



# **New York State Community Action 2011 Impact Report**

Report issued by the New York State Community Action Association - December 2011

## New York State Community Action Association — helping to fulfill *The Promise*

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. We strive to fulfill the promise of Community Action every day.

**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 we are dedicated to helping people help themselves and each other.*

### NYSCAA Board of Directors

**President:** Amy Turner, *Mohawk Valley Community Action Agency*

**Vice President:** Roberta Keller, *Chautauqua Opportunities, Inc.*

**Treasurer:** Charles Kalthoff, *ACCORD Corporation*

**Secretary:** Alan Jones, *Adirondack Community Action Programs*

Norma Cary, *St. Lawrence County Community Development Program*

Kathleen Cloutier, *Albany Community Action Partnership*

Cindy Colter, *New York City Department of Youth & Community Development*

Lee Dillon, *Tompkins Community Action*

Melinda Gault, *CAPC of Jefferson County*

Lindy Glennon, *Cortland County Community Action Program*

L. Nathan Hare, *Community Action Organization of Erie County*

Martin Mucher, *Wyoming County Community Action Agency*

James Norman, *Action for a Better Community, Inc.*

Belinda Parent, *JCEO of Clinton and Franklin Counties*

Winston Ross, *Westchester Community Opportunity Program*

Laura Rossman, *Pro Action of Steuben and Yates*

Debra Schimpf, *Schenectady Community Action Program*

Pat Standish, *Wyoming County Community Action Agency*

Joan Tarantino, *Washington County EOC*

Denis Wilson, *Fulmont Community Action Agency*

Tina Zerbian, *Cattaraugus Community Action*

### NYSCAA staff involved in the development of this report

Denise Harlow, CCAP, Chief Executive Officer

Jacqueline Orr, Program Director

Diana L. Lezette, Program Specialist

New York State Community Action Association

2 Charles Boulevard, Guilderland, NY 12084

P: 518-690-0491 F: 518-690-0498

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



# TABLE OF CONTENTS

- A Message from the Board President and Chief Executive Officer ..... 4
- Poverty in New York State ..... 5
- New Yorkers Are Experiencing ..... 6
- Our Customers ..... 7
- Community Action Builds Self-Sufficiency ..... 8-14
- Employment and Training..... 8
  - Financial Literacy and Asset Development ..... 9
  - Child Care, Early Childhood Education and Strengthening Families..... 10
  - Youth Education and Development ..... 11
  - Fulfilling Basic Needs: Clothing, Shelter and Emergency Response ..... 12
  - Fulfilling Basic Needs: Food, Health and Nutrition ..... 13
  - Housing and Weatherization ..... 14
- Community Action Angels ..... 15
- Partnerships that Work ..... 16
- Capacity Building and Training ..... 17
- New York State’s Community Action Network Directory..... 18-19

**Data sources for this report include:**

New York State Community Services Block Grant Annual Report, Federal Fiscal Year 2010; NYS Department of State, Division of Community Services  
 Fiscal Policy Institute Annual Report 2011, *State of Working New York*  
 New York State Labor Department, Weekly Unemployment Press Release, Oct. 20, 2011.  
 United States Census Bureau: Percentage of People in Poverty by State Using 2 and 3 Year Averages: 2007-2008 and 2009-2010.  
 New York State Community Action Association, *2011 Poverty Report*  
 Children’s Defense Fund, *US Children’s Data, New York State*, January 2011  
 Annie E. Casey Foundation, *Kids Count Census Data Online*  
 Annie E. Casey Foundation, *Kids Count Data Book, 2011*  
*New York Times*, September 30, 2010  
 United Hospital Fund, *New York’s Medicaid Expansion, 2000–2010*, June 14, 2011  
 Empire Justice Center, *Mortgage Meltdown II, 2011*  
 National Low Income Housing Coalition, *Out of Reach, 2011*  
 Corporation for Enterprise Development (CFED), *Asset Poverty Profile, New York, Assets and Opportunities Scorecard 2009-2010*  
 New York State Council on Children and Families, *Nourishing New York’s Children, 2011*  
 New York State Council on Children and Families, *Touchstones Kids Count Data Book 2010*

## A Message from the Broad President and Chief Executive Officer

NYSCAA provides the 2010 *Community Action Impact Report* during a time of continuing unprecedented need in America and New York State. The Great Recession continues to take a toll on New York State residents as unemployment, foreclosure rates, and the cost of health care benefits rise or remain at persistently high levels. Low-income families and individuals, those with little or no post secondary education, and African American and Hispanic residents of New York have been especially hard hit by the lingering effects of the recession. There was great need for assistance and support in 2010 and New York State's 52 Community Action Agencies were consistently on the front lines, helping individuals and families recover and achieve self-sufficiency in difficult times.

Since Community Action began it has been a force for local decision making and direct response to community needs. By federal statute Community Action makes investments of resources based on local needs. Community Action Agencies embrace this principle. Experience, based on engagement with our customers and partners, shows that local efforts - leveraging local and other resources and based on identified community needs - lead to positive outcomes. New York's 52 Community Action Agencies, working in every county in the state around the common purpose of *Helping People, Changing Lives*, strengthens all of New York.

In 2010, our 52 Community Action Agencies served over 500,000 individuals and 250,000 families struggling to achieve or regain self-sufficiency. This report highlights the impact Community Action has had in our communities across the state.

Dedicated volunteers and strong partnerships have always enhanced Community Action's achievements and they continue to be extremely important in times of uncertain budgets and constricted funding. Community Action thanks all who make our work possible, especially our volunteers, staff, board members, community residents, faith and community based partners, funders, policy makers, and others.

