

STATE OF NEW YORK
DEPARTMENT OF STATE

Division of Community Services

Community ☆ Services ☆ Block ☆ Grant
Accomplishments and Innovations

Compilation of Narratives

Federal Fiscal Year 2005

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COMPILATION
Grantee Accomplishments and Innovations
including Mobilization of Resources and Youth/Senior Programs
FFY 2005

This compilation is based on Parts 2-6 [Community and Agency Accomplishments; Innovations, Coordination and Linkages, Senior/Youth programs] of Section C of the Annual Program Report as submitted by individual CSBG grantees comprising the community services network in New York State, and in compliance with their CSBG contracts. Receipt of this material electronically has improved our process.

Accomplishments and innovations clearly describe the impact of individual grantees on their communities as well as the organizational growth of these agencies. Grantee accomplishments in response to specific goals [Goals 2-5] illustrated the wide range of grantee capacity as well as community involvement. Grantee innovations varied from development of new and different services, in response to urgent or recent community need, or implementation of grantee services using a new or more forward-thinking strategy.

These accomplishments indicate the extent to which members of the New York State community services network worked toward creating better lives for the people in their communities.

This information was edited for clarity and readability; we have tried to maintain the essential submission made by each grantee, with all its nuance. However, in some cases, extensive edits were necessary, hopefully, without compromising the integrity of the original submission.

Barb Goldstein, CCAP, general editor

The CSBG National Goals:

GOAL 1 - Low-Income People Become More Self-Sufficient [covered in personal narratives]

GOAL 2 - Conditions in Which Low-income People Live Are Improved

GOAL 3 - Low-income People Own a Stake in Their Community

GOAL 4 - Partnerships Among Supporters And Providers of Services to Low-Income People Are Achieved

GOAL 5 - Agencies Increase Their Capacity to Achieve Results

GOAL 6 - Low-income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family And Other Supportive Systems [Personal Narratives]

★ Denotes that this information was selected for inclusion in the CSBG Annual Report submitted to OCS and to the New York State Governor and Legislature.

Albany

Albany County Opportunity Inc. [ACOI]

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

A new policies and procedures manual was created by our CSBG administrator and staff for our Free Furniture Assistance Program. The goal was to develop a program that served those families most in need. Under prior program requirements, any individual who stated they were in need could obtain furniture items. Program staff noticed that some individuals using the program were not truly in need or had other resources available. Individuals who experienced an emergency – such as a fire – were not able to get needed furniture items from us in a reasonable amount of time, because a large number of individuals were accessing the program, and there was a limited amount of furniture available. The new policies and procedure manual focused on serving families who experienced a fire, flood, leaving a shelter, and or other life altering situations. Income guidelines were also incorporated. Many families have experienced emergencies. By providing furniture and household items we are assisting in alleviating one obstacle to remaining impoverished, so that they can focus on moving forward. With incorporation of new policies and procedures we now furnish more quickly the homes of those who face an emergency. We also ‘red flag’ those that have more immediate need. For example, families moving into Albany Housing Authority have 30 days to furnish their apartments or they will face eviction, and some housing sites will not give new tenants their keys unless they have furniture to move in with. Our program not only assists with furniture, but we help to provide a stepping stone out of poverty and homelessness.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

During the past fiscal year, ACOI developed a new Strategic Plan. Lead by the Vice President of the Board of Directors, the Strategic Plan process began early in 2005. An ad-hoc committee was formed to develop the plan. In February, a retreat was held with the Board of Directors, Senior Management Staff, and guests [including DOS staff]. Council on Community Services of NYS [CCSNYS] contracted with ACOI, providing guidance, and performed surveys during the process. The outcome was development of a 3-year plan, approved by the Board in September 2005. During the 3 years, there will be ongoing monitoring of the plan.

INNOVATION

New Agency Management

During the past fiscal year ACOI underwent senior level management changes. The Executive Director, Chief Fiscal Officer, Human Resources Manager, and Early Childhood Education [ECE] Director all left the agency. A new ECE Director assumed responsibility in September 2005. While these vacancies created challenges, it was also an opportunity to “re-create” ACOI. The Board and Senior Management Team members will have completed a search and named a new Executive Director by this printing. Following the new hire of the Executive Director, the 2 remaining Senior Managers will be hired. This is a planned out thoughtful process of the Board of Directors and Senior Management. The governing body and executive team of the Agency are moving forward with mindful awareness of the community, relationships, history and action of the Agency. ACOI is entering into it's 40th year as Albany's CAA – in process of creating a new awareness.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 6 Nutrition

Program Name: Thanksgiving Program

Purpose/Need: To provide nutritional meals for needy families during the holiday season.

Description: Through collaborative efforts, ACOI seeks to provide holiday meal baskets for low-income Albany County residents.

Role of Agency: ACOI is the lead agency, responsible for coordinating with other partners, planning and implementation all program functions.

Partners /Partner Roles: Provide monetary or food donations, identify clients, space for distribution and volunteers.

CSBG Involvement: CSBG staff coordinate entire program operations including, fundraising, advertisement, identifying clients and distribution of goods.

Type of Funding Contributed by each Partner: CSBG funds are used for staff hours and some food purchases. Local business donate money or food items, United Methodist Church donates space for distribution and volunteers, Food pantries of the Capital District donate food and help identify clients; several local community agencies help identify clients.

Impact and Results: CSBG staff coordinated fund raising activities such as mailings, telephone calls and outreach. We received donations from several local organizations and businesses including big local supermarket chains and department stores. Next, to identify these needy families we coordinated services with other local food pantries, several local churches and our own Head start programs. We were able to identify over 200 needy families. We received assistance from a local Church; they helped us not only to identify local community members in need but also provided space for food storage and distribution, as well as volunteers to assist with distribution. Through these efforts we supplied holiday meals for 250 families.

PROGRAM ACCOMPLISHMENT

SENIORS

Program Name: Senior Transportation Program

Description: Our program provides transportation to seniors age 60 and older for medical appointments, grocery shopping, visiting loved ones in nursing homes, recreational and other social activities. Seniors are often referred through other community agencies, such as the County Department of the Aging, Senior Services, local health clinics, and medical offices. Our community service workers work one on one with our seniors to complete an intake form and assess their needs, provide referrals, set up appointments

Role of other Programs/Partners: Several local community agencies, senior service programs, medical offices, clinics help to identify seniors for our program. We also work with these agencies to help clients obtain services needed through referrals.

Amounts contributed by other Programs / Partners: No monetary amounts

CSBG funding/involvement of CSBG: CSBG funds support staff, the driver vehicles and maintenance.

Impact and Results: ACOI recognizes that many senior citizens are physically able to maintain independent living situations. However, transportation needs are often a barrier to this population. Our CSBG funded Senior Transportation program seeks to eliminate this barrier. As a result of this initiative, the program provided over 419 rides to 50 seniors during the year.

Allegany

Allegany County Community Opportunity &
Rural Development Corp. [ACCORD]

★COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

ACCORD Corporation administers an Entrepreneurial Assistance Program serving minorities and women owned businesses, and dislocated workers using funding from the Empire State Development Corporation and a NYS legislative member item. Through classroom education and individual technical assistance, new or existing entrepreneurs develop a business plan and have access to a variety of financing opportunities. This past year, 15 new businesses in our rural community were started, 9 businesses were retained or expanded – creating 17 new jobs and overall increasing sales by \$ 439,054 with \$140,000 in secured loan funds. This September at a statewide conference, ACCORD’s program received a Program of Excellence award. Overall 3 programs were recognized for achievements, and ACCORD was the sole recipient representing rural communities. CSBG funds were critical to management of this program and to support staff for lending activities.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

ACCORD Corporation has an extensive technology system that is the framework for the agency’s telephone, e-mail, accounting, and data collection systems. With more than 125 computer users in the agency, a new server was purchased to create and support a web-based system insuring that each user would have access to their own e-mail account, electronic documents such as timesheets and mileage/travel forms, financial reports, and data entry regardless of their physical location. As a result of this improvement, staff in the field as well as remote office locations has better access to supervisory and management staff, can easily communicate or make referrals to any staff member or service provider, submit electronic timesheets and mileage requests, and enter critical information in the agency data collection and management software system. In addition to the equipment and consultant services that were purchased using CSBG funds, ACCORD received nearly \$70,000 in Microsoft Software, which was used to install the server and to upgrade the agency computer operating systems. The grant was part of a larger Microsoft donation to support the Appalachian Regional Commission- initiative to expand the use of technology for economic and community development.

INNOVATION

Angel Action in Allegany

A couple of months before the Christmas holiday season, ACCORD rolled out its Angel Community Action Program, an innovative volunteer coordination program originally developed by Wyoming CAA, and founded on the premise of the continuous “Circle of Giving”. Those in need receive immediate assistance to alleviate a crisis and are encouraged to give back by helping others in return. Angel Action is managed by an advisory board, which includes a County legislator, community members and representatives from faith-based and other service organizations. This structure is not meant to replace the many great things that other groups do, but to support, coordinate, and solicit, as needed, these goods and services throughout the year. Beyond its initial holiday thrust, which provided gifts for 300 children and adolescents, coats for 200 pre-schoolers, and holiday food baskets for 50 families, the Angel Community Action network partnered with the Council of Churches, Salvation Army, American Red Cross, school personnel, and service organizations to distribute more than 20 tons of food to low-income households, to coordinate and support relief efforts for hurricane victims, and to provide assistance to domestic violence victims, homeless individuals and members of the military serving in combat areas. CSBG funds are critical to supporting staff time and outreach activities.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services/8 Self-Sufficiency

Program Name: Allegany County Domestic Violence Services

Purpose/Need: A multi-disciplinary approach to preventing, identifying, and responding to the incidence of domestic violence.

Description: ACCORD and the Allegany County Consortium on Domestic Violence developed a domestic violence response team of law enforcement agencies, victim services, the DA's Office, Departments of Probation and Social Services, and the Rural Justice Institute. The Team uses a two-pronged approach to dealing with domestic violence by initially responding to DV victims with the DV advocate and law enforcement personnel making referrals to DV services, the local social services district, other local offices, etc.

Role of Agency: ACCORD provides direct victim services and facilitates the case review meeting and the Executive Committee of the Allegany County Consortium, which functions as the advisory body for the victim response team. CSBG funds support the Consortium's Coordinator position and assists with planning, coordinating, and training activities.

Partners /Partner Roles: The local social services district, probation, district attorney, sheriff, Family Court law clerk, OFA, Alfred University, Rural Justice Institute, county legislature are all members of the executive committee, providing \$16,000 in in-kind services. The Rural Justice Institute contributes \$10,000 to the activities of the team as well as contributing \$5,000 for training costs.

CSBG Involvement: See Role of Agency, above.

Type of Funding Contributed by each Partner: See Partner/Partner roles, above.

Impact and Results: 78 domestic violence victims benefitted from a coordinated response. As a result of monthly case review meetings, changes in law enforcement protocol were made and more than 100 members of the law enforcement agencies, community service organizations and health care services participated in training, improving their understanding and response to domestic violence in the county.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Advantage After School Program

Description: Advantage After School Program offers program activities structured to enhance elementary and middle school students' social and emotional competencies, and focuses on academic performance, youth and character development, recreation and artistic activities, and community service opportunities.

Role of other Programs/Partners: ACCORD partners with 2 school districts, the local literacy, substance abuse prevention, and other service agencies to provide transportation, tutoring, mentoring, and prevention services with a \$ 107,000 in-kind value.

Amounts contributed by other Programs and Partners \$107,000 In-kind.

CSBG funding involved/role of CSBG: CSBG funds support the cost of management staff and are instrumental in program planning and development

Impact and Results: Working with some 200 students in various grade levels in the 2 school districts, the program has been providing tutoring, mentoring, and other prevention services. 20 students participated in the peer tutoring component and demonstrated improved reading and math skills; 3 Students participated in the GED component of the program and obtained a GED. Another 60 students are continuing to work toward their GED.

★COMMUNITY/PROGRAM ACCOMPLISHMENT **Goal 2**

OFB has long been a member of the County Homeless Coalition, which planned and coordinated services to the homeless population and sponsored a joint application each year to US HUD. The Coalition conducted needs assessments and designed service plans to meet those needs, but the homeless population continues to need new and varied services. This year the Coalition identified the needs of the severely and persistently homeless population as in need of “immediate shelter and intensive case management services.” Unfortunately, numerous community agencies previously tried to provide this particular population with services, but were unable to make any progress. In addition, the Mayor of the city with the largest homeless population was not sure he wanted to support more services for a group of homeless people whom he believed were giving the city a bad reputation. Our CAP convinced the other service providers and the Mayor that our response to the Coalition’s RFP for services to this “severely homeless population,” should be given a chance. OFB’s program design called for providing immediate emergency housing services to severely homeless people, coupled with intensive family development services, (funded in part by CSBG), to this specific homeless population. The Homeless Coalition unanimously accepted the OFB proposal, as did the Mayor, and both recommended it to HUD for funding. The OFB program won preliminary HUD approval and OFB was notified that it will receive a grant in the amount of \$1.3 million to provide services to this homeless population. The project will improve the conditions in which very low-income people live and create ten new safe and affordable housing units for severely homeless people. There, they can begin putting their lives back together with assistance of the OFB Family Development workers.

AGENCY/MANAGEMENT ACCOMPLISHMENT **Goal 4**

OFB operates a successful Rental Assistance Program sponsored by the City of Binghamton. OFB is also a HUD Certified Community Housing and Development Organization, [CHDO]. The City of Binghamton is a HUD-CDBG Entitlement Community. The City wants to encourage homeownership, especially among low and moderate-income members of the community. Binghamton’s Community Development Director asked OFB to help the City design a First-Time Homebuyers Program. OFB enlisted the help of their sister CAA agency, adjacent Opportunities For Chenango, to help provide the First-Time Homebuyer Education classes that are so beneficial to helping low and moderate-income people buy their first home. The two CAAs negotiated a Memorandum-Of-Understanding, outlining each agency role and responsibilities. As part of the agreement, the 2 public agencies will bring together several private sector partners to provide education and direct assistance to the potential homebuyers. These private sector partners will include banks, real estate firms and insurance agents, as well as homebuilders. Working together, the local government and these 2 CAAs, along with their private sector partners, will greatly enhance the opportunities available to low and moderate-income people to achieve the American dream of homeownership.

INNOVATION**Direct Emergency Assistance**

OFB administers an emergency services program that tries to provide people with emergency assistance in 1) avoiding evictions 2) avoiding utility shut-offs 3) purchasing necessary medications 4) shelter, and, 5) food. We do this either directly with funding from CSBG, FEMA, or United Way or by referral to other agencies that provide these needed services. As part of our annual review of service delivery we identified a better strategy to avoid evictions by coordinating services between our office and several government and housing agencies. OFB went to the County Homeless Coalition with an idea to fund a part-time homeless prevention advocate and received their support. OFB then approached the City of Binghamton- CDBG Director with the idea. The city opens an annual RFP process to solicit proposals for innovative ideas for solving housing related problems: OFB was encouraged to apply. OFB submitted an application under the Emergency Shelter Grant Program and received the highest rating. The city council approved the ESG grant and the mayor signed the contract to begin the program this fiscal year. The program aims to reduce the number of evictions and consequently the number of homeless people in the City of Binghamton. LDSS endorsed the program and plans to add a staff person to work directly with OFB's homeless advocate to cut through the red tape associated with applying for emergency housing assistance, thereby reducing the number of evictions as well.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 1-employment/2-education/ 8 Self Sufficiency

Program Name: Western Broome Family and Children's Center

Purpose/Need: OFB needs assessment identified the need for a multi-purpose service center in western Broome county.

Description: The western Broome Family and Children's Center will house several head start classrooms, an on-the-job training program for young out-of-school youth, and OFB's family development credential training program.

Role of agency: OFB executive director played a lead role in raising more than a half million dollars to build the New Western Broome Family and Children's Center.

Partners /partner roles: Partners included local and state governments contributing funding, as well as several private foundations.

CSBG involvement/funding: CSBG coordinated the entire project: 1) site selection. 2) securing engineering services. 3) fundraising. And, 4) grant applications.

Type of funding contributed by each partner: 1) NYS OCFS grant: \$250,000; 2) Town of Union CDBG grant: \$85,000; 3) IBM industry grant: \$10,000; 4) 1x-04 grant: \$26,214; 5) Foundations: Mee \$8030; Kresge \$25,000; Hoyt \$49,996; 6) state assembly & senate member items: \$104,242.

Impact and results: This project will allow OFB to open a new multi-purpose service center in the Town of Union to provide services closer to the low-income people living in the western area of Broome county.

PROGRAM ACCOMPLISHMENT**Youth/Seniors**

CSBG funds are not used by OFB to operate any programs directed specifically at youth or seniors.

Cattaraugus

Cattaraugus Community Action, Inc. [CCA]

★COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

By the middle of 2003, it became clear that casino gambling would be approved, and in May, 2004, the Seneca-Allegany Casino opened its doors in the City of Salamanca. CCA was very concerned about the impact of the casino on low-income people, and particularly on its effects on low-income housing. CCA, working with DOS as well as agencies in the community, researched such impacts in other communities that faced similar circumstances. Almost immediately after a casino opened, housing prices began to skyrocket; CCA found that many low-income people were being displaced and becoming homeless. Landlords whose units were safe and attractive, and who once accepted public assistance shelter allowance, or who were willing to accept HUD Section 8 subsidies, suddenly realized that they could charge higher market rates to newly arrived casino employees and managers, and simply failed to renew lease agreements with low-income tenants. In order to stabilize rents and ensure that affordable housing would continue to be available to low-income residents of the City [Salamanca], CCA entered into a partnership with Salamanca IDA, which administers the City of Salamanca HUD Section 8 Program. CCA submitted a HOME grant proposal to NYS DHCR, and funds were awarded for the area's first Rental Rehabilitation Program. This new program encourages landlords to participate in the HUD Section 8 program and to rent to eligible households in the City of Salamanca for a minimum of 5 years. In order to participate, landlords must contribute 25% of the costs associated with rehabilitation, and maintain stabilized rents, but in return, they receive grant funds through CCA to bring their otherwise dilapidated units up to Housing Quality Standards. CCA has ensured that at least 12 units of housing in the City of Salamanca will become safe and remain affordable for low-income families, even as the housing market continues to spiral upward. CSBG funds were used in the research of the housing displacement problems, the research into the effects of Casinos on small communities, the partnership development with the HUD Section 8 administrator, and the preparation of the grant application for HOME Rental Rehabilitation funds.

★AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

CCA recognizes that ongoing customer feedback is a valuable tool in assessing service quality. CCA developed a series of customer satisfaction surveys, specific to our home visiting, weatherization, and domestic violence services, as well as a survey for walk-in customers. Each tool contains a general section on customer experiences with staff, as well as program-specific questions centered on the key goals/components of each program. These tools have increased our capacity to achieve results on several levels. First, administration assesses the level of staff professionalism and effectiveness. Second, customer feedback allows administration to determine if key program objectives are being met [i.e., are customers receiving a thorough assessment of all needs? are all customers participating in goal plan development?] Third, staff receives feedback via survey results: positive behavior is reinforced and staff is empowered to make positive changes if necessary. And fourth, in individual cases, feedback alerted staff to the need for additional services. For example, CCA's increased sensitivity to Spanish-speaking customers is one result of customer feedback obtained via these tools. CSBG funds have supported this project on two levels - the Customer Services Department, funded by CSBG, distributes and collects surveys; and associated copy and postage costs are also met by the use of CSBG funds.

INNOVATION**Bi-Lingual Assistance**

CCA is a rural service provider. Until recently, virtually all of our customers spoke English. This is no longer the case, as an increasing number of families for whom English is a second language have relocated to our area. CCA searched for ways to bridge this gap and appear less intimidating to Spanish speaking customers, within budgetary constraints. CCA offers a youth involvement program, in which youth are seen as resources and encouraged to take action in their communities. With both objectives in mind, agency staff approached the local high school Spanish teacher, who was delighted to have the Spanish Honor Society students create some basic signs for display. Spanish signs now welcome our customers, state the hours of operation, indicate the reception and waiting areas, assessment room and restrooms. The teacher also worked with a few of these fluent students, and plans are underway to have students act as interpreters when necessary. The students will volunteer their time, but will also receive gift cards from area businesses that joined this partnership. The teacher also offered to translate agency forms and literature for a small fee. This innovative approach to dealing with a language barrier resulted in a win-win situation for all parties: CCA now has access to interpreters and signage, and students serve their community while counting the time toward school community service requirements; non-English speakers have assistance. CSBG funds were used to recruit students, generate press about the partnership, identify supporting businesses, copy and display signs, and have CSBG-funded customer services staff identify customers needing English as a second language.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 7: Linkages

Program Name: Axis 1-2-1 [Cattaraugus-Little Valley Youth Center]

Purpose/Need : The Village of Cattaraugus is a small, geographically isolated community with few recreational opportunities and few locally available services. Area youth need safe, supervised recreational opportunities. Service agencies need locations for services.

Description: The Axis 1-2-1 youth center is located in a donated building. The site is open on Friday and Saturday nights, for recreational opportunities and assorted table and board games. The facility has a small kitchenette and offers snacks and beverages. Exposure to networking opportunities was critical for success. The Board's future goals include improving and furnishing the entire facility, housing a food pantry, and expanding service provision to youth and the community.

Role of Agency: CCA, addressing its own need for an outreach site, asked Axis 1-2-1, if it would act as an outreach site for county service providers for youth and families. They agreed, and CCA connected Axis 1-2-1 with our local Integrated County Planning Initiative and with our Angel Program, and continues to act as a liaison between Axis 1-2-1 and providers.

Partners /Partner Roles: Axis 1-2-1 – Owns facility and offers that facility as an outreach location. CCA – Promotion of Axis 1-2-1 Youth Center; liaison to other service providers; linkage to Angel Program to provide donations for the youth center.

CSBG Involvement/funding: CSBG funds supports our in-house Angel Program efforts by funding the Coordinator's salary.

Type of Funding Contributed by each Partner: in-kind -staff time spent in making necessary linkages and promoting the Axis 1-2-1 program and in donation of games, books, and some furnishings from the Angel Program.

Impact and Results : By partnering with human service agencies, Axis 1-2-1 will offer expanded services to the youth and families in its community. Area youth and families will benefit from increased access to services and recreational opportunities, making it easier to meet basic needs. Agencies including CCA, benefit from availability of an outreach site in this isolated community.

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: Youth Summit

Description: The Summit is a county-wide event for young people to showcase their community contributions.

Role of other Programs and Partners: The Youth Summit was possible only because several youth-serving entities collaborated to address issues none could tackle alone. Agencies involved included: CCA, the Council on Alcoholism and Substance Abuse, the County DOH, the County Youth Bureau, ACCORD-“Choices for Youth” program and Olean YMCA.

Amounts contributed by other Programs and Partners: All partners contributed staff time and/or finances to cover planning, mailings, supervision, lunches, etc. Estimated cost of the Summit, excluding staff salaries, was \$1000.

CSBG funding/role: CSBG funds supported this event by providing secondary supports and resources, i.e. outreach, mailing, and coordination, necessary to make this event possible.

Impact and Results: The Summit was held April 29, 2005. Youth from several Cattaraugus County schools set up informational booths displaying their achievements. The day began with a kick-off, including a youth skit, and was followed by a health fair / scavenger hunt encouraging youth to visit each display. Youth were also given the opportunity to share their projects with other students as well as with adults. The day ended with the Youth Development Coalition honoring 10 Cattaraugus County youth for outstanding achievements in community service. Each award recipient received a “Penguin” Award - so named because of the story of Australia’s Fairy Penguin, which illustrates the importance of helping others. The event celebrated contributions of young people to their communities, and illustrated that our youth represent a vast, untapped resource, that they care about their world, and want to make a difference.

COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

Lack of transportation is a major barrier to services and employment opportunities for the low-income population. Seneca County is a largely rural area with the hub of services and medical facilities located in one of the 2 larger villages, located in the northeastern part of the county. For a number of years, CAA has advocated to bring transportation services to the low-income population throughout the county. For the past year, CAA has been an active member of a committee to develop a transit system for Seneca County. Today, the Seneca Transit Service provides transportation services throughout the county at an affordable fee. Besides providing transportation to services in Seneca Falls or Waterloo, this new system also provides transportation to the county Outlet Mall, a large area employer, and which opened up employment opportunities that did not exist previously for the low-income population. Seneca Transit also provides service to the nearest hospital and medical facility located in an adjoining county, allowing expanded access to needed medical services for the low-income population.

AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 5**

CAA adopted a systematic plan to update or redevelop our Strategic Plan every 5 years. This year the plan was redeveloped for use over the next 5 years. It was important to us that this was not just an exercise to get a finished project, but rather a collaborative effort involving all stakeholders. To ensure this, CAA created a Steering Committee to coordinate details of gathering information. Staff held brainstorming-style focus groups with customers from all of our programs, and an outside contracted facilitator held similar sessions with all levels of agency staff. In addition, board and policy council focus groups were held. The facilitator also contacted representatives from various sectors of the community, i.e., social services, city government, community centers, community collaborators and area human service agencies. Information gathered at these focus groups was then compiled and put into 3 categories: community, customer, and corporation. Agency management team participated in a day-long retreat to prioritize the information and establish goals for the coming years. Once the goals were established, teams were developed to create action plans and time lines. The end result is truly a living document reflective of the identified needs in our community that will allow us to expand our capacity and continually increase the comprehensiveness of our service to customers. Staff time is subsidized through CSBG.

★ INNOVATION**Domestic Violence Court**

After more than 25 years of providing specialized services to victims of domestic violence and coordinating a community-wide response to domestic violence, Cayuga/Seneca CAA partnered with Cayuga County Supreme Court and the NYS Center for Court Innovation to establish Cayuga County Integrated Domestic Violence Court, a first of its kind in Cayuga County. The newly formed multi-jurisdictional court provides centralization of domestic violence cases, coordination of victim services, enhanced prosecution, judicial monitoring and offender accountability. The court responds to a very real program: the Byzantine structure of the court system, which previously required domestic violence victims and their families to appear in multiple courts in front of multiple judges to address their criminal, family, matrimonial, and other matters. Integrated Domestic Violence Court, in contrast, is dedicated to the "one family-one judge" concept, allowing a single judge to hear related cases involving domestic violence victims and their families. This will change the way the justice system treats domestic violence victims and their children by providing enhanced services to victims and increasing defender accountability.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 3 Income Management/ 8 Self Sufficiency

Program Name: Volunteer Income Tax Program [VITA]

Purpose/Need: Assisting individuals and families to take full advantage of the EITC.

Description: Free tax preparation service for low-income individuals and families.

Role of Agency: Staffing, space, technology

Partners/Partner Roles: United Way -chair; local banks, community members -tax prep; other human service agencies - organizational

CSBG Involvement: Planning, coordinating, use of office space and services

Type of Funding Contributed by each Partner: United Way -monetary; CAA -use of office space equipment, services, transportation; local banks -information regarding bank accounts; community members -in-kind

Impact and Results: This program will allow more people to become aware of EITC and help them claim it, especially for households for whom the larger tax refund will help meet their needs. Further, the tax return stays in the pocket of the family who earned it, by offering them alternatives to high tax preparation fees, educating them about the predatory "instant refund" programs, and helping them open bank accounts so they can deposit or cash these checks without having to pay large fees.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Youth Achieving At Work

Description: The program provides opportunities for youth 14-21 to be employed, and receive case management.

Role of other Programs and Partners: Employment & Training-funding; BOCES -funding; volunteer employer-supervision/job shadowing

Amounts contributed by other Programs /Partners: Employment & Training \$212,417; BOCES \$21,000

CSBG funding/Involvement: CSBG covers a portion of the Case Manager salary.

Impact and Results: Participants are employed, receive case management, test different career paths, enroll in vocational training, attain their GED or enter college. The program serves over 100 area young people each year, providing low-income youth with money earned from employment. For many in-school youth, the money goes toward school supplies and clothing. For out-of-school youth, money earned often goes toward housing, food, and occupations that would otherwise be out of reach for them. Case managers work with the youth to resolve any crisis situations and to stabilize the youths' lives. This program had countless unanticipated benefits for youth and for the staff. Through the collaboration, each agency's staff learned of the many services and programs the CAA offers and will benefit their customers in the future.

Chautauqua

Chautauqua Opportunities, Inc. [COI]

☆COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

COI developed and extended the Home Ownership program which started with a HUD Section 8 Self-Sufficiency program, and used CSBG to increase IDAs for home ownership. In the last year 35 households were successful in purchasing homes through COI's Home Ownership program. Customers received individual counseling, homebuyer education, financial literacy classes and were linked with grant programs for down payments and closing costs. COI leveraged federal home loan dollars for extensive work with families that had experienced lay-offs from jobs and in danger of losing homes, to prevent foreclosure. In the last year, 65 customers successfully prevented foreclosure on their homes. Customers received an array of services which include: individual counseling, advocacy with lender through loss mitigation programs, foreclosure prevention funds from Dunkirk CDBG, FEMA and the Jamestown Housing Authority, and family budget counseling. COI partnered with two municipalities (Dunkirk & Jamestown) and leveraged CDBG funds to expand low-income home ownership and the rehab of old housing stock to reduce energy inefficiencies.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

COI increased overall organizational capacity and efficiency through the investment of a centralized software system, allowing the agency to track customer demographics across all programs. Each customer, at any point of entry, enters centralized intake. Included in this process is a risk assessment that parallels ROMA and measures a family's risk across modalities -COI also developed Continua of Care for major life modalities, giving the organization and the customer the ability to track progress toward self-sufficiency. The organization has centralized its case management function and offers the customer a life plan for self- navigation or for those high risk households, the option of case management through the centralized self-sufficiency program.

☆INNOVATION

School District Partnerships

COI with help of CSBG, has targeted school partnerships with an emphasis on student success, in an effort to break the multi-generational cycle of poverty. COI started this partnership by targeting two of the more rural school districts where access to services was a barrier. These districts were Ripley (district farthest west in the county) and Silver Creek (district farthest east in the county). Each District's Risk Team partners with COI Self-sufficiency program, emphasizing parental school participation with a pro-active approach, with a goal of school success for children. COI supportive services (i.e. Housing, Early Care & Education, employment related services, Life Skills, Health Services, etc.) are mobilized in a comprehensive manner to support family independence and to promote self-sufficiency. Ripley School District, which had been sited as an at-risk district, so successfully improved their test scores that they were recently highlighted in a PBS special. COI partnership to fight poverty and enhance school success was highlighted as part of the PBS broadcast.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG service category[s]2 Education 3 Income Management 7 Linkages 8 Self Sufficiency

Program Name: Financial Literacy

Purpose/Need: Household self-sufficiency through budget counseling & debt reduction

Description: Debt restructuring, money management, banking & investment

Role of Agency: Provision of services throughout the community

Partners/Partner Roles WIB, HSBC Bank, Community Bank, M&T Bank, Cities of Dunkirk & Jamestown, Buffalo Savings Bank, Youth Services

CSBG Involvement : Funding for staff positions

Type of Funding Contributed by each Partner: Monetary, in-kind through facilities, joint efforts around employability and home ownership

Impact and Results: Last year, 22 Financial Literacy classes were conducted with total participation: 120. Participants were taught the importance of understanding management of personal finances as the basis of building and maintaining wealth and financial stability. Banking relationships, budgeting and long-term asset building in order to achieve and maintain homeownership is the focus of these sessions.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Mental Health Services

Description: Mental Health staff provide education & support group sessions for youth residing in the agency Youth Runaway Shelter or Transitional Independent Living program or through the Ripley After-School Program in areas of healthy relationships, conflict resolution, parenting, independent living skills, employability, budgeting.

Role of other Programs and Partners: Assist in training and education in following areas: County DOH - Prevention of STDs; Cornell Cooperative Extension - Nutrition Education

Amounts contributed by other Programs and Partners -no information indicated

CSBG involvement/funding: CSBG funds provided Mental Health staff to provide these services on a regular basis.

Impact and Results: 55 youth demonstrated increased awareness of basic life and social skills evident by improved scores on post-tests or through the identification of at least 1 new skill during post-group interviews.

COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

EOP and LDSS partnered to increase neighborhood quality-of-life resources. EOP is centrally located in an area of the community with a poverty rate of over 50%, has many services available, and is easily accessible. LDSS is located on the other side of the City, is not welcoming to the community, not within walking distance for many, and has a very time-consuming intake process. Many people do not use services available to them because of these barriers. EOP and DSS created an office for a Facilitated Enroller [FE] at the EOP site during December 2004. The FE processes intake for Food Stamps, Medicaid, Cash Assistance, and Child Health Plus. The FE case load has doubled since arrival: From December 2004 -September 2005, the FE has seen 300 people, such as in the a career readiness program for ages 23-35; Parents of Head Start children can drop their children off and take care of business at the same location; Clients waiting for an appointment can visit the Career Center to view posted job opportunities and complete their resumes; the Next Step teen pregnancy program case managers enrolled and otherwise assisted participants. If clients from the Alcoholism and Drug Rehabilitation Clinic need health benefits in order to continue treatment, they can be processed at the same agency. EOP has experienced the true meaning of a "family center" by serving entire families in our community and improving the quality of life for many.

AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 4**

On January 28, 2005, EOP hosted a VITA Super Tax Day, a concept begun last year and with an outcome so positive that it was decided to partner for a 2nd year. The program was developed to assist people in the community with filing tax returns free of charge. EOP partnered with the IRS, the United Way of the Southern Tier, Cornell Cooperative Extension, Salvation Army, and several other community agencies. This year also saw an extension into the outlying areas of the county. The Super Tax Day event was scheduled from 4-8pm and served 75 people at EOP, with others coming in for appointments extended into other dates. More than 90 community members were served. The savings from IRS justified claims was \$40,000 to the local economy. Other types of savings using the paid preparers were child care credits and new family earnings, and was in the range of \$170,000 worth of refunds to the community. The EOP Super Tax Day service program and the partnerships formed, accomplished a savings to the community and continues to increase awareness to families. CSBG funding partially provided staff for planning and implementation of this project.

INNOVATION

The universal approach handles client information in a consistent and universal means of tracking participant activities, services, and outcomes. It is a ground-up approach with a project team mandating whatever resources are needed in order to research, secure, and implement the universal computerized client intake system. EOP has undertaken a Central Intake system called Cap-Pilot ODM by Community TechKnowledge (CTK). The Central Intake Work Group (CIWG), established in April 2005 and scheduled for full implementation of operation March 2006, was developed to support the Project Team and included staff from other agency programs. The research of CIWG resulted in connecting with CTK, which has extensive experience serving agencies like EOP. Cap-Pilot ODM program is designed to be a complete management tool, from first contact with a participant through completion of program enrollment. The system will track all activities and contacts with the individual, allowing for continual tracking. The heart of the system is a page which is everyone's entryway and a feature designed to be a tool to manage and integrate workload into the agency as a whole. The universal intake and tracking provides an agency-wide roadmap to supervised service delivery and reporting. The project was partially funded by CSBG and the funds supported hiring the IT consultant.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 9 Health

Program Name: Wellness Clinic

Purpose/Need: To provide free screening and referrals for uninsured and under-insured families and individuals.

Description: The Wellness Clinic is open every other Wednesday from 9-11am and is open to the public at the CAA.

Role of Agency: To provide a location for the Wellness Clinic, and public relations to promote the Clinic.

Partners/Partner Roles: The Association of Physicians of Pakistani descent of North America, St. Joseph's Hospital, the Colorectal and Prostate Health Initiative of Chemung & Schuyler Counties, the Healthy Women's Partnership at the YWCA

CSBG Involvement: CSBG supports Wellness Clinic in the form of funding for its physical and centralized location in the CAA.

Type of Funding Contributed by each Partner: In-Kind Services.

Impact and Results: The community has access to wellness services free of charge. The Clinic served approximately 50 people to date and has given those served the opportunity to bring their family members.

