

New York State Community Action 2009 Impact Report



**Helping Families
Put the Pieces Together**

NEW YORK STATE COMMUNITY ACTION ASSOCIATION



Community Action Agencies change people's lives, embody the spirit of hope, improve communities, and make America a better place to live. We care about the entire community and are dedicated to helping people help themselves and each other as they move from poverty to self-sufficiency.

As the New York State Community Action Association, NYSCAA's mission is to provide services and advocacy that strengthen the ability of its member agencies to improve the quality of life for low-income people throughout New York State.

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Date Sources for the following report include:

- New York State Community Services Block Grant Annual Report, Federal Fiscal Year 2008; NYS Department of State, Division of Community Services
- Pulling Apart in New York: An Analysis of Income Trends in New York State, April 2008, Fiscal Policy Institute.
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- HALT, The Governor's Interagency Task Force's Report, December 31, 2008
- NYSDOH, Allocation of 2007 Census Bureau (CPS) of uninsured by county
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On the Front Lines in Unprecedented Times

A Message from the Board President and Chief Executive Officer

Unprecedented times...From escalating unemployment rates to increasing housing foreclosures, from record Food Stamp Program participation rates to skyrocketing Home Energy Assistance Program applications and drastically depleted food pantries, these economic times are hitting New Yorkers hard. Every day, New York's Community Action Agencies are on the front lines of this struggle, working with families to stabilize crisis situations, instill hope, and provide opportunities for growth and long-term economic security.

These unprecedented times bring unprecedented demand for Community Action services and programs. With an influx of American Recovery and Reinvestment Act (ARRA) resources being invested through Community Action in Weatherization, Head Start and Early Head Start, workforce development and various emergency assistance programs, Community Action continues to carry forward its legacy of responding to the ever-changing needs of New Yorkers in comprehensive and innovative ways.

What Makes Community Action Different?

Locally driven decision making and maximum feasible participation distinguishes Community Action from other non-profits. With the unifying purpose of *Helping People, Changing Lives*, federal statute dictates that local decisions drive investments. This is in recognition of that fact that the needs in Hempstead are not the same as Jamestown, that New York City and Plattsburgh need to address poverty in different ways, and that Westchester and Saratoga counties may have reputations of great wealth, but that poverty and need are prevalent in all corners of our great State.

Community Action Agencies utilize volunteers in a wide variety of capacities, including engaging low-income residents on the Agencies' governing boards. Embracing *maximum feasible participation* is a core element of our history and a leverage point for our future success.

This first-ever Community Action Impact Report shows the progress New York's Community Action Network has made in addressing poverty in our state this past year. Through this report, you will learn of the impact of New York's 52 Community Action Agencies and the positive results these have had on families and communities. You will see how our partnerships with funders, government, nonprofits, families, elected officials, academics, and others magnify our efforts and our ability to leverage resources in ever-increasing numbers.



Last year, our network served more than 770,000 struggling New Yorkers. Over 8,000 employees in Community Action work professionally and respectfully with families every day to give their neighbors the tools they need to move out of poverty. We also provide a network of services statewide that can assist families as they move between communities, tearing down silos of services in order to better serve the entire family. Our community needs assessments and coalition building strengthens not only our ability to serve individuals and families, but the community as a whole.

The New York State Community Action (NYSCAA) is proud to work in partnership with local Community Action Agencies in mobilizing poverty reduction efforts at the state and local level. NYSCAA hosted its third annual Symposium on Poverty and Economic Security this year in partnership with the NYS Weatherization Directors Association, the Family Development Association of NYS, the NYS Head Start Association, and Catholic Charities of the Diocese of Albany. This event garnered participation from over 250 policy makers, elected officials, advocates, parents, teens, nonprofit leaders, and employees on the front lines with all participating in a dialogue around how to work together to reduce poverty in New York.

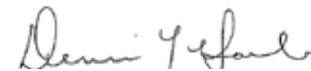
NYSCAA also joined with the Fiscal Policy Institute, New Yorkers for Fiscal Fairness, Labor-Religion Coalition, and the NYS Catholic Conference to call on the Governor and Legislature to establish a Commission on Poverty. Our hope is that New York will establish such a Commission and set a target to cut poverty by 50% by 2020.

Community Action is committed to addressing poverty and working with all sectors of society to achieve our goals. We work for the day when all families have access to safe and affordable housing, needed health care, adequate nutrition, quality education, living wage jobs, and most importantly opportunity. Thank you for taking the time to read this report and learn more about how New York's Community Action network impacts New York every day. To learn more, visit us at www.nyscaonline.org.

*Last year,
our network served
more than 770,000
struggling
New Yorkers.*



Amy Turner
Board President



Denise Harlow
Chief Executive Officer



Community Action...Helping People. Changing Lives.

Poverty in New York State

- More than 2.6 million New Yorkers live in poverty - 14% of state residents
- 19.6% of children, more than 880,000 of our nation's future leaders, live in poverty
- Upstate cities have astonishingly high child poverty rates - more than 40% of children in Buffalo, Rochester, Syracuse, and Utica live in poverty-stricken households

A State of Great Disparity

“New York continues to have the most unequal distribution of income in the United States”

- Fiscal Policy Institute, *Pulling Apart in New York* (2008)

New York is a state of great disparity. The income gap between the rich and the poor, as well as between the rich and the middle-class, continues to grow. In fact, the income divide between New York State's rich and middle-income families is the most expansive gap in the nation.