We are committed to addressing poverty and working with all sectors to achieve our goals. Thank you for taking the time to learn more about Community Action in New York State.



Signature  
Amy Turner  
Board President



Denise Harlow  
Chief Executive Officer

For more information or to contact NYSCAA: [www.nyscommunityaction.org](http://www.nyscommunityaction.org)



Launched in 2009, the Digital Inclusion Initiative (DII) demonstrates that the Senior Community Service Employment Program (SCSEP), which is operated through ProAction of Steuben & Yates, Inc. can make a major impact on an unmet need — crossing the “digital divide” after 55.



Participants in the 2010 Fatherhood Initiative. New York City Department of Youth and Community Development is active in this initiative.



CEO of the Greater Capital Region's Lending Library.

# Poverty in New York State

According to the 2010 United States Census, approximately **3.08 million** New Yorkers live in poverty – **16%** of state residents. Since 2008, the poverty rate in New York State has **increased by 1.6%**.

Source: US Census Bureau, Percentage of People in Poverty by State Using 2 and 3 Year Averages: 2007-2008 and 2009-2010.

The Children's Defense Fund estimates that **20% of New York's children**, more than **868,300** of our nation's future leaders, live in poverty.

Source: Children's Defense Fund, *US Children's Data, New York State*, January 2011.

In 2010 **32% of New York's children** lived below **150%** of the federal poverty level — just **\$33,075** for a family of four.

Source: Annie E. Casey Foundation, *Kids Census Data Online*

## The Great Recession — Still Impacting New Yorkers

The New York State Labor Department estimates that NYS has recouped just over **54%** of the private sector jobs that were lost during the **2008-2009 recession**.

Source: NYS Labor Department—Weekly Unemployment Press Release, Oct. 20, 2011.

The Fiscal Policy Institute's (FPI) 2011 annual report, *State of Working New York*, shows that two years into the "recovery" from the Great Recession of 2008-2009, **1.4 million**, or one in every seven, New York workers is unemployed, under-employed or has given up looking for work. Long-term unemployment is at record levels. Half of the unemployed have been out of work for more than six months and 29 percent have been jobless for a year or more. Though there has been a decrease in the unemployment numbers for the state, the decrease is mostly attributable to discouraged workers dropping out of the labor force.

According to FPI, New York State would have to add over **500,000** jobs to reach pre-recession levels of employment. Community Action Agencies respond to the many challenges created by unemployment by providing a range of employment, education and support services to low-income families struggling to make ends meet. Source: Fiscal Policy Institute, *State of Working New Yorkers*, 2011.

For New Yorkers with less than a High School Education, unemployment remains extremely high at **12.3%**. This is virtually unchanged from 2010 when the unemployment rate for those with a High School diploma was **12.4%**. New York residents with a High School Diploma or GED have an unemployment rate of **8.6%** up from **8.4%** in September of 2010. Source: NYS Labor Department — Weekly Unemployment Press Release, Oct. 20, 2011.

NYS Labor Department statistics show that African American and Hispanic state residents continue to have high unemployment numbers (**14%** and **10.7%** respectively as compared to **8.1%** for Whites). Source: NYS Labor Department — Weekly Unemployment Press Release, Oct. 20, 2011.

In 2009, an additional **3.7 million** people entered the Medicaid program in New York State, largely driven by joblessness and the accompanying loss of health benefits. Sources: *New York Times*, September 30, 2010 and United Hospital Fund report; *New York's Medicaid Expansion, 2000–2010*, June 14, 2011.

**13.5%** of New York State households were Food Insecure in 2010. A food insecure household is one that was unable to acquire enough food to meet the needs of all their members at some point during the year.

Source: *Nourishing New York's Children*, Council on Children and Families, 2011



# New Yorkers are experiencing...

## Asset Poverty

Asset poverty is “a measure that expands the notion of poverty to establish a minimum threshold of wealth needed for household security.” A household is asset poor if it lacks the resources to subsist at the poverty level for three months if the family loses its source of income. Even middle-income families face asset poverty. In New York, 33% of those earning \$44,801 - \$68,000 are asset poor. In the state, 59% of households making below \$24,800 per year are asset poor. Overall 32.5% of households in New York State are asset poor and minority and single parent households, as well as those with lower educational levels, are especially vulnerable. With a sudden job loss or medical emergency over 30% of the state’s families would not be able to provide for basic household needs. Source: *Asset Poverty Profile: New York*, CFED 2009 – 2010 Assets and Opportunity Scorecard.

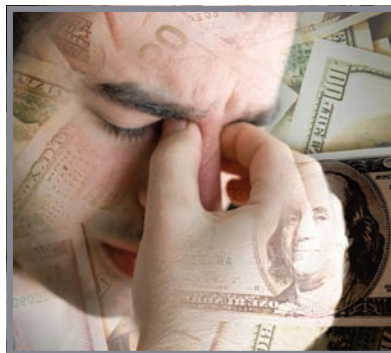
## Housing and Home Affordability Crises

Home foreclosures remain a major concern in the United States and in New York State. According to the Annie E. Casey Foundation, *Kids Count Data Book 2011*, 5.7 million children nationwide have been affected by foreclosure since 2007. The Empire Justice Center, in their 2011 publication, *The Mortgage Meltdown II*, reports that in New York State 134,000 pre-foreclosure notices went out between February and October of 2010. In the Hudson Valley, there are about as many homes at imminent risk of foreclosure as there are homes already in foreclosure. In Western New York all but one county has as many homes at imminent risk of foreclosure as are already in foreclosure. With more mortgages that are 90+ days past due coming into the pipeline, the mortgage crisis, while slowed, is not over. As a result more families will be seeking to move into rental units. Source: *The Mortgage Meltdown II*, Empire Justice Center, 2011.