☆PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Wings of Eagles Program - Flying Start Program

Description: Flying Start Aviation Program for Youth

Role of other Programs/Partners: Corning, Incorporated Scientist - Curriculum; Corning Community College Teachers - Curriculum

Amounts contributed by other Programs/Partners : \$10,000 - Ernie Davis Memorial Fundraising Committee; \$10,000 - curriculum and materials fundraising efforts of the Science & Discovery Center

CSBG involvement/ role: CSBG funding supports Ernie Davis Community Center programs.

Impact and Results: Ten youth from the Davis Community Center participated in a 3- week science and math camp. Participants were immersed in aviation-related lessons of citizenship, math, science, technology, nutrition, and communications. The camp included launching rockets and taking actual flights in a Piper Cub. The students built Mars Rover models using Legos and technology for remote control operation. At the end of the 3 weeks, the ten students graduated and were recognized with certificates of accomplishment. The students also displayed and demonstrated the Mars Rover during the Wings of Eagles-Airfest 2005 Women in Aviation air show in July. This experience gave students the opportunity to begin thinking about a career path in science engineering or aviation.

[This selection was also submitted as part of the CSBG-IS entry to NASCSP.]

★COMMUNITY/PROGRAM ACCOMPLISHMENT **Goal 3**

Working with Catholic Charities, Cornell Cooperative Extension, local producers, crafters, artisans, retailers, Chamber of Commerce and others, OFC organized a cooperative of textile and fiber producers and artisans, accrued funding for a micro-enterprise revolving loan fund, and established business development/business plan producing classes for low-income citizens. Participation in community events introduced the program and interest sparked. In January, 2005, the first workshop on business development drew 16 participants: 8 signed-up for the series of 16 Business Development classes. We worked with Cornell Cooperative Extension to provide business and computer training for farm women. Through Catholic Charities, OFC received a grant from the Campaign for Human Development that enabled us to establish a Textile Incubator in a building owned by Catholic Charities. One of the 8 graduates of the Business Development class, a local, low-income OFC customer, moved into the incubator to make her textile product, and is currently working with a firm that markets on the Internet to sell her product worldwide. Through NeighborWorks America, OFC received \$50,000 to set-up a micro-enterprise revolving loan fund. We established a loan committee that includes other local agencies and banks and just approved our first loan for \$5,000. The business will be up and running in a month. Our second loan is pending Our County has never before had a cooperative of small producers working together to be successful. We applied for an ARC grant and hope to add small farmers and their produce to our list of participants, and are working with another CAA to establish a regional trade cooperative and E-commerce program.

[personal identifying info deleted.]

★AGENCY/MANAGEMENT ACCOMPLISHMENT **Goal 4**

In late Spring, 2005, OFC Executive Director and the CEO of Quaranta Home Ownership and Housing Services Center began working with 3 CAAs in surrounding counties to increase the availability of home ownership opportunities for low-income families throughout our region. With the resources and training provided by NeighborWorks America, OFC, Inc. is a HUD Certified Housing Counseling Agency, provides both pre and post purchase Home Buyer Education, credit repair and Financial Literacy Training to low-income families to assist in qualifying for home ownership. In addition, the agency partners with Chenango County in a Home Ownership grant, and has a revolving loan fund capitalized at over \$200,000 to assist families with down payment and closing costs. We had been contacted by all 3 of the counties, asking if there was some way we could "share the wealth." One county had a waiting list of over 100 people for Home Buyer Education classes. A partnership with the first county was announced in the media, and the first Home Buyer education class on site in that county will begin early in FFY 06. In another county, we are currently providing Home Buyer Education classes at our site in Chenango County. In addition, we are looking for other ways to collaborate on housing rehab, housing creation, multi-family housing ...with all 3 counties. Regional partnerships like this are the wave of the future and will help the sustainability of CAA in the long haul. However, it does take a commitment by staff with the firm support of management and Board to make it happen.

☆INNOVATION**Regionalized Services**

Since the mid '90s, our County economy has been stagnant. Large industries who bought family owned businesses in the early '80s moved south taking with them many vital, educated, and community-minded families. Well-paying manufacturing jobs were replaced by minimum wage service jobs. The lack of disposable income caused families to allow the condition of their homes to deteriorate. Government funding is becoming more and more problematic and it is obvious that earning our own dollars is necessary. We need to engage in more fee-for-service and help our customers to gather more assets. Our Board of Directors determined that "going it alone" was no longer a feasible option for either the County or the agency, and recommended that we look at ways to regionalize our approach to offering services. Two teams were assigned the task of looking at possibilities: housing and economic development. The Housing Director began talking with CAAs in surrounding counties and formed a strong coalition with 3 counties to provide, on a fee for service basis, housing services to their customers that they have not the resources or expertise to offer. The collaboration is beginning with delivering Home Ownership Education classes and joint grant writing for housing rehabilitation. The Economic Development Coordinator is working with an additional adjacent county and another county in the state with expertise in trade cooperatives. Working with a community partners and a funding source, a micro-enterprise revolving loan fund was established, business development classes, a textile incubator and studio were launched. An adjacent county is joining us in setting up E-commerce opportunities for low-income individuals with skills and a saleable product to find markets outside the immediate area. Working with local Catholic Charities and Cooperative Extension, agri-businesses are being brought into the mix and a special training class in business development and computer skills was set up for farm women. Progress is slow. However, we believe that by working with sister CAAs and others regionally, we can improve the housing stock and business opportunities for low-income residents of the area and begin to rebuild some of the lost momentum. We are working with residents and indigenous businesses: we are building from the inside.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category [s] 3 Income Management / 4 Housing/7 Linkages 8 Self Sufficiency

Program Name: Beyond Shelter

Purpose/Need: The program provides transitional housing for working families at risk of homelessness. **Description:** Program provides housing, Family Development case management, financial literacy training, and help in establishing a savings account for families at risk of homelessness. The family is housed for a year, at no cost for the first 3 months. Thereafter, the family pays 1/3 of its income in rent: half goes to the program, half into a savings account for them to use on exiting the program.

Role of Agency: Program administration, fiscal management, Family Development case Management and all training.

Partners /Partner Roles: United Way, Episcopal Churches, local Housing Authority, and Catholic Charities provide program assistance and help with choosing families to participate.

CSBG Involvement: CSBG funds the case management and program coordinator position.

Type of Funding Contributed by each Partner: United Way - funding, Catholic Charities - food & clothing, Episcopal Churches - funding; Housing Authority - funding.

Impact and Results: In FFY 05, 18 families received information and referral services as well as case management support; 6 families were helped to find temporary housing; 5 families became part of the program and received: case management, goal setting, budget counseling and credit repair assistance. All 5 families set an maintained a budget; 4 families transitioned to stable housing.

PROGRAM ACCOMPLISHMENT**Youth / Seniors**

CSBG funds are not used by OFC to operate programs directed specifically at youth or seniors.

Clinton

Joint Council for Economic Opportunity for
Clinton & Franklin County, Inc. [JCEO]

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

JCEO collaborated with local OFA and RSVP for over 20 years to facilitate the Rural Transportation Program. The program provides transportation to medical appointments for seniors within Clinton County. JCEO's 12 Community Outreach Centers, funded through local contracts and CSBG coordinate the trips with RSVP volunteer drivers. This Program is widely used throughout the county. Over 300 seniors are provided with over 2,800 trips to medical appointments each year. For years, the Rural Transportation Program has grown and funding was stretched. There were not enough drivers to meet the growing need for transportation to meet chronic health needs of the vulnerable senior population. A group of agencies, including JCEO, OFA, Clinton County Transportation, LDSS, RSVP, Senior Citizens Council, County DOH, Champlain Valley Physicians Hospital, North Country Center for Independence and several others, formed a medical transportation committee. This committee worked diligently to increase resources for transportation in our community, with the main focus on senior citizens. Currently our Rural Transportation Program has access to para transit services within the city of Plattsburgh and outlying communities within the county. There are also off route stops for disabled individuals/seniors needing transportation to medical appointments. JCEO Community Outreach workers have continued to recruit volunteer drivers for the program and coordinate transportation. One of the ongoing concerns for volunteer drivers was the minimal amount of mileage reimbursement they received. Several volunteers feared they would have to leave the program. JCEO administration followed this need closely and advocated with funding sources for an increase. In September, 2005 the mileage reimbursement was increased by 5.5 cents/ mile, which was immensely appreciated by our volunteer drivers. As a result of JCEO involvement, community awareness and support, seniors in Clinton County will continue to have the opportunity to maintain their independence.

★ AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

JCEO identified a need to provide orientation to all new staff. Many JCEO employees work off-site and did not have an opportunity to meet other program staff or become familiar with the main office. As part of orientation, our Executive Director explains the history of Community Action and illustrates several examples of the results of CAPs. Each Program Director gives an overview of programs available at JCEO. The Human Resource Director shares important employee policy and benefit information. New employees receive a tour of the main JCEO offices. JCEO has also implemented staff identification badges, and visitor sign in passes at our main office. (Staff are aware of our 'code name' system also, which is meant to provide support to all staff as needed). Staff facing difficult consumers are advised to ask for this code name, and Supervisors will respond as soon as possible. This happened once, and it worked very well, resulting in a sense of safety for our staff. The New Staff Orientation has proven beneficial to staff and agency overall, providing new staff with resource and program information necessary for referrals and service delivery. It is helpful for new staff to identify with staff at the main office, and it encourages collaboration.

INNOVATION

Wide-ranging Partnerships

JCEO established partnerships, formal and informal, with 35 programs, municipalities and agencies throughout Clinton County. As a result, families, seniors, and disabled individuals within the county have access to resources and services within their local towns, and accurate information for county resources. JCEO has built a positive working relationship with LDSS, enabling both agencies to make confidential referrals and provide optimum services to families. Programs such as Community Outreach, Family Development, Senior Outreach, Day Care, Head Start, Nutrition Outreach and Weatherization work closely with LDSS to facilitate services and resources for families in need. JCEO has contracts with 11 Towns, and the City of Plattsburgh to provide Outreach Services. JCEO has built positive relationships and has become a trusted resource for the towns and city. The Community Outreach Program provides emergency services, information, referral and services. Application assistance is available at all sites for HEAP, Food Stamps, Child Health Plus, Medicaid, Weatherization with referral to appropriate community resources. Often JCEO Community Outreach Centers are the first place a family contacts for services. JCEO has formal contracts with County OFA, Clinton DSS, County Youth Bureau, Nutrition Consortium, NYSEDA, Empower New York, DOL, Child Care Coordinating Council, Upper Hudson Primary Care Consortium, Emergency Food and Shelter Program, Albany Regional Food Bank, Child Care Resource and Referral Programs, Child and Adult Food Care Program, Weatherization (DHCR) and Head Start. JCEO has informal partnerships with agencies such as County DOH, RSVP, Christmas Bureau of Clinton County, Tobacco Free Network, SUNY Plattsburgh, Clinton Community College, Eastern Adirondack Health Network, Planned Parenthood, and local schools. These informal partnerships have enhanced service delivery in our community through collaboration and networking. The positive relationships built with community agencies by JCEO is beneficial to the community at large as the agency and staff are knowledgeable, respected and trusted to provide resources and services that enhance peoples dignity and self-reliance.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services

Program Name: Emergency Fuel Program

Purpose/Need: Lack of resources for after hours emergency fuel assistance.

Description: To provide emergency fuel to households with “no heat” emergencies.

Role of Agency: JCEO will facilitate the program during working hours

Partners /Partner Roles: JCEO working hours, Red Cross after hours, OFA, Senior Council: referral

CSBG Involvement: JCEO Community Outreach Program staff will accept referrals, complete application, and contact vendors

Type of Funding Contributed by each Partner: The Emergency Fuel Program is funded through donations from local faith-based groups and with other donations.

Impact and Results: Clinton County has a plan to assist households in need of emergency fuel 24 hours a day. This program is not intended to be a long term solution to fuel supplies, but households will not be refused, and there is no limit to the number of times a household may access the program in a year. Our goal is to prevent seniors, families, and vulnerable individuals from being cold and/or damage to their homes from frozen pipes, etc.

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: JCEO Camp Sponsorship

Description: Many at-risk children do not have access to Camp Programs.

Role of other Programs /Partners: YMCA, Youth Bureau, Girl Scouts, Boy Scouts and LDSS collaborate with JCEO.

Amounts contributed by other Programs and Partners: partners contribute partial and/or full scholarships for summer camp to low-income/ at-risk children.

Involvement/role of CSBG: CSBG funds provide direct funding to families. CSBG staff collaborate with partners and accept referrals.

Impact and Results: As a result, 18 at-risk children were provided direct funding through CSBG for Summer Camp, including YMCA Day Camp, and Girl / Boy Scout Camp. Several children attended more than one week of YMCA day camp providing socialization, learning and physical activity. Many of these children have working parents and it helped decrease the family child care burden. This program has made a difference in many children lives giving them the opportunity to enjoy favorite activities such as swimming, arts and crafts, horse back riding, basketball and soccer camp. The children and families that participated enjoyed the experience and are looking forward to next year.

[personal information deleted]

COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 2
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Each year COI plans activities to celebrate Community Action Month. Last May, we organized several special events to highlight our work and the partnerships we have formed. In cooperation with the County Fair Housing Advisory Board, COI displayed the winning entries of its Annual Fair Housing Poster Contest. The theme this year was "People and Houses On My Street." The posters were on display for the whole month. COI furnished space for the Facilitated Enrollment Program to provide information on public health insurance programs such as Child Health Plus, Family Health Plus, and Medicaid. They provided incentives and prizes to parents and adults who completed an eligibility screening on that day. COI hosted an anonymous HIV Counseling and Testing Clinic in cooperation with the NYSDOH at the Community Action Center. The clinic offered a Rapid HIV Test with results at the end of the test counseling session. Also during May, COI's Community Action Center served as the registration site for the Workforce Investment SYEP. Counselors were available to register income-eligible youth. The COI Executive Director visited the County Board of Supervisors, providing information about the agency and accepting a proclamation declaring May as Community Action Month in Columbia County. The Annual Report was provided to all local elected officials in an effort to educate them about agency services. All of these partners offer valuable services and information to the families we serve. Through these efforts we made services more accessible. Planning and coordination efforts were supported by CSBG funds.

★AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 5
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COI offers a wide range of benefits to employees. Each year we organize an Employee Benefit Day to provide updated information and immediate access to providers of these benefits. Representatives from our health and dental plans, worker's compensation, employee assistance program, retirement and financial planning services all attend. In addition, we invite community agencies that provide additional services that are of interest to our employees. These agencies provide information on child care services and subsidies, Child Health Plus, first time home buyer programs, caregiver supports, and domestic violence prevention and interventions. Health screenings are also offered.

INNOVATION	Linkages
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The ability to provide transportation for Even Start program participants, especially adults, has had a significant impact on the move toward self-reliance. By enabling a mother to learn how to speak English and to read and write it, we have facilitated empowerment of our parents. For several of our customers, this has opened the door to citizenship, employment or better jobs, driver's licenses, and educational opportunities. In the past year, three of our Even Start moms have become substitute classroom aides/cafeteria aides with the local school district; and 2 successfully passed a required examination for substitutes. None of these opportunities would have been possible without the transportation services that are available through COI and CSBG funds.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 3 Income Management/ 6 Nutrition

Program Name Extra Helpings Program

Purpose/Need: Provide additional food resources to low-income individuals and families.

Description: A food buying club offered in conjunction with the Regional Food Bank of NENY

Role of agency: Coordinates overall delivery of services.

Partners and Partner Roles: Regional Food Bank of NENY; Cornell Cooperative Extension in Columbia County; Hudson Housing Authority; Ichabod Crane Central School District

CSBG Involvement: CSBG funds help pay the salaries of staff who coordinate the program.

Funds are also available to help people get started with the program if needed.

Type of Funding Contributed by each Partner: Partners contribute space, staff time, and volunteers.

Impact and Results: Each month between 75 and 100 people pay \$14 for \$30 worth of food.

Many customers are elderly or disabled and benefit not only from the cost savings, but the meal planning as well. Cornell Cooperative Extension prepares a monthly newsletter that offers nutrition education and recipes appropriate for the monthly menu plan. Program participation prevents many customers from needing regular assistance from our emergency food pantry.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Hudson Teen Theatre Project

Description: An afterschool program that provides teens an opportunity to learn new skills

Role of other Programs and Partners: Community partners provide space, performance venues, technical assistance and support.

Amounts contributed by other Programs and Partners: All contributions are in kind and valued in excess of \$20,000.

CSBG involvement/role: CSBG funds are used to help pay for program planning and administration.

Impact and Results: Young people in middle and high school from all over the community make theatre together at a local arts center. They participate in warm-ups and theatre exercises, improvisation and scene work. In exploring hypothetical characters and situations, the teens become involved in work which reflects their sensibilities - their experiences, problems, joys, challenges, dangers and successes. Although they are from diverse backgrounds and situations, the participants find a common thread of theatrical expression as they immerse themselves in the vocabulary and practice of ensemble theatre.

COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 2/3
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No accomplishment to report.

AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 5
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CAPCO received \$15,000 in DOS minigrant funds to complete the agency Strategic Plan, and for shared governance training. CAPCO enlisted the assistance of CCSNYS to provide T&TA on both projects. CCSNYS facilitated a Strategic Planning session in October 2004 with participation from the full Board and agency staff. Strategic issues and goals were identified using an internal and external SWOT analysis; a draft plan was formulated based upon the SWOT analysis and feedback from the planning session. A Strategic Planning Committee was formed with representation from both board and staff. The committee started to build on areas which were identified as those the agency had the capacity to accomplish in 2005. Throughout the next several months the Strategic Planning committee worked diligently on finalizing the plan. At the July Board meeting, the committee presented the Strategic Plan to the full Board for approval. Governance was identified as a strategic area to be addressed, more specifically, the need for board training on roles and responsibilities, fiduciary duties, and shared governance. Over the past year, the agency offered 3 training sessions to board and policy council. CCSNYS facilitated sessions on board roles and responsibilities and fiduciary duties, and the agency brought in Western Kentucky University to facilitate the shared governance training. Participation in all 3 sessions was excellent and the training was well received by the governing bodies. In addition to board training, the Strategic Plan identified the need to revise the agency corporate bylaws. The agency contracted with CCSNYS- legal office to assist with this endeavor. A bylaws committee was appointed to review recommendations and develop a new set of bylaws. The revised bylaws were approved at the September Board meeting. In the past there was no comprehensive training provided and limited expectations from the Board. The training has enhanced the Board by increasing the skills and knowledge needed to be a strong governing body, fiduciary responsibilities/liabilities, along with a strong working relationship between the Board and Policy Council.