- The average income of the top five percent of New Yorkers is **15.4 times greater** than the bottom twenty percent
- The average family income of the top five percent of New Yorkers is **5 times greater** than that of middle class families (those with average incomes in the middle 20%)
- The gap continues to widen: From the late 1980s to the mid 2000s, average incomes of the richest New Yorkers grew by 70% - **8 times the growth rate** for middle-class families

Source: Fiscal Policy Institute, *Pulling Apart in New York* (2008)

The ^{High} Cost of Poverty

The Center for American Progress estimates costs to America associated with childhood poverty total \$500 billion per year — the equivalent of nearly 4 percent of the nation's Gross Domestic Product.

New Yorkers are Experiencing...

Housing Crises

New York has high housing costs compared to other parts of the country and ranks 46th in the nation when comparing home affordability to median income. When it comes to homeownership rates, New York ranks 50th. Those who do own homes in New York State are struggling - almost 45,000 homes are in some stage of the foreclosure process (and this number continues to rise).



Food Insecurity and Hunger

The US Department of Agriculture estimates that more than 10% of New Yorkers are food insecure, meaning that they cannot regularly purchase the food needed for an adequate diet. The impact of hunger on children's learning and adult productivity is significant. School absences and hospitalizations increase, attention spans decrease, and child developmental concerns may arise. The ability to put healthy food on the table for three meals a day remains difficult for many New Yorkers. 120 million meals are served each year by New York's soup kitchens, food pantries, and shelters.

Lost Health Benefits

The New York State Department of Health estimates that more than 2.4 million New Yorkers under the age of 65 are uninsured - 17% of these individuals are children. This amounts to more than 434,000 children under the age of 19 living without health care coverage. The numbers are even more startling for households of color. While 9% of Whites are uninsured, this number reaches nearly 21% for African Americans, exceeds 22% for Hispanics/Latinos, and approaches 32% among immigrants.

Asset Poverty

According to the Corporation for Enterprise Development (CFED), "asset poverty is a measure of economic security and mobility based on household net worth." Those who own and maintain their home, hold and contribute to a savings account, and have some post-secondary education are often better able to endure the economic ups and downs of life. Families without such assets are more likely to struggle and fall into poverty. New York ranks 49th in assets poverty with more than 34% of New Yorkers lacking the resources to sustain a household for 3 months.

Stagnant Wages

While 800,000 New Yorkers living in poor households have a family member who works, stagnant wages make it increasingly difficult for these households to climb out of poverty. According to the Fiscal Policy Institute, "On an inflation-adjusted basis...The real median hourly wage for New York workers was unchanged from 2003 to 2007, then declined by 1.5% for the first half of 2008 compared to the year before."

Rooting Out Poverty

Working together, we can reduce the incidence of poverty and lessen the impact of it on families and children. Nationwide and here in New York State, Community Action has been addressing the needs of New Yorkers for 45 years.

The National Community Action Partnership issued *Rooting Out Poverty: A Campaign* by America's Community Action Network in 2008. The action themes of this report to eradicate poverty are:

- **Maximize Participation:** engage individuals and groups, especially those who might otherwise be voiceless, in finding solutions to poverty.
- **Build an Economy that Works for Everyone:** create and maintain an economic environment that improves the financial and economic conditions of all residents and develops work and career opportunities that pay a living wage.
- **Invest for the Future:** provide education, workforce training, infrastructure, and protection of vital assets to help people and communities to improve the quality of life and anticipate future individual and community needs.
- **Maximize Equality of Opportunity:** remove barriers and create public policies and initiatives that ensure maximum opportunity for all those seeking to improve their lives
- **Ensure Healthy People and Places:** invest in the physical, environmental, and personal health of individuals, families, and communities

Community Action...Helping People. Changing Lives.

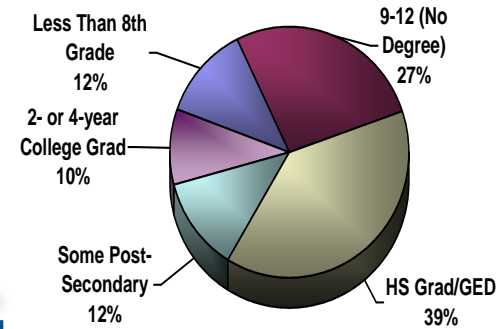


Our Customers

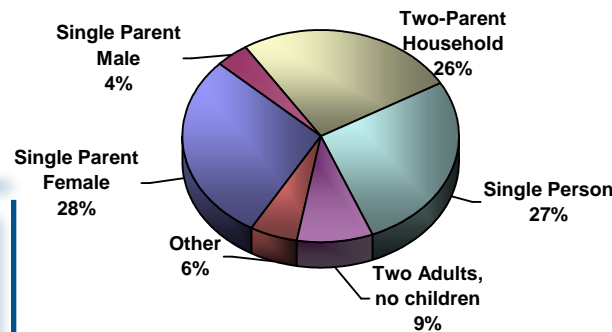
In New York State, 52 Community Action Agencies impact the lives of low-income individuals and families everyday. In 2008, Community Action Agencies served 771,800 individuals. Below are some illustrations of the demographics of our customers.



