

Community Action of Orleans and Genesee 2024 Impact Report

BOARD GOVERNANCE

*1/3- COMMUNITY SECTOR
1/3- PRIVATE SECTOR
1/3- PUBLIC SECTOR*

*BARBARA SHINE, BOARD CHAIR
BRUCE SCHMIDT, BOARD VICE CHAIR
DEBORA MILLER, BOARD TREASURER
CASSIE GRAFF, BOARD SECRETARY*

-
- VERONICA BARHITE
 - SAMANTHA BARKER
 - LAUREL CARNEY
 - KATIE ECKER
 - JACQUELINE FIELDS
 - KRISTEN GROSE
 - BROOKS HAWLEY

-
- BONNIE JOHNSON
 - LYNNE JOHNSON
 - EMILY LEMASTER
 - CARLA MINDLER
 - JOHN ZONITCH



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

Meet the Directors

- Renee Hungerford, Executive Director/CEO
- Jacquelyn Dunham, Director of Operations/COO
- Ryan Lasal, Director of Community & Family Innovation/CIO
- Tina Schleede, Director of Finance and Administration/CFO
- Katrina Standish, Director of Community Services and Reporting
- Pamela Wadhams, Director of Head Start

Highlights of the past year

- Grandma Esther's Reading Program purchased one book per month for HS students
- Installation of new Hover phone system
- Sold West State Street property
- FFA delivered 4k pounds of produce
- Selected for the 1115 Waiver
- Partnered with M&T Bank to provide financial workshops
- Received proclamations from both Genesee and Orleans Counties
- Offered Summer Recreation Scholarship Program
- Successful Hidden Mischief/Opioid Awareness session
- Awarded Community Service Award from Chamber of Commerce
- New employee handbook and fiscal manual updated
- Added mural to MSCTGM through a GO Art grant
- Celebrated Community Action Month and the 60th Anniversary of Community Action
- Received 300 toys from the Pirate Toy fund
- Agency had two billboards up in both counties, pictures below



Highlights of the past year, continued

- **Successful In-Service held in June 2024**
- **Received 10k from United Way for transportation in Orleans County**
- **Retirements- Bonnie Malakie, HS Director, James Soccio, Weatherization Manager, Cathy Brien, Weatherization Assistant, and Janet Albanese, Act Manager**
- **Promoted within- Pam Wadhams, Wendy Cruz, and Jeffery Atwell**
- **Leadership Orleans Class of 2024 Graduates- Melinda Daniels and Debbie Schiavone**
- **Updated Organizational Structure**
- **All Program grants were awarded**
- **326 Facility tickets were completed**
- **Received two rounds of funding from Highmark for Stone Soup**
- **Cassie Healy became a certified ROMA Implementor (not a Nationally Certified Implementor)**
- **Agency employs 101 staff**
- **Placed free mitten, hat boxes in both Orleans and Genesee Counties**



Agency Results

Cooling Program

- Installation of window and portable air conditioning units from May-July 2024
- Outcomes Achieved- 101 income eligible homes were provided with air conditioning units and/or fans
- Orleans County: 56 Installations with 3 fan installations/ 42 Genesee County Installations.
- The agency continues to be the preferred provider



Weatherization

This year's regular Weatherization Contract, PY23 ended June 30th. We are focusing on the new contract for the regular Weatherization, PY24 while we are finished with our BIL contract that ends March 2025 .

- 81 jobs that have been completed.
- 5 units ready for audits
- We are also pleased to report that Joseph Wright has earned a national certification through the Building Performance Institute, his new title is Energy Auditor / Quality Control Inspector.

Emergency Services and Case Management

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

- 101 families representing 388 individuals were adopted by outside agencies for the holiday season
 - In addition, 85 more children received toys from within the agency
- 577 individuals received clothing
- 1623 individuals received food
- 614 people received 5,587 prepared meals from the Eastern Orleans Community Center
- 144 individuals received rental assistance to avoid eviction
- 78 individuals received utility assistance

Transportation

Office for the Aging Transportation:

4,052 one-way trips were provided to 310 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 2024 53 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.

Young Entrepreneurs: Two youth participants had events and sold their items. Both were awarded certificates from the SBDC for completing the course. Both learned about starting and managing a business, as well as budgeting and customer service. More to come next year

HEAD START AND EARLY HEAD START



Head Start provides comprehensive services to 155 income eligible children ages 3 and 4 in five different locations (Batavia, Medina, Albion, Albion UPK, Kendall UPK).