## Food Insecurity and Hunger

The Council on Children and Families estimates that two out of every fifteen households in New York State meet the criteria for food insecurity, meaning that they cannot regularly purchase the food needed for an adequate diet. Food insecurity in New York households with children tends to be higher than the statewide rate (16.7% compared to 13.5%). The impact of hunger on children’s learning and adult productivity is significant. Children from food insecure homes are sick more often and recover more slowly, have more chronic health conditions and higher hospitalization rates, and have less ability to focus in school and more academic problems.

Food insecurity varies considerably by county and impacts urban and rural areas. In Nassau County 8.6% of families are food insecure compared to the Bronx where 21.2% of households experience food insecurity. Kings County (NYC region) and St. Lawrence County (Western NY) also have high levels of food insecurity. Many families throughout New York State continue to struggle to put nutritious food on the table daily. Source: *Nourishing New York’s Children*, Council on Children and Families, 2011



**New York State’s housing wage is \$24.38. The housing wage represents the hourly wage that a household must earn (working 40 hours a week, 52 weeks a year) in order to afford a Fair Market Rent (FMR) for a two-bedroom unit at 30% of income. In Westchester County the housing wage is \$30.02 while in Franklin County it is \$13.04.**

**In New York State a household receiving minimum wage would have to have 3.4 full-time jobs to afford a two-bedroom apartment at 30% of income.**

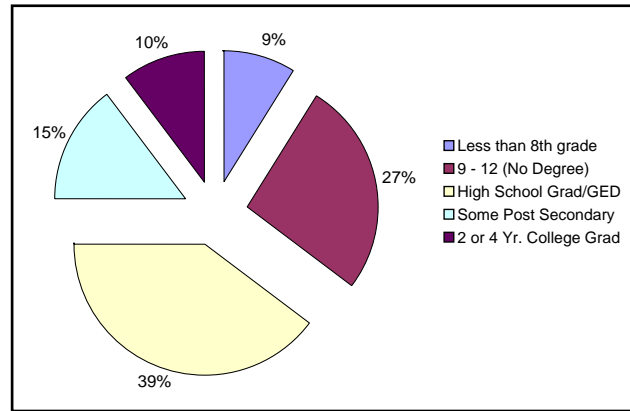
Source: *Out of Reach*, National Low Income Housing Coalition, 2011

# Our Customers

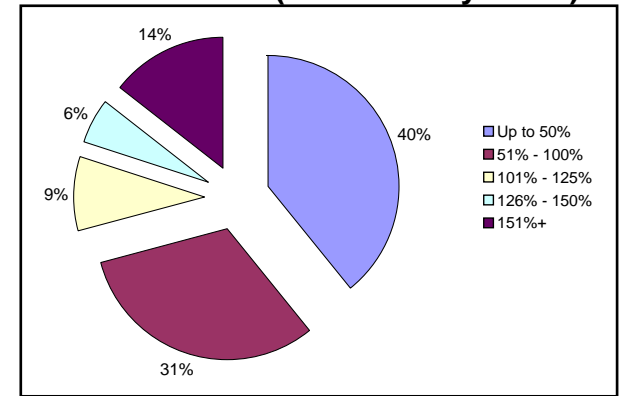
## Who We Serve

In New York State Community Action Agencies impact the lives of low-income individuals and families everyday. In 2010, Community Action Agencies served over **500,000 individuals** and **250,000 families**. On this page are some illustrations of the demographics of our customers.

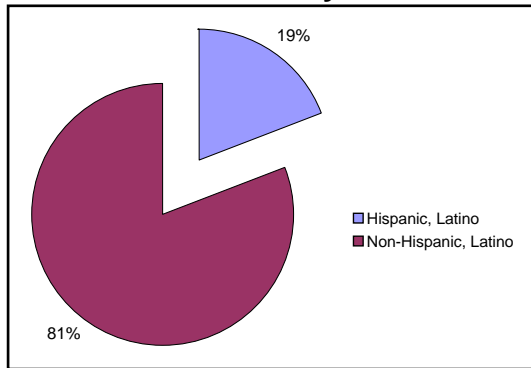
### Education



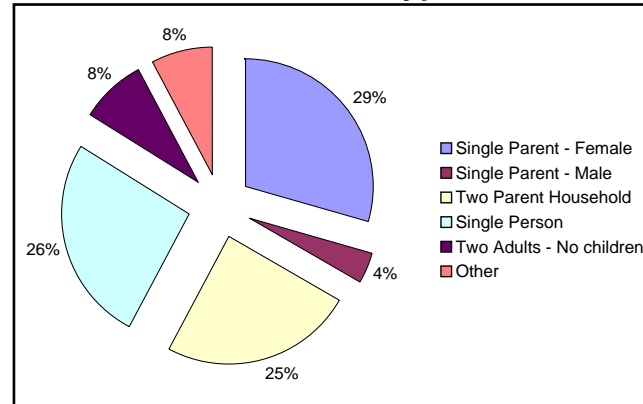
### Income Level (% of Poverty Level)