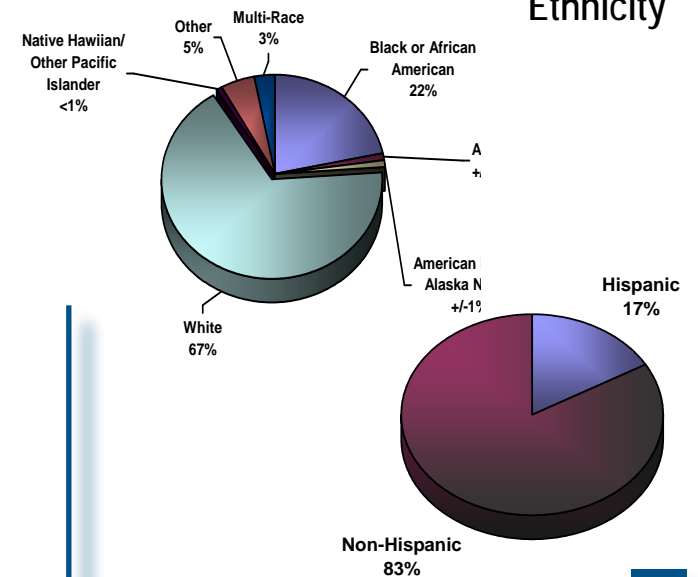
Education Level



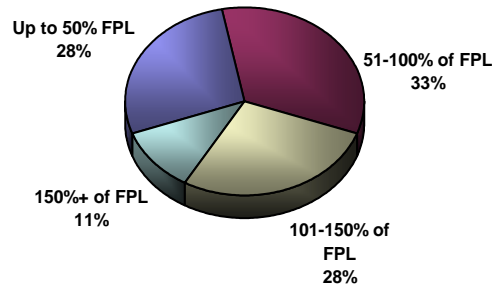
Household Type



Race & Ethnicity

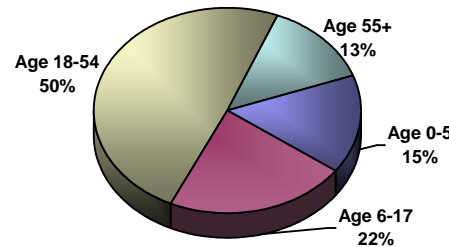


Income Level



FPL - Federal Poverty Line

Age



Community Action Builds Self-Sufficiency

A Story of Hope, Opportunity and Success

Employment and Training

Community Action Agencies (CAAs) provide a wide range of employment and training services and continue to expand their offerings. From acting as a One-Stop Employment and Training Center to running Summer Youth Employment Programs, CAAs provide opportunities for New Yorkers to develop new occupational skills, receive support services to help stabilize their household during a crisis, and gain access to the opportunities presented by the new green economy.

Below are some highlights of CAAs 2008 employment and training efforts and success in helping customers to build self-sufficiency:

- 4,622 unemployed individuals obtained jobs as a result of Community Action assistance
- 1,976 low-income workers obtained an increase in employment income
- 394 achieved “living wage” employment and benefits
- 4,208 obtained pre-employment skills/competencies
- 1,442 completed ABE/GED programs and received their certificate/diploma
- 5,562 children received daycare and/or after-school services to allow parents to work
- 1,978 customers obtained access to reliable transportation



The transition from teenager into young adult is a difficult one, even under the best of circumstances – and these were not what Kara Gamble was faced with just a few short years ago. A combination of factors involving her personal life, school and her social network found Kara heading down a perilous path. She dropped out of school and her life lacked direction.

Often in life, a situation presents itself which in hindsight turns out to be that life altering experience. For Kara, it was hearing about CEO's YouthBuild program -- the time was right for her to take a chance, make a change and alter her future.

YouthBuild provided Kara with the support, guidance and resources she needed to allow her own resiliency to take over, the strength to put herself in control and to choose a different path -- one that has her heading toward a fulfilling and successful future. Through YouthBuild, Kara secured her GED and job readiness skills. She participated in community service and leadership opportunities, and developed a strong sense of self and a belief in her future. Kara developed supportive relationships that would help guide her and serve as a resource in the future.

While Kara's path has not always been smooth, she has persevered and has overcome many challenges and hardships in her life. As a YouthBuild graduate, Kara found her way back to CEO and was initially hired as the agency's Food Pantry Assistant. In this capacity, the values and skills learned and reinforced through YouthBuild were evident as part of Kara's character - hard work, dedication, confidence and a willingness to do a job and do it right. She became a valued employee, and when the Food Pantry Coordinator position became available, Kara was promoted and continued her growth. Today, Kara is CEO's Food Pantry Coordinator, and a YouthBuild mentor, helping others to stay on track and make the right decisions. Kara is an example of how good decisions, a supportive environment, hard work and perseverance can lead to changes and a path to self-sufficiency and success.

CEO of the Greater Capital Region is the
Community Action Agency serving Rensselaer County

New York State Community Action Impact Report 2009

Community Action Builds Self-Sufficiency

A Story of Hope, Opportunity and Success

I am definitely a Community Action success story and I'd like to tell you what this agency has helped me accomplish. I was a single parent of four children on Social Services (back then it was called welfare) when I joined the Community Action family as a bus driver. Little did I know some 26 years ago, that I would eventually become Director of Food Services in this same agency.

I came up through the ranks. After being a bus driver, I was a health service assistant, food service/health assistant, food service assistant, food service manager, food service coordinator, to finally, Food Service Director.

I can't say it was an easy path all the way but I had the support of great supervisors and directors who had faith in me and kept instilling in me proper work values. They showed me what my strengths and weaknesses were and encouraged me to go for whatever I wanted. At times I thought they were wrong, since I knew I wasn't bright enough to go to college; but again, they pushed and prodded and helped when needed until I graduated from Jefferson Community College.

I raised my four children to become strong adults with families and careers of their own. I've loved my jobs, the people I work with, and this agency throughout good times and bad.