Early Head Start provides center-based programs for 58 toddlers aged 18 months to 3 years in Batavia and Medina, as well as home-based services for 6 children aged 6 weeks to 3 years in Orleans County, where they receive support in their own homes with their parents.

Head Start programs support children's growth from birth to age 5 through services centered around early learning and development, health, and family well-being. Head Start staff actively engage parents, recognizing family participation throughout the program as key to strong child outcomes. Head Start services are available at no cost to children ages birth to 5 in eligible families. Head Start preschool services work with children ages 3 to 5 and their families. Early Head Start services work with families that have children ages birth to 3, and many also serve expectant families. Programs deliver child development services in center-based, home-based, or family child care settings.

Comprehensive Services and Benefits:

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 AND EARLY HEAD START



Head Start

155 children enrolled

155 children received age-appropriate health care & immunizations

90 children with accessible dental care

133 families received at least one family service

Early Head Start

64 children enrolled

64 children received age-appropriate health care & immunizations

34 children with accessible dental care

46 families received at least one family service



EARLY HEAD START CHILD CARE PARTNERSHIP (EHSCCP)

From 8/01/2023 through 7/31/2024 this program did the following:

- Served 96 children and families in 6 Child Care Partners in the community.
- **2 Partnership Staff** earned their CDA credentials (Child Development Associate) and 1 staff member renewed their CDA
 - **14 Staff** were actively enrolled in the CDA program, and 4 staff were enrolled in college classes/degree programs.
- **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, 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, 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 child care 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, CCRC staff have provided :
 - **42** referrals; **19** = Orleans; **23**= Genesee
 - **585** basic technical assistance to Providers. **173**= Orleans; **412**=Genesee
 - **223** intensive technical assistance (meetings or trainings over 1 hour each) with individual Providers. **103**= Orleans; **120**= Genesee

The Child Care Resource Center (CCRC) helps families find and access quality Child Care, provides information on financial assistance for child care services, and offers training and professional development for Child Care Providers. Additionally, CCRC advocates for 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.

ACT



The ACT program, evaluated in partnership with Cornell's University 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. ACT's CAPP Model 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.

Through early identification of risk factors, the CAPP initiative aims to empower youth to thrive in their health and development. Recognizing the value of protective factors, the New York State Department of Health has supported our efforts by allowing us to serve as an additional support system to youth since 1987. We accomplish this goal by helping adolescents develop essential skills and adopt health-promoting behaviors fostering a successful transition into adulthood.

ACT for Youth, Cornell University, the New York State Department of Health, and the Health Educators at ACT work together to empower youth by ensuring they are aware of available resources and capable of advocating for themselves in situations involving risky behaviors, such as avoiding unsafe sexual practices. Our goal is to serve as an additional support for families, 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.

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 12.6% or 4,801 people, live in poverty
- Children under 18- 16.6% or 1,262, live in poverty
- Adults (25+) – 10.8% or 2,980, live in poverty
- Senior Citizens (65+)- 9.2% or 654, live in poverty

34.6% of those families with female Head of Household with children live in poverty.

Genesee County Poverty Rate, Population of 58,204

- Individuals 10.4% or 5,974, live in poverty
- Children under 18- 9.6% or 1,097, live in poverty
- Adults (25+)- 10.6% or 4,378, live in poverty
- Senior Citizens (65+)- 10.4% or 1,140, live in poverty

28.9% 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

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

Health Behaviors/Factors (30%)

Tobacco use
Diet and exercise
Alcohol and drug use
Sexual activity

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

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

Social and Economic Factors (40%)

Education
Employment
Income
Family and Social Support
Community Safety

Physical Environment (10%)

Air and Water Quality
Housing and Transit

2024 Annual Report

Program Locations

Orleans County Administrative Offices
409 East State St.
Albion, NY 14411
585-589-5605

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

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

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

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

Medina Site
123 Ensign Ave.
Medina, NY 14103
HS-585-798-2261/EHS-585-798-3735

Batavia Site
5073 Clinton Street Road
Batavia, NY 14020
HS-585-343-5917/EHS-585-343-3807

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

Medina Site
123 Ensign Avenue
Medina, NY 14103

Early Head Start Child Care Partnership
243 South Main Street, Suite 105
Albion, NY 14411
585-356-3866