INNOVATION	No Innovative activity to report
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MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education 6 Nutrition 7 Linkages 9 Health

Program Name: Family Fun Night

Purpose/Need: Lack of parental involvement with their children as well as the need for educating parents on healthier lifestyles for their children.

Description: Family fun night was designed to involve numerous community agencies; the idea was to create family involvement in a fun adventurous healthy environment with no cost to the families.

Role of Agency: Coordination of the monthly event, provide day care, assist with the children's activities, and purchase arts and crafts.

Partners/Partner Roles: YWCA-provides free space to hold the monthly events including use of gym and swimming pool. Seven Valley Health Coalition provides general health information. Eat Well Play Hard provides nutritious snacks, exercises parents can do with their children, and information on how to avoid obesity in children. Cornell Cooperative Extension provides shopping tips on working within a limited b

CSBG Involvement: See Role of Agency.

Type of Funding Contributed by each Partner: CAA - Monetary and In-kind, YMCA: In-kind space and monetary contributions; Eat Well Play Hard: In-kind; Cornell Cooperative Extension: In-Kind

Impact and Results: Family Fun Night brings families together in an atmosphere inviting to both parents and children. Families have an opportunity to experience services offered by the local YMCA which normally they could not afford. Family Fun night has proven to be very successful in the community with attendance exceeding our expectations. This has brought positive public relations for both CAPCO and local YMCA in efforts to increase recruitment for both.

PROGRAM ACCOMPLISHMENT

Youth/Seniors

CSBG funds are not used by CAPCO to operate programs directed specifically at youth or seniors

Delaware

Delaware Opportunities, Inc.

★COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

Delaware County is a large rural county where a majority of the housing stock was constructed prior to 1939 and most of the older housing stock is occupied by lower income households. Homeownership predominates, but housing stock owned by lower income households has fallen into disrepair partly because of increasing property values [and attendant taxes] caused by purchase of second homes. The population of Delaware County is also significantly aging, having the 3rd highest percentage of elderly residents among counties in New York State. These seniors, on fixed incomes, face increased taxes, and increased shelter costs which are both rising faster than cost of living increases from Social Security. US HUD offers CDBG assistance to local units of government. These grants provide for housing rehabilitation [among other eligible activities]. Accordingly, Delaware Opportunities partnered with local units of government to submit grant applications. [The local municipality's obligation is to be the official applicant for the grant funds and to provide oversight and fiscal accountability.] Delaware Opportunities performs the work under these grants, under contract with the local municipality. During the past year, Delaware Opportunities worked with the Town of Masonville. Delaware Opportunities surveyed Town home owners to identify income-eligible home owners with home repair needs. A grant of \$400,000 was awarded the Town of Masonville for rehabilitation of 20 units of housing. In addition to the CDBG process, Delaware Opportunities applied directly for funding under the HUD HOME program. This application was for a housing rehabilitation program on a county-wide basis to rehabilitate 20 units of housing and successfully was awarded \$400,000.

★AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

During the past year, Delaware Opportunities achieved a major organizational goal: completion and occupation of a new administrative office building, bringing together all administrative functions for the agency for the first time. Staff moved into the new building located in the central part of the county in the last part of July. Now, all program staff are situated in one location, with exception of Head Start Centers and Senior Dining Centers which are geographically dispersed. Services are available to clients without the need to travel miles between staff offices. The new building provides a comfortable waiting area with a children's corner. Interview rooms insure privacy for client/staff interactions. A large conference room offers space for staff training and agency sponsored conferences and workshops, and 2 other conference rooms are available for smaller meetings. Opportunities for collaboration between programs have expanded as staff work side by side. All staff now have access to the internet, and a website is being planned. CSBG funds were used to plan for the building project.

★INNOVATION

Emergency Food Program - Fruits and Vegetables

Delaware Opportunities operates an emergency food program which includes food distribution, providing emergency food directly to clients, and through a network of 17 food pantries geographically dispersed over our large rural county. The funding from this program comes from the NYS DOH Hunger Prevention Program. Beginning in July, 2005, DOH required that fresh fruits and vegetables and fluid milk be made available. The challenge faced by our agency was to obtain and distribute these foods in a prompt manner. The agency Advocate [funded through CSBG] negotiated an agreement with a local farm stand to fill weekly orders of produce at a very reasonable price. The Advocate picked up the produce on her way to work and delivered the produce to the new agency administrative office building. Although modest in scope, this arrangement enabled the emergency food program to minimize travel costs, maximize the funds available for the purchase of produce, and enhance the quality of the food packages provided throughout the county. In addition, this process supports a local business promoting New York State-grown products.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services

Program Name: Emergency Services

Purpose/Need: Low-income people face housing, utility and medical emergencies

Description: The Agency Advocate serves as a 'one stop' service for emergency help

Role of your Agency: Planning and implementation of County's emergency services

Partners/ Partner Roles: Salvation army – volunteers and vouchers; Red Cross: utility assistance,

Emergency Food and Shelter Board: Funding for emergency assistance

CSBG Involvement: Staff advocate, who screens clients in emergencies and identifies the best means of resolving the emergency.

Type of Funding Contributed by each Partner: Monetary and in-kind

Impact and Results: Clients in emergencies obtain assistance from various partners from a single intake source. People in emergencies can access services without a detailed knowledge of various forms of assistance available.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Family Residences

Description: Development of a foster home for youth with sex offending behaviors

Role of other Programs and Partners: LDSS of Delaware, Otsego, Chenango, and Schoharie, and Delaware Opportunities

Amounts contributed by other Programs and Partners: \$250,000 is to be provided from USDOJ

CSBG funding/involvement: CSBG funding was used in the planning and application preparation process

Impact and Results: A foster home, staffed by Delaware Opportunities, will provide a local residence for youth with sexual offending behaviors. Staff will be trained in therapeutic treatment for adolescents in residence. Youth will not have to be institutionalized and will be able to return to families and communities in a more timely manner.

Dutchess

Dutchess County Community Action Partnership, Inc. [DCCAP]

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 3

The Extra Helping Food Cooperative sponsored by DCCAA was expanded to all 4 DCCAA locations. The families served by the DCCAA Community and Family Development Centers purchase a “grocery bag” of food– retail value, \$45 – for \$14. The program is a monthly delivery, sponsored by the Regional Food Bank. The menu is well-balanced and changes monthly; although there is a minimal expense to participating in the Extra Helping Program, families prefer this resource over Emergency Food Pantry. The families who participate the DCCAA Extra Helping Program feel they have taken part in developing a resource in their community that will allow them to better use their household dollars but also provide nutritionally balanced food for their families. DCCAA is pursuing funding opportunities to extend the Food Co-op to an ongoing operation, food packages available on order, and within a few hours.

★ AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 4

DCCAA has pursued developing a relationship between several Dutchess County supporters and providers of services to develop a more cohesive relationship and access to prescriptions as well as medical treatment. The DCCAA Eastern Community & Family Development Center received and administers a grant from the Foundation for Community Health [FCH] to assist families in purchasing prescriptions. St. Francis Hospital also has an interest in providing adequate medical assistance to residents in the county Eastern corridor through a rural health grant. DCCAA is implementing the Family Development casework to connecting the two. Many pharmaceutical companies have prescription assistance programs administered by application. Through Family Development, the DCCAA caseworker researches on the internet to identify any pharmaceutical companies which may provide the prescriptions filled by FCH assistance. Applications are downloaded and families are assisted in applying. DCCAA also contracted with The Community Foundation of Dutchess County to implement 3 financial assistance funds. The Mastroianni Fund will pay for prescriptions for low-income individuals who are uninsured or whose insurance will not cover the prescribed medication. The Miles of Hope Breast Cancer Foundation will provide financial assistance for individuals currently undergoing treatment for breast cancer (medical, or other, such as heating fuel), and the Campbell & Campbell fund will assist dialysis patients. Without CSBG, DCCAA could not have entered into this agreement, as the funds are for goods only and not staffing. DCCAA has developed a position with CSBG dollars that allows us to actively solicit funds through foundations for health needs of our families as well as administer those we currently have.

★ INNOVATION

Holiday Bank Accounts

Families participating in DCCAA Family Development programming are assisted in opening and maintaining savings accounts specifically for the holiday season. A Credit Union is also a partner in the Holiday Saving Program. The Family Development caseworker supports the family in its effort to apply for a savings account and the credit union provides the opening \$5.00 deposit. Throughout the year, families make regular monthly deposits to the account, and early in December, the family receives a 1-to-1 match, up to \$150. The third partner is the Berkshire Taconic Foundation, the funding resource for the match. Two primary goals are accomplished through this program. The families provide for their own holiday needs, and, they acquired healthy savings skills. The Holiday Savings Program is an integral part of DCCAA programming. It supports the philosophy of Family Development and Self-Sufficiency by providing families the opportunity to set goals and supports efforts to obtain them. [CSBGIS]

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 9 Health

Program Name: Prescription Assistance

Purpose/Need: Uninsured and/or under-insured receive medications

Description: Assist individuals in obtaining medications and applying for insurance

Role of Agency: Family Development worker assists family in identifying its needs

Partners and Partner Roles: Foundation for Community Health, St. Francis Hospital, The Community Foundation

CSBG Involvement: Funding for delivery of service; i.e., Family Development Worker

Type of Funding Contributed by each Partner: Foundation for Community Health, monetary; Comm. Foundation- monetary; St. Francis Hospital, both

Impact and Results: Families receiving financial assistance in obtaining prescription medications are contacted by a Family Development worker and assisted in applying for all services for which they are eligible. In addition, the Family Development worker will support the family in formulating a family development plan, identifying goals, and resources to achieve them.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Big Brothers /Big Sisters of Dutchess County

Description: Site based [school] mentoring, positive role models for children

Role of other Programs and Partners: additional funding- United Way of Dutchess County, County Youth Bureau, CDBG, US Education Department, CHiPs

Amounts contributed by other Programs and Partners: United Way- \$75,000; DC Youth Bureau- \$19,071; CDBG-\$18,000; DED- \$199,128; CHIPS \$97,532

CSBG involvement/role: CSBG supplements transportation, equipment, occupancy, insurance expenses, as well as personnel

Impact and Results: The addition of the US Department of Education grant allowed Big Brothers Big Sisters to improve and expand the School-Based mentoring program in a number of ways, including hiring an additional staff member to solicit participation and monitor the matches, implementation of more learning based activities [learning games, science kits, books, flashcards], and implementation of summer activities for the children [science field trips]. The summer activities have a significant impact, allowing volunteers and children to maintain contact in a supervised setting until the school year begins and the match-meets resume in the school setting.

Erie
Community Action Organization of Erie County, Inc. [CAO]

☆COMMUNITY/PROGRAM ACCOMPLISHMENT **Goal 3**

Through an initiative with Buffalo Housing Court called Receivership, CAO is working with homeowners who must appear in Housing Court as a result of code violations, and whose status of ownership has come into question. Many of these homeowners find themselves unable to afford the work necessary to bring their property up to code. Through this initiative, CAO takes possession [Receivership] of the substandard housing, collects rents, and uses rents to pay for the necessary repairs. CAO further works with home owners to help them achieve enough self sufficiency to properly maintain the home, or to effect property sale. CAO maintains a property management system, including monthly inspections, rent collection, repair prioritization, and tenant management until all code violations have been completed, allowing Housing Court to return the property to the homeowner.

☆AGENCY/MANAGEMENT ACCOMPLISHMENT **Goal 5**

The agency created the Suspended Student Day Reporting Program (SSDRP) that provides an alternative to students, grades 6-9, who have been suspended from public school due to behavior problems. This program, which has been adopted by the Buffalo Public School System, is a collaboration involving the student, parents, the school from which the student was suspended, CAO, and a community center to create an agreed upon return to school plan for the student. The plan is developed during the suspension period with input from a social worker, case manager, school counselor, the student and his/her parents. This program has created an alternative that allows 70% of formally suspended students, grade 6-9, in the Buffalo Public School System to attend an alternative school during suspension with a less than 3% recidivism rate.

INNOVATION **Pre-School Literacy**

CSBG -funded positions provided leadership and administrative support for an Early Language Development Initiative in Erie County. The organizations involved include Good Schools For All, Buffalo Reads Coalition and the Citizens Advisory Council on Education (CACE), all of whom recognize the value of investing in pre-school literacy. CAO leadership in this movement provided CSBG funds to subsidize the purchase of a family literacy development tool (WordStart) for our low-income families. CAO leadership also put this issue into the local spotlight through newspaper and other local media coverage. The value of developing reading skills in pre-school children has been proven to reduce the number of troubled students in the Buffalo School System, in later years.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services

Program Name: Neighborhood Services

Purpose/Need: Local community & personal disaster/emergency preparedness

Description: One day conference w/ specific workshops designed to provide education info, tools & techniques for the average citizen

Role of Agency: Planned and organized the conference

Partners /Partner Roles: Local FEMA Disaster preparedness education; Operation Good Neighbors provided information and critique for local Katrina response; Buffalo Police Department- Education and information; Buffalo Fire Department- Education and information re: emergency rescue; Back to Basics Red Cross, United Way Information on post disaster/emergency services available in Erie County.

CSBG Involvement/Role: CSBG funded staff positions fully planned & executed all facets of the conference. CSBG staff will remain in local leadership role regarding community disaster preparedness

Type of Funding Contributed by each Partner: Buffalo Weed & Seed: provided trees for planting, (1 staff), CAO: provided disaster recovery booklets, food & refreshments (13 staff), Buffalo Museum of Science - Space, SUNYAB-video taping (1 staff), chronicling, summary; United Way - Tote Bags (1 staff); Salvation Army-Community Service Registries (1 Staff); FEMA (1 Staff)

Impact and Results: Trees donated to block clubs for planting: approx. 200 attendees; Block club representatives adopted disaster preparedness as the principal organizational objective for calendar Year 2006. Block Club representatives committed to developing a mutual assistance protocol to support each other across the County in the event of a man-made or natural disaster

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Neighborhoods United for Restoration, Teaching, Upliftment, Recreation and Education [NURTURE]

Description: Program is designed to serve students in grades 4-8 as an academic growth, character development, counseling/advisory support and enrichment initiative. It consists of an after school, computer based math and reading tutorial program as well as enrichment programs including a Reading Club, Kids Cafe, Debate Club, Culture Club, Drama/Def Poetry Club and Rites of Passage. A Supplemental Educational Services program and a Suspended Student Day Reporting Program are built on this spine

Role of other programs/partners: Buffalo Board of Education source of students and school collaborators, Pratt-Willert Community Center and CAO Angola Youth Service center - principal program sites, Buffalo Urban Renewal Agency - grant and physical plant maintenance at Pratt-Willert, Evans-Angola Town Task Force-donated furnishing, TV, Table Top Games, Pool Tables, Landscaping; AmeriCorps and BOCES - tutorial services

Amounts contributed by other programs/partners: Buffalo Urban Renewal Agency - \$29,000 grant 1 maintenance worker, 1 maintenance staff from Buffalo Streets and Sanitation, and all Utilities and Plant maintenance; Angola Town Task Force - \$30,000 in donated goods and furnishing; AmeriCorps - 4 Tutors (approx. \$30,000 value); Buffalo Board of Education - 1 Home Instructor (approx. \$40,000 value).

CSBG funding /role of CSBG: comprising about 70% of the total program cost.

Impact and Results: Program serves approximately 190 youth per day during the school year and about 175 children per day in summer camps. The Volunteer Law project provides judges for the debate club. The program graduated 78 students who completed their community service requirements, passed in grade and met the program's behavior standards; generated about 2,000 community service hours; served unduplicated about 340 youth through the year; experiences zero incidents of participant youth petitioned to Family court as PINS or JD's; an inter-city (Buffalo and Angola) Debate Club Championship; a Pop Warner summer baseball program; and average competency gains in reading and math of nearly a grade level each.

COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 2
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ACAP Weatherization and Energy Services partnered with 3 other counties to provide three new programs through funding from NYSERDA. Under these initiatives the agency collaborates to provide programs that reduce electrical cost in previously weatherized homes, provide weatherization services to low-middle income families who don't normally qualify for weatherization through low-interest loans and subsidies and provide services and education to eligible low-income customers of Niagara Mohawk and New York State Electric and Gas customers. The project has increased energy services for the low-income families we serve.

AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 5
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This past year ACAP completed an update of its Financial Procedures manual to bring it up to date with the laws, rules and regulations governing not-for-profits. Annual updates had kept it current but in reviewing and rewriting the manual the regulations become more a part of agency procedure. The process also allowed the agency to streamline its procedures and reduce duplication and incorporate technology. Review of policies and procedures involved key business office personnel strengthening overall knowledge and 'buy-in' of day-to-day procedures.

INNOVATION	Reducing Youth Substance Abuse
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In collaboration with town officials, the local Prevention Team, other local Human Services agencies and local Law Enforcement, ACAP was involved with the Connecting Youth and Communities initiative since its inception. The coalition was formed with a goal to reduce youth substance abuse, especially alcohol, tobacco and marijuana. 'Use' rates for our youth are high for these substances in the targeted towns. To successfully achieve our goal, we continue to mobilize community leaders and organizations to build capacity together to plan and implement successful prevention programs. The coalition has worked together over the past 2 years to identify specific priorities and develop strategies. Once completed, the coalition sought funding to support the initiative and applied to the US DHHS for a Drug-Free Communities Support Program. The project was funded for \$ 100,000 a year for a 5 year period to work, as a community, to reduce substance abuse in 2 towns in Essex County. Two ACAP staff members currently serve on the coalition and were directly involved in the writing of the grant application.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 3 Income Management

Program Name: Earned Income Tax Credit [EITC]

Purpose/Need: To assist low-income families in accessing EITC benefits.