Don't tell anyone, but I'll soon be 62 years old and I know retirement will be looming around the corner before I want it to and I'll miss my work, family, and friends at Community Action Planning Council, but they'll always be a part of me.

I got my start here and I'll end my career here, but I'd like to think I've passed on many of the lessons I have learned while an employee of such a great organization...a caring organization that will always be in my heart.



Community Action Planning Council of Jefferson County is the Community Action Agency serving Jefferson County.

Employment and Training

To help build the family stability needed to gain or retain employment, CAAs also helped:

- 37,969 to obtain health care services for themselves or a family member
- 10,272 to find safe and affordable housing
- 38,833 to access necessary food assistance

In addition, 16 CAAs across the state operated *Summer Youth Employment* programs, 5 administered the *YouthBuild Program*, and 3 CAAs were recently awarded highly competitive *Career Pathways* grants from the New York State Office of Temporary and Disability Services to develop career pathways out of poverty.



YouthBuild home in Rensselaer County, NY

Community Action Builds Self-Sufficiency

A Story of Hope, Opportunity and Success

Chautauqua Opportunities, Inc. (COI) has developed an asset-based comprehensive youth services model focused on entrepreneurial training, working with youth toward a goal of Economically Secure Independent Living. Through integrated service delivery and a six-phase progression plan, youth from high, moderate or low-risk situations develop leadership, communication and employment skills.

Adam exemplifies the power of this program. Adam enrolled in an entrepreneurial service program as a 6th grader, making him one of the youngest program members. He attends school in a rural district and was referred to the program due to some concerns about attendance and below-level math performance results. He also did not participate in any school extracurricular activities or athletics.

From the start, Adam was a willing student, motivated to progress quickly through the first program phases to catch up with older youth engaged in business strategies. In just days, he completed assigned community service and moved on to the next phase - a student-developed community service project. Adam created and implemented a Teddy Bear Drive through the local volunteer fire department, collecting over 180 Teddy Bears for sick children in local hospitals. Also, as part of the speech and debate training phase, Adam conducted a presentation at the fire department about the entrepreneurial program. As a result, Adam was asked to serve as a fire department youth Board member.

In less than 4 months, Adam quickly moved from non-engaged, borderline student to one who had accomplished a great deal - school attendance improved, he joined a school organization and signed up for a summer recreation program.

In the small business phase of the program, Adam's group ran an after-school store. Adam quickly learned store procedures and followed them, and his suggestions as to how to improve store displays and offerings resulted in a 130% increase in April-June profits. By the school year's end, Adam was writing his own business plan to support an idea for an independent business. Recently, he told COI staff that he is eager for school to start so that he could propose his plan.

COI is the Community Action Agency serving Chautauqua County

Financial Literacy and Asset Development

Community Action invests in programs that build long-term family assets and economic stability. Families that develop assets such as home equity, advanced education, savings accounts, and small business ownership are better able to face the economic challenges life throws their way. To help individuals and families build such assets, CAAs operate a variety of programs, including those that: assist with savings through Individuals



Stephanie Stinney (center), Albany Community Action Partnership employee and former Head Start parent and EITC recipient, tells her story of the benefits of accessing tax preparation services and the EITC. New York Governor David Paterson, current HHS/ACF Principal Deputy Assistant Secretary David Hansell, and members of the New York State Congressional delegation, NYS Assembly and NYS Senate are among the dignitaries present.

Development Accounts, simultaneously build credit and help with loans that allow for the purchase of necessary household appliances, offer free tax preparation services to ensure low-income families receive all applicable tax credits and the full refund to which they are entitled, and offer first-time home buyer programs.

During the current housing crisis, families receiving pre- and post-purchase assistance from Community Action Agencies have had lower-than-average default rates. By planning, saving, and honing budgeting skills, families are able to obtain and keep assets that build wealth and self-sufficiency.

Below are some examples of the financial literacy and asset development outcomes achieved by CAAs in 2008:

- 12,322 households received free tax preparation services, generating more than \$9.5 million in credits/refunds
- 1,075 enrolled in Lifeline telephone or other energy discounts, resulting in \$209,023 in savings
- 1,090 families completed and maintained a budget for 90 days

A more limited number of CAAs provide some specialized asset development services to low-income customers. 2008 results include the following:

- 98 households opened an Individual Development Account and saved \$74,057
- 43 households started to save for post-secondary education, saving \$10,750
- 20 households saved for homeownership, with \$88,400 set aside thus far
- 394 acquired and/or started small businesses

Community Action Builds Self-Sufficiency

Early Childhood Programs

High quality early childhood education gives children the skills they need to start school ready to learn. Community Action Agencies provide a range of early childhood services that do just this - Head Start; Early Head Start; day care services; Pre-Kindergarten; health care for infants, toddlers and young children; and Child Care Resource and Referral (CCR&R) services. Working in partnership with parents, school districts and the broader community, CAAs work to engage all stakeholders in providing the best possible care and education for young children.

Head Start and Early Head Start have their roots in Community Action and reflect the core principles of maximum feasible participation and family engagement. Parental involvement through Head Start Policy Councils is a key component of this high-quality, proven program. Through these Policy Councils, parents are able to engage in program oversight and to participate in shared governance with CAA Boards of Directors, giving parents a real voice in the decisions impacting their children.



A Story of Hope, Opportunity and Success

Kristi feels that CEO's Head Start Program is "a blessing." After her husband tragically took his own life two years ago, she was left alone to raise her three children. Without her husband's income, she was no longer able to afford her home and was forced to move. Kristi soon enrolled her youngest son in CEO's Head Start program and began to put her life back together.