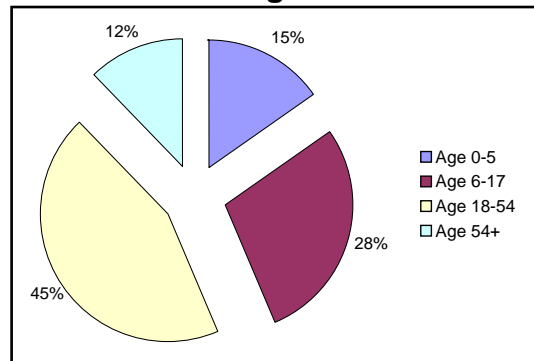
### Ethnicity



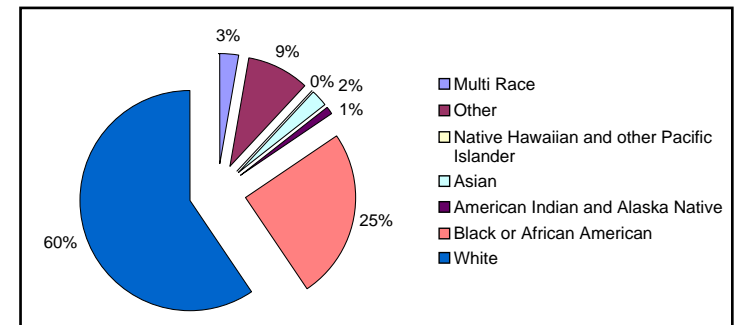
### Household Type



### Age



### Race



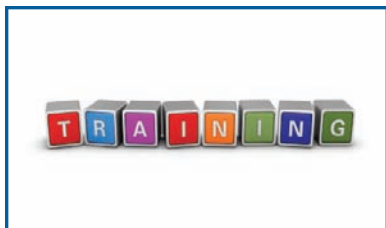
## Community Action builds self-sufficiency

### Employment and Training

Community Action Agencies (CAAs) provide a wide range of employment and training services and continue to expand their programs. From acting as One-Stop Employment and Training Centers, to creating social ventures to employ low-income individuals and support CAA programs, CAAs provide a wide variety of opportunities for New Yorkers to learn new occupational skills, receive support to help stabilize their household, and gain access to jobs in the growing green economy.

Below are some CAA highlights of 2010 employment and training efforts and successes that helped customers build self-sufficiency:

- More than **20,000** unemployed individuals **obtained jobs** as a result of Community Action Agency assistance
- **1,659** obtained an **increase in employment income** and/or benefits
- **613** achieved **living wage** employment and benefits
- **18,964** obtained **skills/competencies** required for employment
- **1,523** completed **ABE/GED** and received a certificate or diploma
- **747** completed **post-secondary education** programs and obtained a certificate/diploma
- **31,258** children were enrolled in **before or after school programs** to allow parents to work



#### On the road to self-sufficiency:

Through the assistance of Community Action:

**1,592** New Yorkers obtained access to **reliable transportation and/or driver's licenses** so they can get to work, school or appointments.

#### JESSICA M. - Job Readiness Program to LPN

In January 2008, Jessica M. was referred by the Department of Human Services to Action for a Better Community's (ABC) Youth Works Program for GED Services. While in the program Jessica received intensive case management and supportive group services. As a result, she developed goals that set her on a path to become self-sufficient. She enrolled in a GED program and ABC's Job Readiness Training Program. Jessica worked aggressively to accomplish her goals. By February 2008, she secured a job as a home health aide. As a condition of employment Jessica had to have reliable transportation. Shortly after obtaining her GED in May of 2008, she got her license and bought a car.



Jessica did not stop there. She had dreamed of becoming a nurse, so she set her focus on accomplishing that dream. She applied to a local program but was not accepted. Although a little deflated, she did not give up hope. Her determination was rewarded with acceptance into the BOCES LPN Program. Jessica completed the coursework while maintaining her full time job and graduated from the program in August of 2009.

Jessica is currently working as a LPN and is taking classes at Genesee Community College working toward her next goal - to become a registered nurse. Jessica is a perfect example of someone who was committed to pursuing educational opportunities and determined to reach her career goals, and through assistance was able to be successful.

Action for a Better Community, Inc. (ABC) is the Community Action Agency serving Monroe County.

## Community Action builds self-sufficiency

### 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 economic challenges and weather financial difficulties. To help New York's low income families and individuals build assets, CAAs offer numerous programs including those that: promote saving through Individual Development Accounts (IDAs), help build credit and secure loans to purchase necessary household appliances, provide free tax preparation services to ensure that low-income families receive all the tax credits to which they are entitled, offer financial literacy education, and enroll families in first-time homebuyer programs.

Some examples of the financial literacy and assets development outcomes achieved by CAAs in 2010 include:

- **11,803 households** participated in tax preparation programs, generating **\$12,026,804 in tax credits**
- **863** enrolled in telephone lifeline or energy discount programs, resulting in **\$188,799 in savings**
- **117** households opened Individual Development Accounts (IDA)
- **113 households** increased their savings through IDAs or other savings accounts, saving **\$78,197**
- **2,140** families completed and maintained a budget for a minimum of 90 days



### Reaching "Baby Goals"

In June of 2009, Miss W., a single mother-to-be who was living with her grandmother, was referred to Healthy Families Cayuga/Seneca by Cayuga County WIC. She enrolled in Healthy Families prenatally, was assigned a Family Support Worker (FSW), and began receiving home visiting services. In January of 2010, Miss W. gave birth to a healthy baby girl named Jamie.