Description: ACAP collaborated with the IRS and the United Way of Clinton and Essex County to train volunteers to provide low-income families with assistance in preparing their income taxes, assuring that they received EITC or other tax benefits for which they may be eligible.

Role of Agency: ACAP was instrumental in bringing the program to Essex County. The agency then coordinated the training for volunteers, donated space, use of phones, equipment and set-up the appointments for families to access the assistance.

Partners/Partner Roles: United Way of Clinton and Essex Counties - Lead Agency; IRS- Training and Technical Assistance

CSBG Involvement/Role: CSBG was instrumental in planning and coordinating. The agency provided the space and support needed for the effort to be successful.

Type of funding contributed by each partner: staff wages, space and supplies needed to for coordination.

Impact and Results: Program assisted 149 families in preparing income taxes; 149 of the families were eligible for either the EITC or other tax benefits.

PROGRAM ACCOMPLISHMENT

SENIORS

Program Name: Senior Employment - Title V

Description: We moved the Senior Employment Program to the agency One Stop Business and Employment Center, which operates Workforce Investment Act [WIA] programs for Essex County, integrating Title V with WIA programs. The move gives seniors increased access to resources, the ability to explore their options, and direct assistance in placement in unsubsidized employment.

Role of other programs/partners: The One Stop also houses DOL, Champlain Valley Educational Services, North Country Community College, and Vocational and Educational Services for Individuals with Disabilities [VESID] all have a presence at the one stop and coordinate provision of an accessible and seamless system to address the employment and training needs of job seekers, workers and businesses.

Amounts contributed by other programs/partners: Amounts contributed by other partners include staff from programs listed that are housed at the One Stop who provide direct services to seniors.

CSBG involvement/role: CSBG is not involved directly, although administrative support is provided to the center, funded in part by CSBG.

Impact and Results: The collaboration gives seniors increased access to job related information and services and expanded options for work experiences.

☆COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 3
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During FY 05, the HUD Continuum of Care program, under leadership of ComLinks CAA, completed several initiatives to assist low-income people to own a stake in their community. The Continuum of Care is composed of 40 members representing housing and service providers, representatives of state and local government, law enforcement, faith based groups, and the business community. The salary of the chairperson of the Continuum was entirely funded by CSBG. A) It had long been recognized that inability to furnish an apartment impeded persons coming from homelessness or substandard housing to put down roots in the community. Through Continuum efforts, a location was established where agencies can bring good used furniture for storage to be used by individuals and families as they set up a home. B) Conflict between tenants and landlords has been a perennial problem. During the year, the Continuum organized a meeting for both groups conducted by a local lawyer, in an effort to help each party hear and better understand the issues of the other. Low-income persons are becoming more responsible tenants and are empowered by having a resource to turn to for information in cases of violation. C) Another problem cited by the Continuum was lack of a simple reference guide for providers to direct clients to obtain assistance such as unemployment, eviction, inability to pay first month's rent, utility charges, etc. A guide sheet for housing and service providers was drawn up by Continuum members and distributed to providers and churches. This guide has proven helpful in assisting persons promptly, thus helping them to keep their homes and maintain their place in the life of the community. D) The Continuum received a HUD grant. One project is to provide a minimum of 14 units at any given time for qualified low-income persons or families, including funding to connect residents to appropriate services. This endeavor will help stabilize the individuals involved, keeping them near where they have lived, and increasing their stake in their communities. A second project is establishment of a Homeless Management Information System to document and provide services more effectively for a very low-income population so that they may be assisted out of homelessness into safe housing and may own a stake in their communities. (Because of the funding timetable these projects were just getting underway at the end of FFY 05.)

★ AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 4
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ComLinks developed numerous partnerships over the years, reaching 150 at present. In 2004-05 our Housing Development Department established a partnership with an area county to begin 20 units of affordable housing for working families and was asked to explore options for the same purpose in another location in our service area. Our Neighborhood Revitalization Department completed extensive operations throughout a 7-county area in weatherization, emergency home repairs, energy-consumption reductions, and other services. It is now submitting housing rehabilitation applications on behalf of 4 towns in the county, partnering with the Red Cross, OFA, DSS, Habitat for Humanity, and Salvation Army. Our Cooperative Gleaning Department partners with over 80 food pantries and soup kitchens in eight counties delivering supplemental food and providing nutrition education. ComLinks Domestic Violence Intervention, Microenterprise, the Women's Entrepreneurial Business Center, and Housing Supportive Services each has its own network of partnerships. To manage its programs more effectively for the benefit of the people it serves, ComLinks significantly advanced its technological capacity in 2004-05. In late 2004, the agency moved forward with a redesign of its entire communications system, beginning with planning, purchase and installation of a new computer system, access to high speed internet service, update of the telephone system, and new software to enhance staff ability to report outcomes. The new technology enhanced our ability to apply for and receive a HUD sponsored Continuum of Care grant. We purchased new family development software which will expand our capability to track data for the HMIS [Homeless data management] system and allow our partner agencies to provide data expeditiously. ComLinks also has a new, expanded website which is interactive for some of our programs: such as the Women's Business Entrepreneurial Center; Affordable Housing Rental Applications, NYSERDA Home Performance Initiative, and an access link to staff e-mail accounts. This new technology helped upgrade staff computer skills making work time more productive and efficient. Subsequent to the design of a new communication system, the agency is in a major renovation project to the building. All these improvements are seen as enhancements for staff efficiency and satisfaction which will facilitate work with our partners in human services.

INNOVATION**Heating Oil Intervention/ Conservation**

In 2004-05 ComLinks Neighborhood Revitalization program performed hundreds of door-to-door surveys in rural low-income areas, weatherized homes, performed emergency furnace replacements, dispensed emergency funds, and performed background research into county economic and demographic conditions. Many other CAAs do these things, but ComLinks accomplished one new undertaking. We talked informally with local oil dealers. Their remarks helped us pull together a number of disparate observations and, leading to an innovative agency-community connection. The local oil dealers in Franklin County had all suffered recent financial losses and were tightening their credit practices. They were seeing increased sales of small amounts of fuel oil, 5 or 10 gallon quantities, well before the heating season, which they had seldom seen before; and increasingly, customers were using credit cards to pay for heating oil. They were seeing increased service calls caused by problems associated with nearly empty fuel tanks. Fuel dealers universally predicted that poor and lower middle income people were going to have a very hard time paying their oil bills this year. We put this together with information we had previously found, such as: Over 70% of homes in Franklin County heat with oil, more than any other county in NY, and twice the state average; Our per-capita income is the second-lowest in the state: 61st out of 62 counties, so any increase in fuel bills will be harder for our citizens to absorb; Our housing stock is very old and older houses generally have poorer insulation which increases home heating oil costs; In half our recent emergency furnace installations we were unable to test the completed system because there was no oil in the fuel tank. We concluded that perhaps half of our very low-income population had empty or near empty fuel tanks and it was likely that our county would be uniquely vulnerable to rising fuel bills, perhaps more than any other county in the state. ComLinks called a meeting of county leaders to discuss this issue. This led to subsequent meetings of community organizations including local oil dealers; publicity campaigns to help conserve energy have been inaugurated. These meetings increased awareness of the unique problems our county is likely to face this winter and stimulated similar meeting of county leaders in at least one other county. A number of energy-saving workshops at local hardware stores in at least 4 upstate counties resulted from our call to action. CSBG funds are used to fund our administrative staff, who are leaders in alerting the public to the impending crisis in home heating fuel.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 3 Income Management

Program Name: Women's Entrepreneurial Business Center [WEBC]

Purpose/Need: To provide training, budget counseling, technical assistance, networking to build a comprehensive and well thought-out business plan that will help individuals reach their goals of financial independence and self-sufficiency.

Description: provides to new and existing business owners, male and female, in cooperation with the ComLinks Microenterprise Development Loan Fund.

Role of Agency: ComLinks began the Microenterprise program at the request of the Franklin County Board of Legislators; it was funded through a Governor's Office of Small Cities loan program for \$400,000. The program successfully granted 18 loans to new business ventures. Increased technical assistance was needed and we requested and were granted funds for Small Business Administration to establish the WEBC.

Partners/partner roles: Adirondack North Country Association, chambers of commerce, and other US Small Business Association partners to offer a solid training program for our clients.

CSBG Involvement/Role: CSBG, as a CBO, began the concept of a Microenterprise and Women's Business Center. The Adirondacks and especially Franklin County are rural and economically challenged. Our plan will decrease high unemployment and stimulate new business.

Type of funding contributed by each partner: Governor's Office of Small Cities - \$400,000, Small Business Administration - \$520,000

Impact and Results: WEBC has provided 12 "web information" classes, serving 144 clients, such as building your own business website, advanced web design, and making money with Ebay. Core Four training is planning for successful business cash flow operation and assessing the needs of the market place. Microenterprise assisted with 23 loans at an average of \$25,000 each. ComLinks networked with new partners such as regional Economic Development agencies, local community development agencies, local banks colleges and businesses to expand its delivery of services and enhance the network of small business. ComLinks is renovating its current facility, with a loan from Key Bank, to incorporate a 40 person training center complete with computer, audio visual and internet access stations for clients to use.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: ComLinks Domestic Violence Intervention Youth Program

Description: Counseling for teens experiencing domestic violence or teen dating

Role of other programs/partners: Funding and monitoring

Amounts contributed by other programs/partners: Franklin County Youth Bureau-\$975, Federal Family Violence Prevention Services Act-\$5,180, Franklin County-\$3,225, NYS Crime Victims Board-\$18,603, TANF-\$7,366

CSBG involvement/role: CSBG funds provide administrative oversight and financial services

Impact and Results: 967 students took part in presentations to expand the agency hot line for sensitivity to Franklin County teens.

[testimonial information deleted]

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2/3

No accomplishment to report.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

Fulmont applied for 2 discretionary grants: The first was to upgrade our current GMS accounting system from DOS to Windows, since DOS is being discontinued and would become obsolete. The new system would allow greater flexibility in generating fiscal reports, and accurately tracking program revenue and expenditures. Second, we hired a consulting firm to conduct a needs assessment and development a strategic plan for the agency. The cost for these documents were shared between Head Start and CSBG. The needs assessment identified conditions of existing poverty and targeting specific need with our 2- county area. This will allow the agency to focus on targeted needs and leverage additional funding through the submission of grant proposals. The strategic plan outlines specific program and agency, strengths, threats with formulated goals and objectives and strategies to attain over a 3-year period.

INNOVATION

No innovative activity to report

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category 3 Income Management

Program Name: VITA Volunteer Coalition

Purpose/Need: The VITA Coalition purpose is to assist low-income families to access increased revenue through the operation of Vita Sites to process and electronically submit tax returns free of charge.

Description: Our agency operates 5 VITA sites located throughout Fulton and Montgomery Counties to maximize accessibility to low-income families.

Role of Agency: Our agency has been involved with the VITA coalition from its beginning. This is its 3rd year and we have taken the lead in coordinating community based organizations involved in the coalition. We facilitate monthly meetings and are the designated agency to apply for funding to offset expenses incurred by the program.

Partners/partner roles: We have many partners : IRS supplies the software and training to volunteers at VITA sites. Gloversville Senior Center, Cornell Cooperative Extension and the AARP all have VITA sites that process income tax returns. FMCC provides business students as volunteers and has let us use its computer labs for training purposes.

CSBG Involvement/Role: -not indicated

Type of funding contributed by each partner: Two banks responded to our request for funds to operate the program. To date we received \$4,500 for printing, equipment, and advertisement expenses.

Impact and Results: In the first year this program began, the coalition processed a total of 29 tax returns. In 2005 the coalition processed a total of 299 tax returns for low-income residents and netted \$527,495 in additional annual income for low-income families. Of that total, Fulmont VITA sites assisted 206 of those residents which resulted in \$420,623 in additional annual income.

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: Fort Plain and Northville Advisory Council Scholarship Program

Description: Scholarships awarded to low-income students who are enrolled in college to assist with purchase of books and other related expenses.

Role of other programs/partners: In Fort Plain, Fulmont CAA applies for funding to the Yeardon Foundation on behalf of its Council to fund the scholarship program. Each year 3- \$500 scholarships are awarded to senior s from the area's 3 major school districts. In Northville the Council is active in raising funds to fund the program, through raffles and other projects.

Amounts contributed by other programs/partners: Each council has a scholarship committee, to review completed applications and make awards Northville awards 2- \$500 scholarships to 2 low-income seniors from their service area. Center Coordinators help the advisory council by contacting the various high school officials in the area, disbursing applications and collecting applications for the council members to review.

CSBG involvement/role: None

Impact and Results: This program year, 5 low-income students were provided with \$500 each to help defray the cost of attending college.

Greene
Community Action Agency of Greene County, Inc. [CAGC]

★COMMUNITY/PROGRAM ACCOMPLISHMENT **Goal 2**

CAGC, in contract with NYS DOH, took on the role of lead agency for the Greene County Healthy Women Partnership. This partnership, which includes numerous laboratories, hospitals, and health care and human service providers, provides opportunities for low-income women who are either non-insured or under-insured to receive necessary breast and cervical screenings, as well as some treatment. Case management and follow-up is also provided to the women who access these services. Aside from the medical aspect of the program, the partnership also shares ideas on innovative ways in which to outreach to potential clients, and make accessing these services convenient in a very rural county with limited transportation. Although the program was taken on by CAGC mid-way through the contract year, the Greene County partnership reached 113% of its targeted goal for the year. Partnership meetings are experiencing increased attendance, and awareness of the program has increased. Aside from receiving medical services at partnership provider offices and hospitals, a Mobile Mammogram Van provided by a local Hospital schedules mobile events regularly throughout the community, making vital medical screenings accessible to many who would not otherwise be able to access these services. CSBG provides funding for administration of this program, as well as for some office and program supplies, and transportation costs.

AGENCY/MANAGEMENT ACCOMPLISHMENT **Goal 5**

CAGC relocated its offices in August. Our previous location, although of great historical value, lacked client accessibility and adequate parking, had antiquated lighting in the main hallway, lacked a professional atmosphere, and was also somewhat in a state of disrepair. Following the diligent work of our Board-Building and Grounds Committee, we sold our building, and entered into a lease for new space. The profits from the sale allowed us to build on our reserve for future programming needs. Our new building boasts many improvements that benefit not only the agency, but clients as well. We have ample parking for clients, guests, and employees. We eliminated need to rent parking space for our larger Weatherization vehicles. The building is easily accessible from the parking lot. Clients now wait in a warm, welcoming reception area, as opposed to a large center hallway in our old space. Office space is well lighted and professional. We now have 2 meeting rooms to accommodate clients, staff, board members, and visitors. Our food pantry is located so that clients no longer have to carry their food packages out through the main entrance, but can leave discreetly through another door to their vehicles. Aside from the physical benefits of the new space, the move also resulted in an atmosphere among employees of pride and camaraderie. There is an excitement of a new beginning for the agency, and of the services that we offer. We are operating in a more efficient and professional manner, and project this image to partners and consumers alike. CSBG contributed to this accomplishment by providing staff salaries and operational expenses.

★INNOVATION**Comprehensive Services for the Homeless**

Our community, like many, is experiencing a lack of affordable housing. Our LDSS houses on average, 15-20 families in local motels. Besides the astronomical cost to the county, these families are living in most unhealthy situations, often overcrowded, with limited or no cooking facilities. Funded through LDSS with TANF monies, Community Action hired a case manager to work with these families. Once immediate needs are met, such as clothing and food, then, family development strategies are applied; the family is lead through the process of identifying existing strengths and goals, as well as areas where they may need assistance. These services may include budget counseling, parenting skills, alcohol or substance abuse counseling, job readiness skills, and or mental health counseling. Appropriate referrals are made to partnering agencies to ensure that the clients receive necessary services. The case manager contacted and has formed relationships with area landlords, explaining that these families will continue to receive supportive services once they do find permanent suitable housing; and that Community Action is committed to seeing that these families are successful in their tenancy. CSBG funds support both direct service and administrative salaries for this program.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 4 Housing /7 Linkages

Program Name: Columbia-Greene Housing Coalition

Purpose/Need: To bring together government, human service agencies, and individuals dedicated to increasing housing options in both Columbia and Greene Counties, and to eliminate homelessness.

Description: Coalition members meet monthly to share program activity and discuss the needs of the homeless and services available in both Columbia and Greene Counties; applied for a HUD Continuum of Care Grant for supportive housing beds, as well as for a homeless management information system [HMIS].

Role of Agency: Columbia CAA- Lead agency in Coalition- CAGC offers housing for homeless in our 2 Domestic Violence shelters and transitional building, supportive services such as emergency food and clothing, domestic violence counseling and advocacy, referrals to appropriate services, and now, assistance in finding permanent housing.

Partners/partner roles: Columbia CAA- Lead agency in Coalition, Section 8 housing, emergency services, Mental Health Association of Columbia and Greene Housing, provides supportive housing, mental health counseling; Catholic Charities of Columbia & Greene Counties-substance abuse counseling, Twin County Substance Abuse Services-substance abuse counseling; Catskill Mt. Housing and Columbia Housing .

CSBG Involvement/Role: CSBG provides administrative salaries associated with staff attending coalition meetings, planning and coordinating, direct service and some space costs associated with supportive and emergency assistance services.

Type of funding contributed by each partner: Mental Health Association of Colombia-Greene Counties: in-kind day treatment, supportive employment, education psychiatric rehab treatment, psychosocial club, case management, respite; Columbia County Mental Health Center: intensive and supportive case management, outreach, outpatient services; Legal Aid Society of NENY: civil legal services; Twin Counties: substance abuse treatment; Columbia Opportunities: HMIS

Impact and Results: Acquisition of HMIS system will result the ability in both Columbia and Greene Counties to collect , report, and analyze data on homeless, with the ultimate goal of increased affordable housing and eliminating homelessness in Columbia and Greene Counties. [If HUD grant application is approved, 9 homeless individuals will receive permanent supportive housing in the 2- county area. Services will be coordinated among providers, best practices shared, public awareness increased, through coalition meetings and actions]

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: Coats for Kids

Description: New and gently used children's coats were collected in the 2-county area and distributed to those in need in the community. CAGC served as lead agency for the project.