She enrolled in cosmetology classes and is well on her way to earning a stable income in that field, which she selected because it allowed her the flexibility to spend more time with her children. Kristi serves as a clear

and inspiring example of how hard work and perseverance -- in the face of adversity -- can create stability, and a better future.

Thirty-four of New York's CAAs operated Head Start in 2008:

- 15,097 children participated in Head Start Programs operated directly by CAAs
- 2,387 children accessed Head Start services through CAAs' local partners (through CAAs' delegate contracting agreements with area providers)

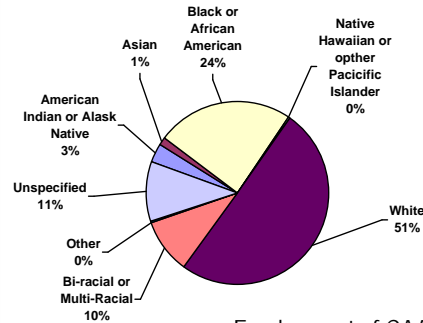
In addition to Head Start services:

- 2,447 children and 274 pregnant women participated in Early Head Start Programs at 17 CAAs
- 10 CAAs served as their area's designated Child Care Resource and Referral Agency

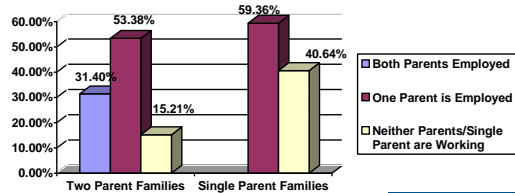
Head Start benefits communities:

- More than 3,400 individuals are employed in CAA Head Start and Early Head Start
- Head Start teachers are highly trained individuals - 23% hold a graduate degree, 35% have a Bachelor degree, and an additional 34% hold an Associate's Degree or are currently enrolled in a BA program.
- 19,580 individuals volunteered in CAA Head Start programs; 67% of whom are former or current Head Start parents
- 82% of CAA Head Starts have a specific program designed to increase father involvement
- CAAs serve the entire family. 86% of CAA Head Start families received other services such as housing, emergency services, transportation, parenting skills, adult education and job training.

Community Action Head Start Enrollment by Race



Employment of CAA Head Start Parents



Community Action Builds Self-Sufficiency

Fulfilling Basic Needs: Food, Clothing, Shelter & Emergency Response

Food, clothing and shelter are basic human needs. With costs rising throughout the nation and New York State, low- and moderate-income families find it increasingly difficult to secure safe, affordable housing and three-square meals a day. Community Action Agencies ensure that these families have access to the resources they need to attain economic security and self-sufficiency. CAAs work to: create new housing options for families; rehabilitate existing housing; prevent foreclosures and evictions; provide emergency shelter and services to those faced with HIV/AIDS, domestic violence and/or addictions; provide clothing and medical care to families; provide emergency food assistance; link families with existing government nutrition assistance programs; and much more.

In their efforts to address basic human needs in 2008, CAAs achieved the following results:

Permanent and Specialized Housing

- 2,976 safe, affordable housing units created
- 10,356 safe, affordable housing units preserved through construction, weatherization or rehabilitation
- 302 families received assistance to purchase their own home
- 26,043 seniors keep their independent living situation
- 13,092 disabled New Yorkers keep their independent living situation

Emergency Housing

- 2,500 households were provided emergency shelter
- 4,261 households received protection from violence in domestic violence shelters

Food, Clothing & Other Emergency Services

- 392,000+ individuals received emergency food assistance
- 23,874 households received emergency rent and utility payments
- 2,128 households received emergency medical care
- 9,913 households received legal assistance
- 8,844 households received transportation assistance
- 856 households received disaster relief
- 25,007 households received clothing

To exemplify the work CAAs do in the basic needs arena, below is a sampling of CAA programs operated in 2008:

- 21 CAAs operated a "Coats for Kids" program
- 29 CAAs conducted nutrition outreach and education
- 24 CAAs offered crisis intervention services
- 10 CAAs operated a Community Garden
- 13 CAAs served as a WIC site (Supplemental Food Program for Women, Infants and Children)



Community Action Builds Self-Sufficiency

Weatherization Assistance Programs

Low-income families experience a higher energy burden (% of income compared to energy costs) than do middle and upper income families. New York State's housing stock is old, winters are very cold, and low-income families often live in housing that is poorly insulated and offers very little in the way of conservation. Weatherization programs offer long-term support to families through proven energy-saving housing improvements that save money on each future heating bill.

In 2008, forty-two of New York State's Community Action Agencies (CAAs) operated Weatherization Assistance Programs. These agencies invested over \$23 million in weatherization funds to improve the energy efficiency of more than 4,600 homes, resulting in energy savings exceeding \$4.5 million per year for the next twenty years. Weatherization has multiple benefits including saving thousands of families money on their heating bills, conserving energy usage for communities, and providing individuals with job skills training that can create career pathways out of poverty. With the new federal investment of \$396 million of American Recovery and Reinvestment Act Weatherization resources in New York in the upcoming year, even more New Yorkers will have the potential to gain new skills and save energy through this green jobs program that has been around for 30+ years. Community Action stands poised to implement expanded Weatherization services and help thousands of new families across the state.