With encouragement and assistance from her FSW, Miss W. began to set goals for herself and her baby. She worked hard and achieved many of her goals. One of her personal goals was to get a job. She became employed at Wal-Mart and has been employed for over a year. She set another goal to purchase a vehicle and now she owns her own car. She set a goal of getting her own place and moved into her own apartment.

One of the many "baby goals" Miss W. set was to read to Jamie every day, which she achieved and continues to do. Her FSW says that the baby's vocabulary increased tremendously and credits Miss W.'s pledge to read to her as one of the reasons. Miss W. has a great relationship with her FSW and said "I remember holding Jamie in my arms all day long, when she was just itsy bitsy ... now she's walking and talking. She says a lot of words! She's really growing up. My FSW helped me learn about my baby and helped with my problems. She has helped me to make the right decisions and encouraged me to achieve my goals."



Baby Jamie is up-to-date on all of her well baby visits and immunizations and is developmentally on track and doing great.

Miss W. has been enrolled in Healthy Families Cayuga/Seneca for almost two years and continues to work hard and achieve the goals she sets for herself and her child.

Cayuga/Seneca Community Action, Inc. is the Community Action Agency that serves Cayuga and Seneca Counties.

# Community Action builds self-sufficiency

## Child Care, Early Childhood Education and Strengthening Families

Community Action Agencies provide early childhood education, child care programs and child care referral services throughout New York State. These programs help children enter school ready to learn and support New York's economy by allowing parents to work, seek employment, or go to school.

In 2010 CAAs:

- Enrolled **2,100** children in **before or after school programs**
- Obtained care for **1,281** children or other dependents
- **18,636** children participated in **pre-school activities** to develop school readiness
- **34** CAAs offered **Child Care: Learning Centers, Resources and Referral**
- **38** CAAs offered **Early Head Start/Head Start**

### A CAA Receives National Recognition for Quality Child Care

The Steuben Child Care project, of Pro Action of Steuben and Yates, Inc., received National Association of Child Care Resource and Referral Agencies (NACCRRA) Quality Assurance validation. NACCRRA National Quality Assurance validation is a process that requires an in-depth audit of all levels of every function the organization performs and required months of agency self-assessment. Steuben Child Care Project is the first child care resource and referral agency in the nation to achieve this designation.



ProAction of Steuben and Yates, Inc. is the Community Action Agency that serves Steuben and Yates counties.

### Fatherhood Initiative

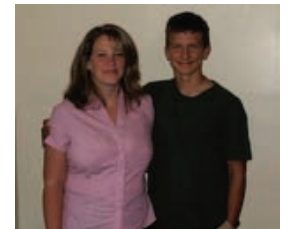
The New York City Department of Youth and Community Development's (DYCD) Fatherhood Initiative, begun in 2002, helps fathers reconnect with their children and develop essential parenting skills. DYCD offers fatherhood programming in three distinct categories: Young Fathers (16-24 years-old), Older Fathers (over the age of 24), and Ex-offenders. The Fatherhood Initiative is designed to help fathers increase their engagement and responsibility in their relationships with their children. In 2010 New York City Mayor Michael Bloomberg launched a citywide initiative to strengthen New York City families by helping fathers be active in their children's lives. DYCD and more than fifteen other agencies offered programs ranging from parenting classes at public hospitals and homeless shelters, to educational activities for fathers and their children at Housing Authority community centers.



The New York City Department of Youth and Community Development's (DYCD) is the designated Community Action Agency for New York City.

### Danielle and Seth - Head Start and a new start

In 1998 single mom Danielle H. enrolled her 3 year old son Seth in Head Start. Danielle was working 3 part time jobs and trying to provide a good life for her son. She contacted Head Start and enrolled in the Home Based program. Danielle and her son both looked forward to visits with Ms. Dawn, their home visitor. Danielle began to realize she appreciated the visits; she knew when she had a visit she would set aside an hour and a half of time to spend with Seth just having fun. Also, Dawn helped Danielle restore her self confidence. Shortly after Seth began school, Danielle interviewed for a job as a Head Start bus monitor and was offered the position. When she arrived at her new Head Start job, one of the first people she saw was Ms. Dawn still armed with her words of encouragement. After some time in the bus monitor position, Danielle became a classroom substitute and then an infant room teacher. During her time employed at Head Start, Danielle received her Child Development Associate, Family Development Credential, Associates degree in Human Services, and will receive her Bachelors degree in Human Services in December 2011. In August of 2010, an Enrollment Coordinator position was created. Again, it was Dawn who came to Danielle and said you were the first person I thought of when I heard of the position. Danielle interviewed and was offered the position. She is now meeting with every family interested in enrolling their child in Head Start. Danielle personally knows what Head Start is all about, and shares her story and words of encouragement with families. She works alongside the woman she credits with getting her moving in the right direction for creating the life she had hoped she and her family would have. Danielle loves her job and truly is an advocate for Head Start and its mission. ( Danielle's Story is from ACCORD Corporation)



ACCORD Corporation is the Community Action Agency that serves Allegheny County.

## Community Action builds self-sufficiency

### Youth Education and Development

New York's Community Action agencies are very engaged in helping low-income children and youth succeed and flourish academically and socially. CAAs help children from low-income families enter school ready to learn. Many CAAs offer Early Head Start, Head Start, child care, and before and after school programs. Thousands of youth have benefitted from engaging in CAA youth development programs and activities including entrepreneurial training, financial literacy, Big Brothers/Big Sisters, summer youth employment, and adolescent pregnancy prevention programs. As always, CAAs provide programs and services based on the needs of youth and families in their local communities.