Role of other programs/partners: Local CBS affiliate [sponsor] provided posters and press for the event, United Way of Columbia & Greene Counties assisted in coordination of Columbia County participants, Salvation Army, Second Show Thrift Shop, Catskill Public Library, Greenville Food Pantry acted as distribution sites, and local laundromats and dry-cleaners donated their services to launder used articles. Community Action was the lead agency.

Amounts contributed by other programs/partners: United Way donated staff time, as did Salvation Army; space was donated by Second Show Thrift Shop, Greenville Food Pantry, Catskill Public Library; and in-kind cleaning services were provided by laundromats and dry cleaners.

CSBG involvement/role: CSBG contributed by paying some direct service and program administrative salaries for coordinating the effort, as well as covering space and transportation costs associated with the collection and storage of donated items.

Impact and Results: Due to efforts of the United Way of Columbia and Greene Counties, the Salvation Army, the Catskill Public Library, local dry cleaners and laundromats, and area food pantries, coordinated by CAGC, Coats for Kids during the winter was responsible for providing 500 children in need in our community with warm coats.

Jefferson

Community Action Planning Council of
Jefferson County, Inc. [CAPC]

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 3

Our CAA has operated a Tax Counseling Program for the Elderly [TCE] for over 20 years. Over time this project has taken various forms. Through CAPC, tax counseling was carried out at the local library, the state office building, in shared spaces, or wherever room could be made for this insufficiently funded program. Through use of CSBG funding to support staff and supplies, TCE has grown, improved, and become a community asset. This past tax season, the TCE volunteers prepared 692 returns. Of those returns, \$166,478 was reinvested into the community in the form of EITC. Elderly and low-income households who used this service accessed high quality tax counseling, which might not otherwise have been affordable. Taxes are prepared in safe, confidential offices where volunteers have access to phone, copiers, and Internet services. CSBG funding helps to provide Internet services, and paper products needed to provide e-filing and hard copy services. During the 2004-05 fiscal year, CSBG-funded staff developed linkages with DSS staff to provide joint tax preparation opportunities for low-income and elderly clients, expanding available time and locations to serve clients. Additionally, TCE is benefiting our area by providing an opportunity for senior citizens to continue to be vital community members. This past year we had our largest group of volunteers ever: 18. Volunteers who joined us for many years brought in friends and acquaintances, and spread the word about TCE to their various clubs and organizations, helping to increase our volunteer roster and our reputation among senior citizen groups. This year, numerous government representatives, including the city mayor, county legislators, and other civic leaders, attended the TCE recognition breakfast, an event honoring tax volunteers. TCE, supported with CSBG funding, is a well-respected CAA project, and an exceptional community project.

★ AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

During FY 05, CAPC implemented a Safety Training Program for all agency staff. Prior to this year, any safety training was limited to the Energy and Housing Department. The recently-formed Safety Committee recommended the training after reviewing accident reports for several months and noticing that not all of the injuries were related to 'high risk' positions within the agency. We determined that most of these accidents probably could have been avoided with some education about prevention. In addition, it was recommended that procedures be developed to guide staff after an accident: to receive the proper medical care; whether to make an appointment with their regular provider, go to an Urgent Care Facility, or the Emergency Room. This helped control costs and keeps our Worker's Compensation Insurance rates down. To date, we have had one training specifically for our Senior Management Staff, and 5 trainings for our entire staff at our "Total Staff Days" in October, December, January, March, and June. The trainings were carried out by representatives from the NYS Insurance Fund, our Worker's Comp carrier. They are free, and are very informative. Staff has been receptive and are now cognizant of how expensive premiums are, how they can help the agency save time and money, by being careful and safe at work.

INNOVATION**Child care for Military Families**

CAPC of Jefferson County applied for, and was awarded a national grant from the National Association of Child Care Resource and Referral Agencies [NACCRA] to provide quality child care to military families. This grant is made available through DOD, who operates an extensive supported child care program in the country and subsidizes the cost of military-operated Family Child Care homes and child care centers. Due to our proximity to the Fort Drum military installation, this partnership with the Army fits our mission and vision, while supporting active duty military families who are such an integral part of our community. Through this program, we hired an Outreach Specialist to work with Child Care Centers, School Age Programs, and Family Day Care/Group Family Day Care Providers in attaining National Accreditation, pursuing [child development associate] CDA Credentialing and Early Childhood Training. We coordinated these efforts with Fort Drum military families and Child Care Providers who live mainly in Jefferson and Lewis Counties, but could also reside in St. Lawrence, Onondaga or other surrounding counties. We guide and support centers and providers through the accreditation process, provide or coordinate training, provide cash incentives, provide reimbursement for accreditation costs and equipment and modifications necessary to meet accreditation standards, and reimbursements for child care liability insurance. We hold orientation sessions for potential Family Day Care Providers monthly in both counties and cover the advantages of becoming a registered provider, as well as the advantages of the Child and Adult Care Food Program, Start Up Provider Grants and Early Childhood Trainings, and CDA Program. Staff also speaks to the importance of safety, the support network available in the child care community and the advantages of owning your own business. Through this new program, we encourage new providers to fill their slots with military children and seek accreditation as they progress in the Early Childhood field. One of our agency goals is to expand quality child care by increasing available, affordable care that is developed by trained early childhood professionals. This grant will assist us in furthering that goal; not only does it support military families, but it also supports the child care providers and promote economic development in our community. The Executive Director, supported by CSBG funds, was the main author of this grant.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 4 Housing

Program Name: Points North Housing Coalition

Purpose/Need: Due to the expansion of the Fort Drum Military Base in our area, housing is currently at a critical need. In addition, rents are increasing significantly because the military has increased its Basic Allowance for Housing for soldiers, and the market can bear much higher rents and selling prices for homes. This is a burden for low-income residents who are faced with sudden high rents, who are either forced to pay and 'go without' another basic need, relocate, or be evicted.

Description: Points North Housing Coalition is a volunteer group created by a Behavioral Counselor at Samaritan Medical Center who saw patients released from care, and then becoming homeless. She chairs this group, which collectively made the community aware of the situation and developed a HUD Continuum of Care grant application. The goal is to end chronic homelessness by 2015 by increasing bed capacity and support services.

Role of Agency: CAPC Executive Director is a member of this coalition whose total membership of 45 includes federal, state, and local governments, Public Housing, non-profits, Faith-Based Organizations, businesses, and homeless persons. To date, our role is participation in the meetings and planning sessions, survey clients, provide statistical data, and participate in grant development.

Partners/Partner Roles: Partners took on roles of publicity, fund raising, chairing the coalition and various committees, taking minutes, inspecting potential building sites, etc.

CSBG Involvement/Role: Executive Director's participation in the coalition, through the planning process, assisting with HUD grant development, involvement with survey development, distribution to clients and providers, and assessments, and continued involvement with the group as needed.

Type of funding contributed by each partner: Samaritan Medical Center supported this group through the Chairperson's time, supplies, food, and copies. The Watertown Housing Authority and Urban Mission donated space for meetings. Neighbors of Watertown donated time to inspect the vacant Social Security Building as a potential site.

Impact and Results: Results included: formation of a pilot project between the Jefferson DSS and Mercy -Medical Services of Northern New York, for 18 rooms for homeless single females or females with small children; completion of a community-wide survey conducted by the Jefferson Community College - Center for Community Studies, which validated the concerns of the social service community. This point in time survey identified 112 sheltered and 15 unsheltered homeless individuals in the tri-county area; with 53% considered chronically homeless. The most vulnerable component were young males suffering from severe mental illness, substance abuse, or both. Further, there is a prediction that the situation will get worse within the next year or two. A third result is that a solid community group was brought together for a single purpose: to better the quality of life for all residents of the area. Lastly, an awareness of the issue was brought to light for the community.

PROGRAM ACCOMPLISHMENT

Youth/Seniors

CSBG funds were not used by CAPC to operate programs directed specifically at youth or seniors.

Lewis
Lewis County Opportunities, Inc. [Opportunities]

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 3

Lewis CAA has reported on the progress of this community project since 2003. Kids of Castorland, a grass roots organization comprised of a group of volunteer residents from the rural community called Castorlad, – population approximately 200 – principal mission was to build a community park within the village that would provide a safe, accessible outlet for family recreation and community social activities. Because of its location, there was no other property that could be used for a park. Kids of Castorland actually began raising funds in 2002 to create the park, mainly through monetary or in-kind support from within the community. However, given the unincorporated status of the organization, and need to secure additional grant funding to build the park, Kids of Castorland turned to Lewis County Opportunities for help. The result was an informal partnership [initially created in FFY 2004] - CAA committed technical and fiduciary support to Kids of Castorland in its efforts to create the park. This support continued into FFY 05, using CSBG dollars, with final completion of the project in June, 2005. At its completion, a community celebration was held to officially open the park, and Kids of Castorland publicly thanked CAA for helping to make the project possible. This could not have come to fruition without the technical assistance and support provided by Lewis CAA, and supported by CSBG funding.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

During FFY 2005, Lewis County Opportunities implemented a new strategic plan that serves as a blueprint for agency evolution over the next 5 years. This accomplishment focuses on the process which took place in both FFY 2004 and FFY 2005. The process started with appointment of an Ad Hoc committee, consisting of several Board members and several employees, by the Board Chair to work on a new Strategic Plan. After charging, or challenging the committee with its mission, the CEO excused himself from this planning process, to ensure maximum input from all committee members. The committee met numerous times during the year; information was gathered and analyzed, ideas and concepts were discussed; creative thinking was shared. Drafts were shared with all employees, with input returning to the committee. As a result of this effort, the Board of Directors adopted a new Strategic Plan during FFY 2005, which was then shared with all employees. It included a new mission statement, six Mission Strategies including areas of Agency Focus, Community Services, Consumer Services, Housing Services, Community Awareness, and Human Resources. Action plans for the 6 strategies can be found on Opportunities' website, www.lewiscountyopportunities.com. Perhaps the most significant accomplishment of this planning process was not even the plan itself. It was the all inclusive nature of the planning process which involved Board members (including low-income representation) and employees, who worked together to research, discuss, and consensus-build.

INNOVATION

Improved computer technology

During FFY 2005, our agency invested significant time in developing and further enhancing our new agency IntraNet, all of which was supported by CSBG. Our IntraNet is designed to serve as a virtual 'reference center' for our employees. The project was originally spurred on by the need to establish employee 'on-demand access' to grant-related information such as contract work plans, budgets, and general program compliance. Previously, this information was only accessible by accessing physical grant files at our administrative office. Given the burgeoning sizes of these files, one could easily be overwhelmed when trying to find a specific piece of information, particularly with multi-year contracts. At the conclusion of FFY 05, approximately 75% of our contracts, including training information, was posted on our IntraNet. At present, we are expanding the IntraNet to serve as a repository for general agency policies and procedures, operational documents, public relations materials, links to outside resources, interactive training for employees and Board Members, and Employee Assistance Program information. Employees responded with positive suggestions, and in some cases have directly contributed information to help expand this important resource tool. The IntraNet is but a tool, helping us to reduce or eliminate some previously labor-intensive processes, particularly the dissemination of information that requires long-term storage and future access within many areas of our operation. It is also allowing on-demand access for previously centralized tasks such as printing public relations materials, business cards, or other general access documents. On the consumer side, the IntraNet and our web site) are helping our employees to become more informed about other agency services; this is increasing communication among our departments for increased referrals to better serve our consumers.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services

Program Name: Christmas Sharing

Purpose/Need: Many families in Lewis County simply cannot afford gifts and food at holiday time for their children, considering our economically disadvantaged area and relative high unemployment.

Description: Christmas Sharing provides gifts and food to families in need each holiday season.

Role of Agency: Opportunities helps facilitate the program by coordinating much of the data and working out the logistics involved in collecting and distributing gifts and food. We also purchase gifts with donations we receive.

Partners/partner roles: Nearly 40 partners make up this initiative, many of which coordinate purchasing of gifts with their organization's respective resources. Other businesses donate funds to Opportunities for gift purchase.

CSBG Involvement/Role: CSBG funds provide the resources for us to coordinate Christmas Sharing with staffing and operational support.

Type of funding contributed by each partner: cash donations, gifts, food, volunteer help

Impact and Results: During the 2004 holiday season, the Christmas Sharing program distributed: Gifts to 420 families (1,030 children); 350 food boxes to families with children; 105 food bags to single or 2 adult families. For years, Christmas Sharing has been the only holiday gift and food distribution initiative specifically organized to serve needy families throughout Lewis County. Christmas Sharing relies heavily upon a strong sense of volunteer spirit from the community, not only with donations, but with time preparing the gifts and food for distribution just before Christmas. This community spirit resulted in an intrinsic value that cannot be understated in helping to sustain this initiative from year to year.

PROGRAM ACCOMPLISHMENT**SENIORS**

Program Name: Volunteer Income Tax Assistance (VITA) Tax Preparation Program

Description: Provides tax return assistance to seniors and low-income individuals; IRS-trained volunteers met by appointment with local residents who were in need of assistance in completing their 2004 tax returns. Assistance was provided at no cost to participants.

Role of other programs/partners: IRS: Provides volunteers, some equipment, and technical assistance.

Amounts contributed by other programs/partners: n/a

CSBG involvement/role: Opportunities accommodated the VITA Program by making available office space and internet access, which was provided through CSBG support.

Impact and Results: In all, 132 individuals received tax return assistance through VITA during FFY 05. Although no income guidelines were required for eligibility, 57% of the participants were at or below the 150% poverty level. As significant, 42% of those who participated were aged 55 or over. Many of these seniors had never accessed services from Opportunities and were surprised to learn of our wide array of other services. This resulted not only in assistance with income tax returns, but also with other services, such as Weatherization, which helps seniors to make better use of their available income.

COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

Delegate Agency Livingston County Habitat for Humanity CSBG through its partnership with Habitat turned a long-time vacant lot into a home for a needy local family. This partnership is nearing a second stage, where a second piece of vacant land will become available to Habitat to build another home in this area. Habitat can demonstrate that its program brings positive changes to a neighborhood and places quality homes on once vacant land; the community is energized and revitalized. Livingston County Habitat for Humanity contributed 9 homes locally to this effort. Five communities have experienced the transforming power of community revitalization through the construction of new homes on formerly vacant or decrepit property.

☆ AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 5**

Delegate Agency: EARS Lifeline Program

As a member of the area Genesee Valley Health Partnership, the EARS Lifeline Director sits on the Coordinated Access and Information Referral Services [CAIRS] committee. This is a diverse group of organizations and agencies that meet to address the long term care needs of the elderly and disabled population in our county. Members represent the local hospital, OFA, physician offices, skilled nursing facilities, home care agencies, Department of Social Services and county mental health services. This group accomplished 2 significant achievements this past year: The first was the development and launch of an online resource for finding health and human services for Livingston County Aging and disabled residents - at www.gvhp.org; Drawing on the 24/7 accessibility of the internet, this tool is a hassle-free, one-stop resource where consumers can easily access information they need. The website features a wide selection of community-based, in-home and institutional services, ranging from: meals, transportation, support groups, in-home health care, nursing homes, and other support services. Being able to participate and contribute to the development of this website was very beneficial; in offering input on the needs of subscribers and their families on this new online information resource that they could resource at their convenience. The second achievement related to the committee's oversight role of the new Health Resource Service Administration's Rural Health Outreach grant which will be used to develop an EMS-based program for preventing illness and injury among older adults. This program is designed to train EMS personnel to screen, identify, educate, and refer rural dwelling individuals at risk for preventable conditions. This screening includes fall prevention, med compliancy and depression detection. Once identified, at-risk seniors will be referred to a case management program to assist with interventions in alleviating these conditions. This grant will help support the needs of subscribers who often demonstrate these issues putting them at risk in their home.

INNOVATION**Services to Spanish speaking population**

Delegate Agency: Noyes First Steps

Noyes First Steps collaborates regularly with the community Migrant Center to provide services to Spanish speaking women. The Migrant Center refers Hispanic women to First Steps, provides transportation, and an interpreter. Many were young women, some teenagers, and it was realized that they were missing out on the childbirth education sessions that English-speaking women were participating in. The case manager approached the Migrant Center in 2004, asking if a 'Spanish Childbirth Class' would be supported by the Migrant Center. In late 2004, such a class was organized. The Migrant Center provided transportation to the women who enrolled, and an interpreter. Noyes Hospital provided the education component of the class by using the regular instructor. The Hospital also provided lunch, and educational materials in Spanish, for the women to take home. All agreed it was a positive and useful experience. Since this class, the Migrant Center has applied for grant monies, and included future collaboration to meet the needs of pregnant clients childbirth classes in Spanish. [personal narrative deleted]

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category:2 Education /7 Linkages

Program Name: Safe Homes/Healthy Families

Purpose/Need: Impact of family violence on children – physical, emotional, cognitive

Description: Psycho-educational 8-week session to educate parents on the impact of family violence on children -physical, emotional, cognitive

Role of Agency: Program Creator and implementor

Partners/partner roles: LDSS, Chances&Changes, other agencies refer to the program.

CSBG Involvement/Role: Funded partial salary for Director who is responsible for this program

Type of funding contributed by each partner: Referrals from all agencies [DSS partially funds this program]

Impact and Results: Participating parents gained knowledge and skills to deal with issues of violence in the home, and were referred to more parenting program sources. This program will be expanding in 2006. Follow up continues to be done to track referral and use.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name [Delegate Agency]: Fresh Start (jail transition counselor)

Description: The Fresh Start program of the Livingston County Council on Alcohol and Substance Abuse addresses the re-entry of incarcerated youth with substance abuse problems into healthy participation in community life. In its collaboration with the legal system and the full range of helping agencies, the project is an innovation addressing substance abuse treatment, family, education, employment, and all aspects of psycho-social adjustment in an individualized, person-centered holistic approach.

