those families with female Head of Household with children live in poverty

*Many factors impact how long and how well we live. Communities use rankings to build support for local health improvement initiatives by engaging many sectors including public health, health care, business, policymakers, and local residents. The rankings provide measures of the current overall health of each county.*



## SOCIAL DETERMINANTS OF HEALTH

**Health Outcomes:** Represent how healthy a county is in terms of length of life and Quality of life as well.

**Health Factors:** Represent those things we can modify to improve the length and quality of life for residents

**Orleans:** For Health Outcomes & Health Factors Orleans is ranked among the least healthy counties in New York (Lowest 0%-25%).



**Genesee:** For Health Outcomes Genesee ranked in the lower middle range of counties in New York (Lower 25%-50%).



**Genesee:** For Health Factors Genesee is ranked among the healthiest counties in New York (Highest 75%-100%).



# Coming Soon- Caregivers Revitalize

---

The United Way of Orleans County in collaboration with GLOW YMCA and Community Action Orleans Genesee Inc, recently received funding for their *Caregivers Revitalize* program from [Exhale, the Family Caregiver Initiative](#). *Caregivers Revitalize* will provide weekly, three-hour long respite sessions along with free, onsite wellness programming and activities for both the caregivers and the aging family members. Locations will alternate on a weekly basis between the Orleans County YMCA in Medina, NY and Community Action's Main Street Thrift Store in Albion, NY. Caregivers can visit one of these locations during a respite session and utilize free programming and services provided by each organization, while a trained caregiver and onsite staffing will provide supervision and programs for the family members in their care.

# 2022 Annual Report

## Program Locations

---

Orleans County Main Office  
409 E. State Street  
Albion, NY 14411  
585-589-5605

Genesee County Main Office  
5073 Clinton Street Road  
Batavia, NY 14020  
585-343-7798

ACT Offices  
131 South Main Street  
Albion, NY 14411  
585-589-5754

Main Street Store  
131 South Main Street  
Albion, NY 14411  
585-589-1430

CCR&R Offices  
16 North Main Street  
Albion, NY 14411  
Albion Offices- 585-589-5088  
Batavia Offices- 585-343-7727

Eastern Orleans Community Center (Holley Center)  
75 Public Square  
Holley, NY 14470  
585-638-6395



# Program Locations Continued

---

## Head Start Locations

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

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

Albion Central Schools  
324 East Avenue  
Albion, NY 14411  
585-589-7097

Batavia Site  
5073 Clinton Street Road  
Batavia, NY 14020  
585-343-5917  
(Early Head Start) 585-343-3807

Kendall Central School  
1932 Kendall Road  
Kendall, NY 14476  
585-659-8916

Medina Site  
123 Ensign Avenue  
Medina, NY 14103  
585-798-2231  
(Early Head Start) 585-798-3735