A Story of Hope, Opportunity and Success

ACAP Weatherization program recently assisted a family of five located in the Town of Ticonderoga. The dad of the household was deployed to Iraq with the military, which left the mom, who was diagnosed with cancer, to care for their three children and take on the chore of seeing that the household ran smoothly and meet everyone's needs.

ACAP was initially contacted by the Vermont National Guard and asked if we could contact the mom to find out if she would be eligible for services. Once determined eligible, ACAP performed a comprehensive energy audit to the home. The home needed total Weatherization services, which included total sidewall insulation, attic insulation, air infiltration measures, base load measures, CO detectors, smoke detectors and a new fridge.

Upon further investigation we found there were two heating systems in the home, a hot air system on one side of the home and a boiler on the other as the home had been a duplex in the past. The boiler had internal leaks, was very old, not energy efficient and needed to be replaced. The hot air system lack cold air returns and was not running to optimum efficiency. Also existing was a propane domestic hot water heater, which had some air intake problems and needed to be replaced.

ACAP Weatherization Program was able to provide to this family with total Weatherization services, including a new heating system, which heats the whole house and energy star fridge.... along with peace of mind. Mom was overwhelmed with dad being in Iraq, with her illness, and facing financial difficulty with every day cost of living. ACAP was there in time of need by assisting this family in making their lives more comfortable.

We are happy to report dad has also returned home from Iraq and is able to enjoy his family once again. However, mom has



A Story of Hope, Opportunity and Success

An elderly woman living in Lake Placid had applied for Weatherization Assistance. During the findings of the energy audit it was found she heated her home with an unvented propane space heater located in the living room. She used this as a primary source of heat with some electric baseboard as secondary heat. It was also found that she did not have a carbon monoxide detector anywhere in the home. During the process of Weatherization, a CO detector was installed on the 1st floor and on the second floor where the sleeping areas were located.

The next day the CO detectors detected CO in the ambient, when the alarm sounded she immediately called the local fire department. ACAP met the fire chief at the home. We suggested she contact her fuel dealer/subcontractor and have them come and inspect the propane heater, since this was the only combustible source in the home. The fuel dealer ended up taken the system back to their shop and clean/tune it. Then re installed space heater. Since then the CO detectors have not gone off. ACAP Weatherization staff re-inspected and re-tested the unit. Everything appeared to be okay.

The customer thanked ACAP and stated that we saved her life by installing the Carbon Monoxide Detectors in her home.

started chemotherapy treatments, and has a long road ahead of her. We wish her well.

Note of interest: The employees at ACAP every year at Christmas time "adopts a family" in need during this holiday season. We were able to provide Christmas gifts for everyone in the family and all the goodies for a "Christmas" dinner.

Adirondack Community Action Programs is the Community Action Agency serving Essex County



Community Action Builds Self-Sufficiency

A Story of Hope, Opportunity and Success

Tara was enrolled in the Big Brothers Big Sisters program when she was 10 years old. Her mother, Laura, was ill with cancer and taking care of her four children on her own was a constant struggle. Tara's father was incarcerated which left them with very little support. Although Laura tried her best, she felt that a Big Sister would be helpful and came to Dutchess CAP.

Tara was matched with Jill, a young and energetic teacher in one of the local schools. Jill and Tara hit it off from the very beginning. They enjoyed spending time together and always had lots of fun on their outings. Over the three years that they were matched, Tara grew into a responsible thirteen year old. She did well in school and was very respectful and kind to others. She stayed out of trouble and always put her schoolwork first. Laura, who was in and out of remission, said that Jill was a wonderful influence on Tara. She explained that her dedication and involvement helped Tara to become a bright and happy young lady. She was very pleased with the relationship that Tara and Jill developed over the years.

Unfortunately, Laura became extremely sick again and she discovered that the cancer returned. Dutchess CAP assisted her in the process of getting some funding to help with her overwhelming medical expenses and she was very grateful for the help received. It was not long after that Laura passed away. The only request that she had was that her children attend her funeral service and put their mother to rest. Sadly, the little bit of money that Laura had saved for her service was stolen from her bank account after her death. This left the children with no money to bury her. Dutchess CAP immediately stepped in and helped to find the funding for her service. Within days, Laura's wish was granted and her children said a peaceful goodbye.

Because Tara's father was recently released from prison, she did not have a place to go. Her siblings moved in with their birth-fathers but Tara was left homeless. Jill welcomed Tara into her home until she was placed with her two younger siblings under the guardianship of their father.

Dutchess CAP is the Community Action Agency serving Dutchess County



Community Action is very engaged in youth development activities. Services vary according to community need and include entrepreneurial training, financial literacy, after school programs, Big Brothers Big Sisters, summer youth employment, and adolescent pregnancy prevention. In New York City, CSBG funds are provided to the Department of Youth and Community Development (DYCD) to fund a variety of youth programs year round.



**Community Action...
Helping People. Changing Lives.**

DYCD is the Community Action Agency serving New York City. DYCD also subcontracts with more than 200 community-based organizations to serve families throughout the five boroughs.

Partnerships That Work

Created by the Economic Opportunity Act of 1964, Community Action Agencies (CAAs) are the federally designated network of anti-poverty agencies established to fight the War on Poverty at the local level. With over 1,000 CAAs nationwide, this network mobilizes local, private, state and federal funds to provide hope and opportunity to individuals and families so that they may acquire the resources they need to achieve economic self-sufficiency.

Key to building the self-sufficiency of individuals and families across the state are partnerships that work.