These are some of the highlights of 2010 CAA education and youth development efforts and services:

- **18,636** children participated in pre-school activities to develop **school readiness skills**
- **9,892** youth improved health and physical development
- **10,503** youth improved social/emotional development
- **87,134** youth increased academic, athletic or social skills for **school success**
  
- **Head Start/Early Head Start** programming was offered by **38 CAAs**
- **25 CAAs** ran **after school recreational programs**
- **25 CAAs** offered **summer youth employment programs**
- **28 CAAs** offered **summer programs** such as school, camp, and meal sites
- **13 CAAs** facilitated **drop out prevent/attendance intervention programs**
- **Big Brothers Big Sisters** programs were offered by **11 CAAs**

### Building Success for Youth

On January 11<sup>th</sup>, 2011, twenty-one men and women between the ages of 16 and 24 who had previously held uncertain futures were honored for completing the seven-month YouthBuild program offered by the Commission on Economic Opportunity for the Greater Capital Region (CEO). Participants earned over 200 certificates and certifications, and several students graduated with honors. Ashley is one of the YouthBuild success stories.

*At age six, Ashley dreamed of going to fashion school. But at 16, with a child of her own and having experienced failure in school, her dream was slipping away. CEO's YouthBuild Program provided her with hope and the chance to recapture that dream. She first experienced success in passing YouthBuild's test of mental toughness, which renewed her motivation. Once in the program, Ashley never looked back. She now attends a fashion design college in New York City, and is working hard to give herself and her son a brighter future.*



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



## Community Action builds self-sufficiency

### Fulfilling Basic Needs: Clothing, Shelter and Emergency Response

With the cost of living and loss of employment rising, families in New York State find it increasingly difficult to meet basic human needs. Low and moderate income families struggle to secure safe, affordable housing, three nutritious meals a day, clothing for adults and children, and funds for transportation, car repairs, and utilities including home heating. Families served by Community Action Agencies also face medical emergencies, natural disasters, and foreclosure proceeding against themselves or their landlords. Other community members turn to CAAs for assistance as a result of difficulties related to HIV/AIDS, because of domestic violence, or addictions issues. CAAs work to create safe housing options for families, provide emergency shelter, offer emergency services and provide links to community resources to help individuals and families find safety and stability while moving toward self-sufficiency.

In their efforts to address basic human needs, and bring safety and stability to low-income families, New York's CAAs achieved the following in 2010:

- **17,426** New Yorkers received **emergency fuel or utility payments**
- **5,950** individuals received **emergency rent or mortgage assistance**
- **1,549** individuals received **emergency car or home repair**
- **2,477** individuals received **emergency temporary shelter**
- **2,232** individuals received **emergency medical care**
- **4,647** received **emergency protection from violence**
- **5,832** received **emergency legal services**
- **6,759** received **emergency transportation**
- **238** individuals received **emergency disaster relief**
- **25,769** received **emergency clothing**
- **34,435 units of clothing** were provided to community members

### Demetrius B. - FOCUSing on the future

Demetrius B., a young single mom, with a child who has a learning disability and behavior challenges, joined Action for a Better Community's (ABC) Family Opportunities Created Utilizing Support (FOCUS) program in 2010. She did not have a GED and was unable to find a job. In addition, she was in an unhealthy relationship resulting in low self-esteem and very little self-confidence. During the program module on relationships, something clicked with Demetrius; soon after she announced she had made some much needed changes at home. She looked different and she was smiling again. Through the FOCUS program she enrolled in a GED program at the local Library and began tutoring with an intern. The FOCUS staff assisted her with the paperwork needed for her son to be placed in a special class for children in need of more educational and behavioral support. Demetrius found employment and within three weeks she was promoted to Assistant Manager. Demetrius is continuing to do well; she looks good, her self-esteem is high and she walks with confidence. She recently was able to purchase some much needed furniture. She is in contact with ABC periodically and she recommends the FOCUS program to everyone she knows including her mom, who followed Demetrius's example, and is now also a FOCUS participant.



Action for a Better Community (ABC) is the Community Action Agency that serves Monroe County.

To highlight the work that CAAs do in meeting basic needs, below is a sample of CAA programs that operated in 2010:

- 23 CAAs operated a Coats for Kids program
- 34 CAAs offered Crisis Intervention programs
- 51 CAAs (nearly every CAA in the state) operated emergency food, shelter, and clothing programs
- 27 CAAs offered homeless shelters
- 11 CAAs operated youth shelters

## Community Action builds self-sufficiency

### Fulfilling Basic Needs: Food, Health and Nutrition

Adequate nutrition and health care are vital for the well-being of children and adults. Preventive and routine health care services and nutritious food are necessary for individuals so that they can succeed in school, maintain work, seek employment and work toward self-sufficiency. Throughout the year CAAs helped individuals and families obtain health care services including health screenings and other preventive care. CAAs also provided or helped families access nutritious foods through food pantries, soup kitchens, food assistance programs, and food cooperatives.