Role of other programs/partners: New system linkages are at the core of this project. This collaborating body of agencies, community groups, and individuals identified the interaction of youthfulness, substance abuse, crime, and recidivism, and devised the response which has become Fresh Start.

Amounts contributed by other programs/partners: Contributions by collaborating agencies of staff time is in excess of \$3,750.

CSBG involvement/role: CSBG funding is paying for the Fresh Start program.

Impact and Results: Through interaction with the Fresh Start jail transition counselor, these investments of other programs' and partners' staff time are essential in case finding, in the progress of individuals enrolled in Fresh Start, and in the development of an ongoing mechanism to achieve the ends of this project.

Madison

Community Action Program for Madison County, Inc.
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COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

In 2003, CAP for Madison County reported using CSBG funds to found the Madison County Priorities Council in order to move health and human services organizations closer to using comprehensive and community-wide approaches to address needs of vulnerable populations. This year, as an outcome of the coordination and integration of participating agencies, a committee formation was achieved for the first time to study and address homelessness and services available for such in Madison County. Presently, there is great need in our rural, harsh environment to address the needs of the homeless. The findings and action of this interagency committee [coordinated by CAP for Madison County] culminated in a Continuum of Care proposal submitted to HUD to establish transitional housing, including wrap-around, multi-agency support. Through availability of CSBG funding, not only an interagency council was founded, it continues to grow and is now forming outgrowths to address the specific needs of identified vulnerable populations. At present, we are still awaiting funding notification from HUD and investigation of alternate funding has commenced as well.

★ AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 5**

Through CSBG funding and a private foundation grant, CAP for Madison County implemented a comprehensive screening and assessment system for all consumers that will look holistically at household strengths and needs. This approach affords our agency the opportunity to provide a comprehensive- integrated response. This new central intake and assessment computer system is designed to improve service delivery and outcomes for clients, allowing the agency to make instant pre-eligibility determinations that direct clients to appropriate service programs and improve tracking of services received. This helps to ensure that client needs are met, with CAP staff serving as navigators who steer individuals and families to a full range of assistance. By implementing this new system, CAP now offers a single point of entry, a holistic assessment and screening of clients, and a bundling of services whereby clients are made aware of all the programs they are eligible to receive. Service delivery and follow-up services are streamlined and clients are directed to the 'right door' when applying for assistance. Effectiveness is important, and CSBG funding is integral.

[submitted as part of CSBGIS]

INNOVATION**Tax Preparation Assistance**

CAP for Madison County, Madison DSS, and Colgate University partnered to provide FREE income tax preparation and electronic filing to Madison County consumers eligible for the EITC. The VITA Program assists consumers who qualify for EITC, and/or have at least one dependent child in the home. Almost 200 families/individuals took advantage of this program last year and returned almost \$380,726 to consumers. The program strength is the partnership involved-Colgate University students, many Economics majors, are well-trained and meet with IRS representatives. Their golden opportunity, however, is working with low-income individuals and families. For some, this is the first time they interact with people in need. Much learning that takes place, not only for the families helped with tax assistance, but for all involved. DSS provides the tax expert to review cases, and CAP provides the space and handles the logistics of supplying the consumers. The collaboration between government, academia and private non-profit exemplifies community building at its best, thanks to CSBG support.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 7 Linkages

Program Name: Family Development Credentialing for Leaders

Purpose/Need: This course facilitated interagency leadership styles & networks in strength-based ways to support front-line workers with positive working environments and enable them to pass those strength-based skills on to the families they serve.

Description: Using Cornell curriculum, management learned and practiced strength-based leadership through exercises, assigned reading, role play, sharing, speakers and writing papers in order to facilitate/implement/hone strength-based services throughout their workplace.

Role of Agency: Facilitator, trainers, lead organizer, management participants

Partners/partner roles: Cornell University for curriculum, training and certification, LDSS for meeting facilities, management participants

CSBG Involvement/Role: Funding for outside trainer

Type of funding contributed by each partner: Cornell, in-kind curriculum, LDSS, in-kind for facilities and paying participants, CAP -monetary for trainer and participants

Impact and Results: For those agencies attending: networks established, strength-based concept understood, skills acquired to enable management to model and generate positive, effective communication, training and respect within their organizations. Enabled workers to employ strength-based, positive approaches when problem solving with clients as front-line workers tend to mirror their working conditions.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Camp Fiver Campership Program

Description: Provided a healthy, wholesome camp experience for 25 needy Madison County youth. Previously, camperships were difficult to fill because there were no resources to provide children with necessary transportation, supplies – shoes, clothes, flashlights, etc – to attend a summer camp.

Role of other programs/partners: Camperships valued at \$30,000 are provided free of charge at Camp Fiver by the Fiver Foundation.

Amounts contributed by other programs/partners: CSBG funding assisted in funding for an intern to coordinate the project. Funding was leveraged by a fundraising campaign that raised money to buy the supplies needed so that the children could attend camp.

CSBG involvement/role: see Amounts contributed, above.

Impact and Results: Attending summer camp can be a life changing event for a child. The Fiver Foundation strives to provide just that and lead children into positive leadership roles. Fiver Foundation scholarships were unfilled because of lack of a coordination among agencies and lack of transportation necessary, supplies for children to attend. With availability of a summer intern at a very modest cost, 25 children attended Camp Fiver. Testimonials from these children reinforce the value of this initiative. The resultant fundraising initiative is now well established and is an ongoing fund that will continue to enhance opportunities for those children unable to otherwise afford special learning situations. With assistance of CSBG, this initiative became a more successful program.

COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 3**

Using self-employment as a tool for achieving economic self-sufficiency, ABC was challenged with the creation of a program and strategies to provide micro-enterprise training and services tailored to the needs of low-income and TANF eligible individuals. Job Opportunities for Low-Income Individuals (JOLI) is a program that is designed to address specific issues and barriers to micro-enterprise development identified by aspiring entrepreneurs. Five inter-related programmatic areas were incorporated into the JOLI program and include: 1) Micro-enterprise training consisting of 36-hours of classroom instruction geared at teaching basic business skills and development of a feasibility study and business plan, economic literacy education and the importance of personal and business financial management, individual adult learning styles through application of a variety of teaching techniques. 2) On-going, individual technical assistance/business counseling in application of concepts and skills as participants move through the initial phases of business start-up and operations. 3) Established mentoring relationships and networking opportunities with business professionals. 4) Creation of micro-loans to address participant lack of access to business start-up capital due to poor credit history. Micro loan repayment will initiate necessary credit repair and result in a creditworthy entrepreneur. 5) Assistance with traditional bank loan applications for business stabilization and/or expansion. FY05 JOLI results: • Of 123 individuals admitted into the program, 51 completed training. • Of the 51 completing training, 43 created a personal budget and 6 demonstrated increased financial knowledge based on the economic literacy scale. • Of the 51 completing training, 18 feasibility studies were completed and 11 business plans constructed. • The completion of 11 business plans resulted in establishment of 7 community-based businesses ranging from specialty baking to lawn care. • Of 11 micro loan applications submitted, 5 individuals received business start-up funding totaling \$16,000.

AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 5**

ABC launched an agency-wide initiative in FY05 called Rapid Cycle, designed to make our financial systems more efficient and improve our ability to forecast and adjust to financial changes. Beginning in October 2004, ABC joined a coalition of local organizations called "Lean Six Sigma". It requires in-depth statistical metrics to analyze quality at all levels of the supply chain, eliminating defects. Sponsored by the local United Way, the University of Rochester Medical Center, Eastman Kodak and Xerox, the purpose of the coalition was to identify, plan and implement a quality enhancement project for ABC. With help of a "Lean Six Sigma Black Belt" on loan from Xerox, we determined that our project would deal with improving ABC's budget forecasting, monitoring and control as a means to increase the fiscal stability of our agency. We established a Rapid Cycle team made up of members of our Finance Department, executive staff, and operational units. The Rapid Cycle team met regularly throughout late 2004 and 2005 to agree upon a problem statement, a goal statement and ultimately, an implementation plan. By April 2005, efforts produced a clear statement of problems, and goals designed to overcome those problems. Specifically, we identified the following budget-related areas as the focus: 1) forecasting; 2) monitoring and control; 3) communication of budget changes/allocations; 4) approval process of non-budget items; and, 5) consolidating operating unit budgets into an agency budget. Thanks to a special DOS CSBG minigrant, this project was supplemented with a study by an outside consultant, to provide further technical assistance with implementation of our strategy to address these budgeting issues. The Rapid Cycle initiative at ABC helped us to make strides to ensure that both public and private monies are used as effectively and efficiently as possible.

☆INNOVATION
Community Lead Removal Program

The Community Building in Action (CBA)-Get the Lead Out (GLO) Program provides a variety of services to residents and property owners to help address lead poisoning, by combining lead-poisoning education with evaluation, control, and monitoring. CBA is fully funded by CSBG. GLO goal is to eliminate lead hazards before children are poisoned. Currently, official action is only taken once a child has been diagnosed with elevated blood lead. During the summer of 2005, CBA launched an intensive door-to-door outreach effort in the area most affected by lead poisoning in the City of Rochester, a joint effort of University of Rochester medical students/interns, volunteers and CBA staff. This outreach effort was the first of its kind in Rochester to canvas two neighborhoods in this sector. It was the main activity of the CBA Summer Intern Program: 9 college or college bound students trained to educate residents on lead hazards, conduct visual lead assessments and make referrals to available community resources. Outreach teams spoke to 185 residents in the 2 neighborhoods on the dangers of lead, provided educational materials, conducted on-site lead swab test, and built relationships for future activities. Students using HUD standards for visual assessments at 438 properties documented possible exterior lead hazards. As a result, GLO provided 49 property owners with free cleaning supplies to reduce the danger from lead, dust to dust wipe sampling and made hazard control recommendations.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education/7 Linkages

Program Name: Collaborative -Let Justice Roll

Purpose/Need: To bring attention to the issues of poverty and to develop a community agenda to address the issues of poverty.

Description: A community conference to develop an action plan that will address poverty in the greater Rochester area.

Role of Agency: To assist in planning the community conference. This included budgeting, financial support, publicity, recruit speakers, presenters, funders and attendees at the conference.

Partners/partner roles: There were 18 partners, and numerous other agencies that provided presentations and participants.

CSBG Involvement/Role: Community Building in Action, funded by CSBG, hosted and spearheaded the planning meeting. Several program directors were presenters or facilitators of workshops.

CEO and President were speakers, as well as the President of Community Action Partnership.

Type of funding contributed by each partner: Donations from local churches, Foodlink, and other community based organizations

Impact and Results: Over 300 persons attended the conference, an increase in the number of people participating in activities to address poverty. Meetings have continued, to address issues that were identified with gaps. Newsletters were developed to inform about ongoing efforts. Groups assisted with the Poverty Walk-a-Thon that ABC held in July 2005. Several staff members serve on the Let Justice Roll Committee.

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: Action Front Center Adolescent Peer Education Program

Description: A collaborative with a consultant/artist to create a video public service announcement that promotes HIV prevention among teens.

Role of other programs/partners: The consultant/artist provided instruction on media literacy, story board creation, script writing, as well as the equipment and technical assistance with filming and editing the PSA.

Amounts contributed by other programs/partners: NYS Department of Adolescent Health, AIDS Institute contributed \$1,500.

CSBG funding / role: CSBG provides partial funding to the Adolescent Peer Education Program. Staff provided the coordination of the youth participants and consultation on HIV/AIDS education.

Impact and Results: program outcomes included:

- o HIV prevention PSA targeting teens 13-15 years old.
- o Group participants demonstrated increased knowledge of media literacy.
- o Group participants demonstrated the youth development outcomes of listening skills and group decision making skills.
- o The PSA Video has ongoing community impact as it is used to increase HIV knowledge of Rochester teens and to promote Action Front Center adolescent services. The youth received the 2005 Youth Spirit Award from the Metro Council for Teen Potential for outstanding youth public service announcement.

COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 2
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EOC's two employment programs, the Employment Program and the Displaced Homemaker Multi-Service Center [DHMC] deliver job readiness skills and employment. Integral to the Employment Program is the One Stop Center through which enrolled clients obtain information and job referrals. EOC also provides agency intake and assessment for individuals who participate in the Work Experience Program [WEP]. Two job fairs were conducted with local businesses providing on-site interviews at our corporate office. Our efforts to provide opportunities for community residents to obtain living wage jobs is enhanced due to CSBG funding staff and the infrastructure to oversee these programs.

AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 5
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CSBG funds were used to upgrade EOC's network infrastructure. Two servers were installed for redundancy and failover, an additional server is for user authentication, and a separate server is dedicated for accounting software. In order to maintain a virus free, hacker free and fast access to the information needed to perform daily work, the following applications were installed: a firewall, to prevent hackers from accessing our network; to prevent instant messaging; music downloading and to restrict web sites that contain adult material. Twice a day a central anti-virus server checks the system and as needed, immediately updates desktop computers. Each of 160 desktops was configured with anti-spy-ware and Windows XP. Staff data are now stored in the network server and backed up every night for disaster recovery and business continuity. Each user has a folder accessible only by that user and no one else, for privacy and security reasons. Centrally located copier-network printers have replaced individual non-reliable printers, processing printing needs faster and with fewer interruptions. Thirteen satellite offices are presently being added to become part of the Wide Area Network that will maintain a centralized web based database. CSBG funds were used to purchase computers; software licenses; copier-network printers; to support the salaries of the systems administrator. The Director of Finance provides departmental oversight.

★ INNOVATION	Prevention of Gang Violence
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EOC responded to an RFP for Violence and Gang Prevention/Intervention and Career Development Services for Youth and Adults. Initial funding was \$175,000 for one year. Seen as a model program, within 6 months, EOC was awarded additional funding: our local Congresswoman provided \$75,000, and the initial funder sought, and received, \$96,547 in additional funding for EOC to fully implement the initiative, bringing total program funding to \$346,547. The program initiative is designed to develop a comprehensive community based approach to violence and gang prevention/intervention. The focus is to engage at-risk youth (i.e. at imminent risk of youth violence, in violent acting-out behavior and/or involved in youth gang activity), and use a variety of research and evidenced based tools and programs aimed at providing program participants with employability, life and job skills training, and apprenticeship opportunities. The targeted communities are among the highest of need in population, poverty, youth offense and dropout rates. EOC will work with the County Youth Board, Police Department, alternative high schools, and 12 other CBOs. Meetings are conducted regularly to discuss anti-violence strategies and initiatives. CSBG funds were used to develop and write the grant.

[submitted as part of CSBGIS]

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services

Program Name: Hempstead Community Action Program

Purpose/Need: On January 18, 2005, there was an apartment building fire 2 blocks from EOC offices.

Description: Services include emergency housing assistance

Role of Agency: CSBG provided funding for FDC staff; and program staff who coordinated all efforts in response to client needs.

Partners/partner roles: American Red Cross (disaster response); Village of Hempstead (coordination); Hempstead Police Armory (distribution center); Hempstead School District (food/clothing distribution); Hotels (room/board); community residents (clothing/furniture donation)

CSBG Involvement/Role: CSBG funding allowed for staff coordination of response to this incident.

Type of funding contributed by each partner: In kind - see partners/partner roles

Impact and Results: Residents' quality of life was impacted by providing emergency assistance to meet immediate and urgent needs of affected families. EOC offices served as a hospitable space for 28 families, 85 adults and children as they sought respite from the bitter early morning January cold. EOC Family Development staff conducted an intake process with clients and identified immediate needs for clothing, medication, housing; and other supportive services. Families were temporarily housed in hotels; staff accompanied clients to the hospital and reunited families who had been separated from school-aged children or spouses who were at work; 90 days after the fire, EOC continued to provide oversight for food, clothing and household goods distribution to the affected families.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: BluePrint Leadership Youth Program

Description: January 18, 2005 Premiere Screening of movie 'Coach Carter'

Role of other programs/partners: Local theatre, movie company; County Youth Board (youth participants); local CAA (youth participants); local churches (youth participants)

Amounts contributed by other programs/partners: In-kind contribution of theatre (\$1398)

CSBG involvement/role: CSBG funded staff time was devoted to outreach to CBOs in planning, marketing, and implementing the program initiative. Funds were also used for transportation of youth; theatre/film rental; and follow up meetings and recruitment activities in each of our five youth councils.

Impact and Results: The program initiative mobilized resources in an effort to impact youth opportunities to grow and achieve to their full potential. In celebration of the Martin Luther King, Jr., holiday, and building on the EOC renewed commitment to excellence in education, approximately 312 youth and 88 adults viewed this film, which explored the premise that there is more to life than succeeding in sports alone. Following the screening youth were led in a brief discussion of the importance of academics as a foundation for succeeding in life. A contract was signed by approximately 200 youth, committing to increased academic excellence. Contracts were forwarded to local EOC Youth Councils for follow-up. Ten youth joined the Youth Council; and staff began planning for implementation of an Agency-wide Junior Youth Council.

★COMMUNITY/PROGRAM ACCOMPLISHMENT Goal 3

DYCD, as the CAA for NYC, funds a local housing agency whose mission is to create greater neighborhood stability. This agency is located in a community with high rates of substandard housing and a persistent problem with homelessness. This agency uses CSBG monies to pay for a housing organizer and legal services. It provides technical assistance and legal support to tenants to help them with their housing problems. In FFY 05 almost 400 tenants sought help with issues related to housing repairs, substandard conditions and/or rent issues. The impact of substandard [or no housing] resulted in high asthma rates among children and parents missing work to care for their sick children, lack of heat and hot water, non-functioning elevators trapping seniors in their homes, and broken intercom systems leading to higher crime rates. Tenants used the tools provided by this program to navigate the housing court system, and resolved 61% of their issues. Resolving their issues meant success in getting apartment and building repairs, rectifying serious building violations and preventing tenant eviction. The overall impact on the community was improved quality of life, lower asthma rates, and fewer families becoming homeless due to rent arrears. Over 200 families have benefited leading to greater neighborhood stabilization.