Community Action's tripartite governance structure is unique and draws upon the critical partnerships of individuals, government and the public to effect change. In every Community Action organization, one-third of the agency's Board of Directors consists of individuals from within the low-income community (often former and/or existing CAA customers), one-third is elected officials, and one-third is from the private sector.

In 2008, CAAs continued mobilizing resources and building partnerships. Below are some statistics demonstrating the depth and breadth of CAA partnerships that work:

- CAAs maintained 5,042 organizational partnerships across the State, including 734 partnerships with faith-based entities
- CAAs engaged 27,314 volunteers who donated 2,857,601 hours of time valued at over \$20 million (calculated at minimum wage)
- CAAs employed over 7,000 full-time and more than 1,500 part-time staff
- New York's Community Action Agencies leveraged its \$51 million in federal Community Services Block Grant funds to bring in an additional \$748,797,030 in private, public and other resources.

Our partnerships with nonprofits and local governments play a key role in local communities. At the State level, the New York State Department of State/Division of Community Services is a key Community Action partner. The Department of State is the state-level administrator of federal Community Service Block Grant (CSBG) funds ~ CSBG funds provide the designation of Community Action Agency. Secretary of State, Lorraine Cortés-Vázquez is very engaged with Community Action and her staff works closely with the State's Community Action network to ensure funds are maximized and agencies are running efficiently.

Other key government partners at the State level include: New York State Office of Temporary and Disability Assistance, Division of Housing and Community Renewal, Office of Children and Family Services, Department of Health, Office of Mental Health, Office for the Aging, Department of Labor, Office of Mental Retardation and Developmental Disabilities, New York State Energy Research and Development Authority, Department of Education, and the Office of Alcoholism and Substance Abuse Services among others.

Key government partnerships at the Federal level include: US Department of Health and Human Services/ Administration for Children and Families, Office of Community Services and the Office of Head Start; Housing and Urban Development; US Department of Agriculture; Department of Labor; Internal Revenue Service; Department of Energy; Federal Emergency Management Agency; and the Department of Justice; among others.



Secretary of State, Lorraine Cortés-Vázquez (left) and Karen Gordon, Executive Director of CEO of the Greater Capital Region

New York State's Community Action Network

ACCORD Corporation

84 Schuyler Street
Belmont, NY 14813
585-268-7605
<http://www.accordcorp.org>

Allegany County

Action for a Better Community, Inc.

550 East Main Street
Rochester, NY 14604
585-325-5116
<http://www.abcinfo.org>

Monroe and Ontario Counties

Adirondack Community Action Programs

7572 Court Street, Suite 2,
P.O. Box 848
Elizabethtown, NY 12932
518-873-3207
<http://acapinc.org>

Essex County

Albany Community Action Partnership

333 Sheridan Ave.
Albany, NY 12206
518-463-3175
<http://www.albanycap.org>

Albany County

CACHE, Inc.

63-65 South Main Street
Liberty, NY 12754-1808
845-292-5821
<http://sullivancountycache.org>

Sullivan County

CAPC of Jefferson County, Inc.

518 Davidson Street
Watertown, NY 13601
315-782-4900
<http://www.nccsa.com/capc.htm>

Jefferson County

Cattaraugus Community Action, Inc.

25 Jefferson Street
Salamanca, NY 14779
716-945-1041
<http://www.ccaction.org>

Cattaraugus County

Cayuga/Seneca County

Action Program, Inc.

65 State Street
Auburn, NY 13021
315-255-1703

<http://www.cscsa.com>

Cayuga and Seneca Counties

CEO for the Greater Capital Region, Inc.

2331 Fifth Avenue
Troy, NY 12180
518-272-6012

<http://www.ceo-cap.org>

Rensselaer County

Chautauqua Opportunities, Inc.

17 W. Courtney Street
Dunkirk, NY 14048
716-366-3333

<http://www.chautauquaopportunities.com>

Chautauqua County

Columbia Opportunities, Inc.

540 Columbia Street
Hudson, NY 12534
518-828-4611

Columbia County

ComLinks

343 West Main Street, PO Box 270
Malone, NY 12953
518-483-1261

<http://www.comlinkscsa.net>

Franklin County

Community Action of

Greene County, Inc.

53 South Jefferson Avenue
Catskill, NY 12414
518-943-9205

<http://www.cagcny.org>

Greene County

Community Action of Orleans and Genesee

409-411 East State Street
Albion, NY 14411
585-589-5606

<http://www.ocacinc.org>

Genesee and Orleans Counties

Community Action Partnership

of Rockland County
176 North Main Street
Spring Valley, NY 10977
845-352-4167

Rockland County

Community Action Organization

of Erie County, Inc.

70 Harvard Place
Buffalo, NY 14209
716-881-5150

<http://www.caoec.org>

Erie County

Community Action Program

for Madison County, Inc.

3 East Main Street
Morrisville, NY 13408
315-684-3144

<http://www.capmadco.org>

Madison County

Cortland County Community

Action Program, Inc.

32 North Main Street
Cortland, NY 13045
607-753-6781

<http://www.capco.org>

Cortland County

Delaware Opportunities Inc.

35430 State Highway 10
Hamden, NY 13782
607-746-1600

<http://www.delawareopportunities.org>

Delaware County

Dutchess County Community Action Partnership, Inc.

84 Cannon Street
Poughkeepsie, NY 12601
845-452-5104

<http://www.dutchesscap.org>

Dutchess County

Economic Opportunity

Program, Inc. of Chemung County

650 Baldwin Street
Elmira, NY 14901
607-734-6174

<http://www.cseop.org>

Chemung and Schuyler Counties

EOC of Nassau County, Inc.