In order to assist individuals and families with basic needs for health care and nutrition, in 2010, CAAs accomplished the following:

- **24,773** obtained health care services for themselves or a family member
- **21,581** infants and children received immunizations, medical and dental care
- The health and development of **60,357** infants and children improved as a result of adequate nutrition
- **145,897** individuals received emergency food assistance
- Community Action Agencies distributed **136,157** boxes of food and **5,982,177** pounds of food

Additionally, in 2010:

- **33** Nutrition Outreach and Education programs were available to CAA customers
- **24** CAAs ran Community Gardens
- **18** CAAs offered Women Infants and Children (WIC) programs
- **13** CAAs offered Food Co-ops
- **21** CAAs offered Health Screenings
- **14** CAAs offered Healthy Senior Programs
- **19** CAAs operated Soup Kitchens

### Food Express: Strengthening Health and Community

The Food Express is a program of the Food Bank of Western New York and serves as a way to distribute fresh food items to communities throughout Western New York. Niagara Community Action Program, Inc. identified an imbalance in the number of sites and locations used to distribute food in Niagara County. In response, Niagara Community Action Program, Inc. implemented the "Host Site" concept as a means of consolidating locations for Food Express in the cities of Niagara Falls, Lockport and North Tonawanda. Niagara County Community Action collaborated with other community based organizations including faith based programs to move food pantries and distribution sites to locations that allowed for more efficient distribution of food to low income families including those in rural areas. The "Host Site" concept has eliminated duplication of services and has brought together volunteers and customers in locations where information and education can be shared and collaborations can be strengthened. The Food Express program is set to serve as a model in Erie County and to expand into other underserved parts of Western New York.

Niagara Community Action Program, Inc. is the Community Action Agency that serves Niagara County.



# Community Action builds self-sufficiency

## Housing and Weatherization

Low-income families experience a higher energy burden than do middle and upper income families. New York State's housing stock is old, winters are cold, and low-income families often live in housing that is poorly insulated and offers very few options for energy conservation. Weatherization programs offer long-term solutions and savings on energy bills.

Community Action Agencies reported that in 2010 fewer than 20% of their customers are home owners; 70% rent and more than 5% self-identify as homeless. As the economic crisis continued into 2010, CAAs responded by creating home foreclosure assistance programs, eviction prevention and first time homebuyer programs and many CAAs offered weatherization programs.

(Source: CSBG Annual Report, FFY 2010)

- 44 CAAs offered **weatherization** assistance
- 32 CAAs provided **home repair** programs
- 20 CAAs provided **first time homebuyer** programs
- 36 CAAs offered **eviction** prevention services
- 22 CAAs provided **home foreclosure prevention** assistance
- 14 CAAs offered **landlord – tenant dispute mediation** services

Through Community Action Agencies:

- 5,977 participants obtained **safe and affordable housing**
- 1,825 participants obtained (non-emergency) **weatherization assistance**
- 3,322 obtained (non-emergency) **LIHEAP energy assistance**

## Responding to Housing and Home Affordability Needs

Cattaraugus Community Action (CAA) is responding to housing needs in their communities by leveraging several different sources of funding to rehabilitate and weatherize homes and incorporate green technologies into housing for low-income families. In Salamanca, CCA invested funds from Weatherization Assistance, Affordable Housing Corporation, and HOME funding from NYS HCR to bring a single family home back to life and make it energy efficient. CCA worked with the homeowner, who selected the contractor, and CCA monitored the project so the renovations met HUD's Housing Quality Standards.

CAA is only one of three agencies in NYS to operate a SERC (Sustainable Energy Resources for Consumers) program under a special Department of Energy ARRA grant. Under SERC, CAA weatherized the home of a low-income home owner using a thermal hot water system and a 3 kilowatt photovoltaic electric system on the roof. Aspen Manor in the city of Olean is another CAA SERC project. With the installation of solar panels the tenants of this 36-unit apartment site, for low income senior and disabled residents, will save up to approximately \$400.00 or 35% of their current utility cost. All of the work on both SERC projects was done by a CAA crew. Cattaraugus Community Action is the Community Action Agency that serves Cattaraugus County.



# Community Action Angels

## Community Action Angels – Volunteering to help fulfill *The Promise*

For the past four years, Community Action Angels has hosted the **Meeting of the Minds** in Syracuse. Community Action Executive Directors, Development Staff, Program Directors, Board Members, volunteers, customers, partners and donors from across the state spend two days together networking, learning, and sharing best practices. Stepping back from hectic routines to revitalize, participants have the opportunity to see things from the perspective of different people from different walks of life with the same mission. After the meeting, participants offer support and encouragement to one another when they return to work at their CAAs. Each year participants walk away with a multitude of templates for proven projects and programs to initiate and many new ideas and practical knowledge on ways to build agency capacity through volunteers and community involvement. It has become tradition to implement a statewide project to benefit children and “adopt” and give support to someone nominated from the network as having a very special need.

The 2011 statewide special project is called **“Sun Safe Kids”**. The goal is to provide as many children as possible with a pair of sunglasses and education on the prevention of eye and skin melanoma. This diagnosis for children increases by 3% each year.

This year’s special person is Alicia and she is a living example of Angel Action’s **“Circle of Giving”** philosophy. Alicia came to Community Action of Orleans and Genesee as a student to complete her community service requirements. Everyone knew she was special since she had such energy, enthusiasm and a deep desire to help others. Alicia had plans to become a nurse.

One ordinary morning, a simple slip on a step left her paralyzed. She was given a 1% chance of ever walking again. Community Action assisted Alicia’s family. Volunteers painted her new handicap accessible bathroom and repaired her front porch so she could sit outside. Alicia had the opportunity to enroll in a special rehabilitation program but did not have the money to attend. Community Action of Orleans started a fund called **“Hope for Alicia.”** The state network of Community Action Angel volunteers stepped forward to help and Alicia

was able to stay at the rehabilitation program for an extra month of treatment. At this year’s *Meeting of the Minds*, Alicia was able to walk to the podium to speak with only the aid of arm and leg braces. The following day she graduated from nursing school. Today Alicia is an active member of the Angel Action Advisory Board and continues to serve those less fortunate in her community. The state network of volunteers in Community Action is committed to helping Alicia realize her other dreams - to walk unaided and to create a resource manual for parents of other paralyzed teens.