134 Jackson Street
Hempstead, NY 11550
516-292-9710

<http://www.eoc-nassau.org>

Nassau County

EOC of Suffolk County, Inc.

475 East Main Street, Suite 206
Patchogue, NY 11772
631-289-2124

<http://www.eoc-suffolk.com>

Suffolk County

Fulmont Community Action Agency, Inc.

P.O. Box 835
Fonda, NY 12068
518-853-3011

<http://www.fulmont.org>

Fulton and Montgomery Counties

JCEO of Clinton and Franklin Counties, Inc.

54 Margaret Street
Plattsburgh, NY 12901
518-561-6310

<http://www.jceo.org>

Clinton County

Lewis County Opportunities, Inc.

8265 State Route 812
Lowville, NY 13367
315-376-8202

<http://www.lewiscountyopportunities.com>

Lewis County

Livingston County Planning Department

6 Court Street
Geneseo, NY 14454-1043
585-243-7550

<http://co.livingston.state.ny.us/planning.htm>

Livingston County

New York State's Community Action Network

Mohawk Valley Community Action Agency, Inc.

9882 River Road
Marcy, NY 13403
315-624-9930

<http://www.mvcaa.com>

Herkimer and Oneida Counties

New York City Department of Youth and Community Development

156 William St.
New York, NY 10038
800-246-4646

<http://www.nyc.gov/html/dycd>

Bronx, Kings (Brooklyn), New York (Manhattan), Queens, and Richmond (Staten Island) Counties

Newburgh Community Action Committee, Inc.

123 Grand St., 3rd Floor
Newburgh, NY 12550
845-562-0100

<http://www.ncacnewburgh.org>

Orange County

Niagara Community Action Program, Inc.

1521 Main Street
Niagara Falls, NY 14305
716-285-9681

<http://www.niagaracap.org>

Niagara County

Opportunities for Broome, Inc.

56 Whitney Avenue
Binghamton, NY 13901
607-723-6493

Broome County

Opportunities for Chenango, Inc.

44 West Main Street
Norwich, NY 13815
607-334-7114

<http://www.ofcinc.org>

Chenango County

Opportunities for Otsego, Inc.

3 West Broadway
Oneonta, NY 13820
607-433-8000

<http://www.ofoinc.org>

Otsego County

Oswego County Opportunities, Inc.

239 Oneida Street
Fulton, NY 13069
315-598-4717

<http://www.oco.org>

Oswego County

PEACE, Inc.

217 S Salina Street, 2nd Floor
Syracuse, NY 13402
315-470-3300

<http://www.peace-caa.org>

Onondaga County

Pro Action of Steuben and Yates, Inc.

117 E Steuben Street
Bath, NY 14810
607-776-2125

<http://www.proactioninc.org>

Steuben and Yates Counties

Regional Economic CAP, Inc.

40 Smith Street PO Box 886
Middletown, NY 10940
845-342-3978

<http://www.recap.org>

Orange County

PathStone, Inc.

400 East Avenue
Rochester, NY 14607
585-340-3300

<http://www.pathstone.org>

Multi-State Agency

Saratoga County EOC, Inc.

40 New Street, PO Box 5120
Saratoga Springs, NY 12866
518-587-3158

<http://www.saratogaecoc.org>

Saratoga County

Schenectady Community

Action Program, Inc.

913 Albany Street
Schenectady, NY 12307
518-374-9181

<http://www.scapny.org>

Schenectady County

Schoharie County Community

Action Program, Inc.

795 East Main St., Suite 5
Cobleskill, NY 12043
518-234-2568

<http://www.sccapinc.org>

Schoharie County

St. Lawrence County Community Development Program, Inc.

One Commerce Lane
Canton, NY 13617
315-386-1102

St. Lawrence County

Tioga Opportunities, Inc.

9 Sheldon Guile Blvd.
Owego, NY 13827
607-687-4222

<http://www.tiogaopp.org>

Tioga County

Tompkins Community Action, Inc.

701 Spencer Road
Ithaca, NY 14850
607-273-8816

<http://www.tcaction.org>

Tompkins County

Ulster County Community

Action Committee, Inc.

70 Lindsley Avenue
Kingston, NY 12401
845-338-8750

Ulster County

Warren/Hamilton Counties

ACEO, Inc.

190 Maple Street
Glens Falls, NY 12801
518-793-0638

Hamilton and Warren Counties

Warren/Hamilton Counties

ACEO, Inc.

190 Maple Street
Glens Falls, NY 12801
518-793-0638

Hamilton and Warren Counties

Washington County EOC, Inc.

383 Broadway
Fort Edward, NY 12828
518-746-2390

<http://www.capnys.org/washingtoncountyeoc/>

Washington County

Wayne County Community

Action Program, Inc.

159 Montezuma Street
Lyons, NY 14489
315-946-7530

<http://www.waynecap.org>

Wayne County

Westchester Community

Opportunity Program, Inc.

2269 Saw Mill River Road
Elmsford, NY 10523
914-592-5600

<http://www.westcop.org>

Putnam and Westchester Counties

Wyoming County

Community Action, Inc.

6470 Route 20A
Perry, NY 14530
585-237-2600

<http://www.wccainc.org>

Wyoming County

Yonkers Community

Action Program, Inc.

164 Ashburton Avenue
Yonkers, NY 10701
914-423-5905

<http://www.yonkerscap.org>

Westchester County

*All pictures in this report have been provided by, and used with the permission of,
Community Action Agencies from across New York State.*



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