Community Action Angels is a volunteer program of Community Action. The membership is comprised of Community Action Angels Programs located in twenty-one Community Action Agencies in New York State. The mission of Community Action Angels is to work together to develop projects and programs that will complement the extraordinary talents of our volunteers and insure that the valuable time they give and the resources they bring to our programs will have the greatest impact possible on the individuals, families and the communities we are all committed to serve.



## 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 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.

***Partnerships that work are key to building the self-sufficiency of individuals and families across New York State.***

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

In 2010, New York's CAAs continued mobilizing resources, creating linkages and strengthening partnerships. Below are a few statistics that touch on the depth and expansiveness of strong and effective CAA partnerships that work:

- CAAs maintained **1,600 organizational partnerships** with non-profit organizations, including 522 faith-based entities
- CAAs partnered with **570 for-profit businesses/corporations, 405 school districts, 205 post secondary institutions and 267 financial institutions**
- Volunteers contributed **674,813** hours to the Community Action Network

Partnerships with community based agencies and local governments play a key role in addressing poverty and promoting economic self-sufficiency in New York State. 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 Services Block Grant funds.

Other key government partners include: NYS Office of Temporary and Disability Assistance (OTDA), Division of Housing and Community Renewal (DHCR), New York State Head Start Association (NYSHSA), Office of Children and Family Services (OCFS), Department of Health (DOH), Office of Mental Health (OMH), Office for the Aging (OFA), Department of Labor (DOL), Office for People with Developmental Disabilities (OPWDD), NYS Energy Research and Development Authority (NYSERDA), Department of Education (DOE), and the Office of Alcoholism and Substance Abuse Services (OASAS), 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 (HHS/ACH/OCS), National Head State Association (NHSA), and the Office of Head Start (NHSA), Housing and Urban Development (HUD), US Department of Agriculture (USDA), Department of Labor (USDOL), Internal Revenue Service (IRS), Department of Energy (USDOE), Federal Emergency Management Agency (FEMA), and the Department of Justice (DOJ), among others.

NYSCAA partners with many statewide agencies to ensure the voices of low income New Yorkers are heard. These include the New York State Weatherization Directors Association (NYSWDA), the Governor's Early Childhood Advisory Council, New York Children's Action Network, Low-Income Forum on Energy (LIFE), and Winning Beginnings New York.

# Capacity Building and Training

The Community Action Network of New York State works diligently to increase its capacity to serve clients and help them achieve self-sufficiency. Education and training are vital to helping Community Action Agencies meet their goals, respond to change, strengthen their ability to engage families, and build collaborations within the community. In 2010, community Action staff, volunteers, and members of Boards of Directors invested time and effort to increase their knowledge and skills to better serve their communities.

In 2010:

- **9,799** Community Action Staff members **attended training**
- Staff attended **140,042** hours of training

Numerous Community Action Agency professionals – emerging leaders, seasoned leaders, Executive Directors/CEOs – participated in a wide variety of trainings, conferences, webinars and other professional development opportunities offered by NYSCAA.

In 2010 NYSCAA provided many capacity building and training opportunities to its member agencies, including:

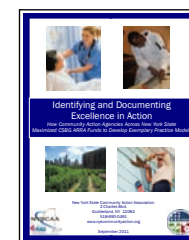
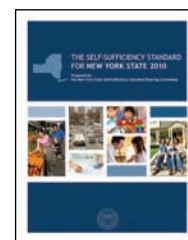
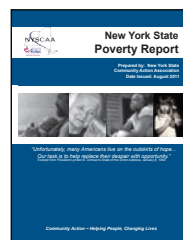
- Annual Symposium on Poverty and Economic Security
- Finance and Human Resources Conference
- A variety of Information Technology webinars
- Professional Development Conference and Community Action Dinner and Awards
- Leadership Summit
- Communication Development
- Board Governance and Finance Training
- ROMA Trainings
- Emerging Leader Institute
- Frontline Staff Training



NYSCAA enhances the Community Action network and the public's access to information through the publication of several documents, including:

- *2011 Poverty Report*
- *2011 Helping Hands Toolkit*
- *The Self-Sufficiency Standard for New York State 2010*

Available online and in print, these tools strengthen the ability and capacity of Community Action Agencies to advocate on their customers' behalf and create change at the local and state levels.



# 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 Community Action Agency, Inc.**

65 State Street  
Auburn, NY 13021  
315-255-1703  
<http://www.cscaa.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.comlinkscaa.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.caoginc.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.caoc.org>

<http://www.caoc.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.saratogaeoc.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**

## **Washington County EOC, Inc.**

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

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

**Washington County**

## **Wayne County Community**

<http://www.wccainc.org>  
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**

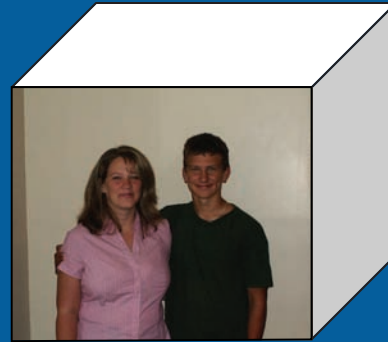
## **Yonkers Community**

### **Action Program, Inc.**

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

<http://www.yonkerscap.org>

**Westchester County**



**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 we are dedicated to helping people help themselves and each other.**

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

**Funding for this report provided by the New York State Department of State, Division of Community Services**