AGENCY/MANAGEMENT ACCOMPLISHMENT Goal 5

CAMBA is a multi-service CBO funded by DYCD with CSBG monies. CAMBA believes that organizational and employee performance is an important prerequisite for creating large-scale social impact. Over the last 30 years, this agency has grown from a small nonprofit to a significant community institution. In an attempt to work more efficiently, coordinate program information and generate reports CAMBA began implementation of a Performance-based Management System using a RESULTbase On-line Data Manager [ODM] for client tracking and case management. Ten staff working in youth development programs participated in the pilot phase. Fifteen additional staff members participated in Performance Target Outline workshops to identify the client driven milestones, performance targets and outcomes that would demonstrate specific program success. In addition, staff participated in the administrator and end user trainings for ODM. Thus far, approximately 1000 youth participant records were created in ODM. Each unduplicated participate records contain basic demographic and/or specific program relevant data. Currently, the ODM system serves a centralized repository of client central intake data that is accessible by program staff based upon predetermined user id and security level passwords. The migration of data from the current ODM system, re-training of youth staff and full integration of the new system is targeted to begin in 2006. Creation of this centralized data base, with case management information, will allow CAMBA to provide better support services; more quickly generate the quarterly reports required by their funders, and expand services.

★ INNOVATION
GrandFamily Housing

On June 1, 2005 Presbyterian Senior Services opened its door to the first Grandfamilies at the Presbyterian Senior Services/West Side Federation for Senior & Supportive Housing. The GrandParent Family Apartments, with 50 apartments for adults aged 62 and older raising minor children, is the first project of its kind in NYS and the first such ground-up construction in the United States. The project, a result of years of planning and collaboration between Presbyterian Senior Services, the NYC Housing Authority, and funding from federal, state and local governments – NYS DHCR and HUD – resulted in an innovative solution to a housing need. The project was developed and is being managed by the 2 aforementioned New York not-for-profit organizations. A complex network of public and private funding ensured project success including low-income housing tax credits allocated by New York State. The tax credits generate \$8 million in financing arranged through National Equity Fund, Inc. with JP Morgan Chase as lead investor. Additional funding came from Community Preservation Corporation, Federal Home Loan Bank and fundraising efforts by the two developers. The input of NYC Housing Authority, which leases the land for \$1 per year, and HUD, was essential to project development. The facility is supported by rent monies and federal Section 8 payments. A large Social Service Support Center offers an array of services: benefit and entitlement assistance, individual counseling, family counseling, computer classes, wellness and nutrition classes, exercise and stress reduction workshops, support groups, mental health workshops and legal assistance. An important part of the center is the after school enrichment program for children and youth, which is supported by CSBG. The GrandParent Family Apartments is a national model, acknowledging the changing role of grandparents in our society, innovatively partnering the not-for-profit organizations with public and private institutions and recognizing the need to integrate support services and housing.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 1 Employment/ 2 Education

Program Name: Adult Basic Education [ABE]

Purpose/Need: The community served has a 79% poverty rate with fewer than 50% of the students graduating high school. Students enrolled in ABE have reading levels below 6th grade.

Description: ABE is a comprehensive educational program that will result in a GED and job placement. First, the program provides assistance with basic education, preparing students for entry into a GED class and then a GED. Following graduation, students attend job ready workshop. Workshops participants have the support of an employment counselor and job developer who help them with job search and placement.

Role of Agency: DYCD provides funding for the CBO that developed and manages ABE; it uses CSBG funding for instructors salaries, and the program director who coordinates all program services.

Partners/partner roles: The NY Comprehensive Literacy Initiative (NYCALI) provides funding for English for Speakers of Other Languages (ESOL) classes. NYC Department of Education provides NYSED certified and licensed teachers for the GED classes. The Literacy Assistance Center provides staff development for the teachers. The NY Public Library provides teaching material.

CSBG Involvement/Role: DYCD as the CAA for NYC funds this CBO to provide a comprehensive adult literacy program using CSBG funding. This CBO raises the funding for a component of the program and then coordinates all the services.

Type of funding contributed by each partner: NYCALI provides teachers for ESOL classes. DOE provides NYS certified and licensed teachers for GED classes. The Literacy Assistance Center provides staff development for the teachers. The NY Public Library provides teaching materials and supplies. NYS DOL through their EDGEX II Program provides \$200,000 for the employment readiness program and staff involved with employment

Impact and Results: As a result of collaborative efforts, 70% of enrolled participants passed the GED test and received a GED. Many of the students were then able to obtain a job or increase their employment opportunities.

PROGRAM ACCOMPLISHMENT**SENIORS**

[Delegate Agency]Program Name: Neighbors Helping Neighbors (NHN)

Description: The program improves the quality of senior's lives by ensuring that they remain independently in their home. NHN mobilized, screened, trained and supervised community volunteers to provide help and friendship to these seniors. This agency works closely with block and civic associations, religious institutions, local schools and colleges to recruit volunteers and to inform seniors and caregivers about their services. Volunteers visit seniors in their homes and assist with errands, and provide friendship.

Role of other programs/partners: This agency also receives financial support from the Department for the Aging (DFTA) to provide meals on wheels and case management services. NYS Legislators Discretionary Fund provides financial support for additional program salaries and agency infrastructure. Amounts contributed by other programs/partners: DFTA has a \$168,000 contract with NHN; NYS Legislators Discretionary Fund provides an additional \$11,000.

CSBG involvement/role: The program used \$66,000 in CSBG, which pays for staff salaries, training of volunteers, and transportation costs.

Impact and Results: In FY 05 more than 125 seniors were enrolled and at least 90% continued living independently in their homes. In addition, the support they received with grocery marketing, escorts to doctor appointments, and regular social contact, allowed them to remain healthier. The impact of this program is witnessed in the quality of their lives, their state of health and the fact that they were able to remain in their homes. Without this support many seniors would have been forced to move into assisted living facilities, which are often much more expensive to manage than home support programs.

Niagara
Niagara Community Action Program, Inc. [NiaCAP]

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

Niagara CAP was selected to be the pass-through organization for funding to various community groups and civic organizations who dedicate efforts toward neighborhood crime prevention activities. NiaCAP subcontracts with 11 community groups who combat crime problems and promote safety in a cross-section of their neighborhoods. These groups have established watch collaboratives, installed security windows and door alarms, motion detectors, security locks, and dead bolts, sponsored events such as 'Crime Night Out' to bring public awareness to safety and crime. As a result of their collective efforts, the crime rate in their neighborhoods has declined. These crime prevention activities stabilized the neighborhoods, making them safer places to live and work for all, especially the low-income and working poor families.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

In an effort to build employee capacity, a 1-day motivational staff training was held off-site for all NiaCAP employees. Two speakers presented topics that included stress and time management, employee team building, conflict resolution, and the value of communications. Employee participation was excellent. CSBG funds under Special Projects [minigrant] paid for the training.

INNOVATION

No innovative activity to report

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 1 Employment

Program Name: Niagara County Workforce Investment Board - One Stop Partners

Purpose/Need: To assist in improving the economic well-being of individuals and the local economy by offering integrated services to job seekers and businesses.

Description: Assist job seekers find employment and provide support services to those job seekers who need it.

Role of Agency: Provide agency staff support (one day/week) at the Work Source One Center.

Partners/partner roles: The 14 One-Stop Partners (including NiaCAP) meet monthly to facilitate a seamless delivery system of services to both job seekers and businesses. Each partner provides specific services/programs that support the purpose of the One-Stop Center.

CSBG Involvement/Role: CSBG pays for staff to assist job seekers with support such as budget counseling, resume writing, advocacy for other support services while working one day/week at the Work Source One Center.

Type of funding contributed by each partner: Each partner contributes both money and in-kind services.

Impact and Results: From May 2004 to May 2005, 1,700 job seekers found employment and over 800 businesses were served by the One-Stop Center.

PROGRAM ACCOMPLISHMENT

Youth/Seniors

CSBG funds are not used by NiaCAP to operate any programs directed specifically at youth or seniors.

★COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

The Village of Boonville asked MVCAA for assistance in revitalizing the its downtown area. Boonville is a rural community that was hard-hit by the recent loss of the area's largest employer. It is a relatively isolated area of the county; it is located in the Adirondacks, the closest city, Rome, is about 18 miles away. Public transportation is non-existent and there is a high percentage of seniors in the community. The main forms of business are farming and tourism. A housing Rehabilitation Specialist was provided by MVCAA to assist with the 6-block main street area. Services provided by MVCAA included: assessments of buildings and development of scopes of work incorporating codes and NYS Historic Preservation Office [SHPO] requirements. The undertaking addressed commercial and mixed use buildings. MVCAA targeted facades, capitalizing on buildings assets and preserving as much as possible of the original building's fabric. Because of MVCAA's assistance, the architectural history of Village of Boonville is preserved while necessary revitalization takes place, keeping it compatible with the surrounding area and attractive to residents and tourists.

AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 5**

Each of the four divisions within MVCAA see customers, and in-take is done at the initial visit. Vital, comprehensive information is not always collected that could be used to verify or support the need for continued or new services, or referral to other services. MVCAA's Child Development Division was using the web-based software, COPA, for tracking children and families in Head Start and Early Head Start. The software would not only track initial information for each child, but also services provided to the child and progress made. The software was secure, and had the ability to print specific reports. Using funds provided by CSBG, MVCAA had this same COPA software customized to fit the needs of all 4 divisions. MVCAA staff worked with the programmers to create fields and screens pertinent to each program needs. The programmer created software and navigation to calculate specific reports and matrices necessary to track all of our families. Implementation of COPA in all of MVCAA's divisions resulted in great improvement in ease of delivery of services. Families may be assessed for needs by all 4 divisions, and tracked to fill any subsequent needs. Vital information that gives the complete picture of each family is also obtained and stored for future assessments.

INNOVATION**Move the Mountain Training**

MVCAA participated in the Move The Mountain seminars A team of upper management attended each of 3 training sessions. The registration fee was paid using CSBG funds and allowed the team that consisted of 6 staff, 1 board member and 1 community member to make the commitment to the program. After attending the sessions, the team returned to MVCAA with a new perspective on fulfilling our agency mission, and a renewed sense of understanding and purpose. The team continued to meet and strategize on eliminating poverty for our 2-county community. High impact strategies were set. Team members continue to bring their message and mission to the community. Presentations and discussions were led with the Utica Advisory Board and staff. Engagements were scheduled with a joint Board and Policy Council meeting, community groups, and business groups. Each member of the Executive Team at MVCAA was asked to accept the challenge of one of the high impact strategies proposed, and to re-think current procedures and policies to reflect an overall sense of community commitment to eliminating poverty. The Team is investigating new initiatives to involve the business and political communities in the mission of MVCAA. Because of funding from CSBG, MVCAA re-focused its strategic plan to the larger picture of eliminating poverty from the community and not simply delivering services. Move the Mountain has given MVCAA a renewed sense of direction and the tools to bring to the community to engage in elimination of poverty.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education/4 Housing/7 Linkages /9 Health

Program Name: Lead Coalition

Purpose/Need: To eliminate lead poisoning by the year 2010

Description:: To eliminate lead poisoning in the City of Utica through education and training of landlords, renters and homeowners.

Role of Agency: MVCAA provides “Lead Safe Work Practices” training to landlords, renters, and homeowners, is a seated member of the coalition and provides technical and administrative assistance when needed.

Partners/partner roles: Oneida County DOH; LDSS; Mohawk Valley Perinatal Network; Utica, Rome, Oneida Continuing Care; Partners work to provide information to landlords, homeowners, physicians and clinics regarding prevention and education.

CSBG Involvement/Role: CSBG funding allows MVCAA to conduct lead trainings and outreach to Section 8 landlords in Utica.

Type of funding contributed by each partner: Each Partner contributes in-kind and/or services to the Coalition. Oneida DSS provides the facility for meetings and trainings, and the other partners each provide staff time, outreach services. MVCAA provided assistance with grantwriting as well.

Impact and Results: The development of the Lead Coalition increased awareness in the public and private sectors of the dangers and the presence of lead poisoning in the City. MVCAA's involvement administratively led to the submission of a grant to New York State Department of Health, the expansion of members to the coalition and the development of sub-committees.

★PROGRAM ACCOMPLISHMENT

Seniors

Program Name: East Side Senior Center

Description: Management of daily activities and special events for seniors at ESSC, Utica

Role of other programs/partners: City of Utica provides the facility; United Way provides support for programs, Prestige prepares congregate meals and delivered meals; Compassion Coalition provides food for a food pantry; Foster Grandparent Program provides partial staffing and services.

Amounts contributed by other programs/partners: City of Utica: \$25,000; United Way: \$10,000; Prestige: \$2,100; Foster Grandparent Program: \$750.

CSBG involvement/role: CSBG dollars provide partial staffing.

Impact and Results: MVCAA, in coordination with several partners, is responsible for operation and provision of new and continued services at the East Side Senior Center (ESSC). ESSC was on the verge of bankruptcy and closure. United Cerebral Palsy took over fiscal management of the facility for one year, re-establishing organizational stability; however, UCP did not want to continue managing the Center and was withdrawing from its responsibilities. MVCAA was selected to take over daily management of the facility and to implement new programming at the site. MVCAA staff moved to the facility; funding of part of the staff is provided with CSBG. A contract was made to continue serving congregate meals at the Center and to continue to use the kitchen facility for home delivered meals. FGP is now housed at the Center. MVCAA completed a full year of fiscal solvency for the Center, provided stability in the current programming and membership benefits [newsletter, extra activities, trips, etc.] and provided new programming efforts. Numerous community groups used the facility itself for trainings, meetings, etc. greatly increasing the number of visitors to the Center. CSBG provided funding to produce a television spot that aired frequently on local cable stations increasing the Center's exposure in the community. ESSC is once again an active part of the community.

Onondaga

People's Equal Action and
Community Effort, Inc. [PEACE]

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

County South Family Resource Center organized and sponsored a Free Clothing Drive. The Tully Masons donated the building which was the large space needed to hold such an event. Over 50 families donated good used clothing which was sorted and organized by community volunteers of all ages. On a specific day over 60 families went to the clothing drive site for any clothing they needed at absolutely no cost. The drama department from the local school got vintage clothing for that year's play. The school nurse got clothing for her office to use as needed. Community members had a local site to donate extra clothes. Great outcomes for everyone including good PR for the agency and positive connections with families.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

CSBG funds were used to provide high speed internet connectivity through an agency intranet for employees. The intranet provides employees with agency-wide updates and important communications from administration and other programs. It also provides employees with on-line education for Microsoft Office products that is self-paced. These courses are also made available to customers who would like to gain knowledge in using Microsoft Office.

INNOVATION

PEACE held its 2nd annual statewide conference in April: Piecing it all Together, Recognizing the Faces of Our Community. The Keynote address was provided by Yolanda King, daughter of Coretta Scott King and Dr. Martin Luther King, Jr. Ms. King is founder of Higher Ground Productions, an organization that teaches people to celebrate diversity and embrace unity. Ms. King lectured on diversity to an audience of well over 250 people from a variety of professional backgrounds that included: healthcare, education, human service, and the public sector. Additionally, the conference provided a panel discussion on diversity, and 20 workshops.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 9 Health

Program Name: Mobile Mammogram Clinic

Purpose/Need: To provide no cost or low cost mammogram screenings for low-income females in Eastern Onondaga County

Description: Awareness and outreach program to alert women of the importance of having a yearly mammogram screening along with health education as a preventative measure against Breast Cancer.

Role of Agency PEACE-County East Family Resource Center provides a health care room for screenings, and coordination/community outreach

Partners/partner roles: Onondaga County DOH, Community General Hospital: provide nurses and health care professionals; PEACE provides the health care screening room

CSBG Involvement/Role: planning, coordination, site-funding, staff time in coordinating the project

Type of funding contributed by each partner: in-kind use of space and salaries for site staff by PEACE; County DOH & Community General Hospital provide nurses & health care professionals

Impact and Results: Between October 1, 2004 -September 30, 2005, 200 women received a physical examination or mammogram screening. These 200 women and their families then accessed other services through the County East Family Resource Center, including emergency assistance, housing assistance, referrals to other community services, and assistance with budgeting and nutrition.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Summer Camp

Description: Summer camp programming for youth

Role of other programs/partners: N/A

Amounts contributed by other programs/partners: None

CSBG involvement/role: CSBG funds provided the means for low-income children to attend summer camp programming. Without CSBG funds, the children would have never be able to attend summer camp.

Impact and Results: CSBG funds were used to send 40 children to summer camps. The children were referred by the Neighborhood Advisory Council of the County South Family Resource Center. Neighborhood Advisory Council members come from all over the southern part of Onondaga County representing rural communities. They bring community and family issues to the monthly board meetings. 40 children chose their own camp and received an average stipend of \$150 to help pay tuition. Some of the camps were 6 week recreational programs that made a huge difference in a child's summer. Other camps attended were horse camp , various church camps, 4H camp and drama camp. The drama camp was a 4 week program. Transportation was provided as needed by agency staff. This program was made possible by CSBG funds; the outcome was socialization for children; safer environments for children; education for children and FUN for the children.

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

NCAC has been planning to develop a 49.6 acre eco-industrial park with approximately 318,000 sq ft. of new manufacturing, warehouse, and distribution space on a proposed remediated brownfield in Newburgh. The park will be designed, developed, built, managed and marketed in accordance with environmentally friendly principles enunciated by the President's Council on Sustainable Development and US Green Building Council. The President's Council defines an eco-industrial park as an industrial system of planned materials and energy exchanges that seeks to minimize energy and raw materials use, minimize waste and builds sustainable economic, ecological and social relationships. The park's standards for site and building design, energy infrastructure, road and parking lot design, storm water management, and landscape restoration are expected to meet the 'silver' standard of the Green Building Council- Leadership in Energy and Environmental Design program. OCS and City of Newburgh funds were used in this project for site and business planning as well as CSBG for administrative support. Accordingly, although the park's marketing effort will be broad, there will be a distinctive emphasis on attracting and recruiting companies with energy efficient and resource-wise operations, processes, products and/or services that will complement the park's green building and design principles. Some examples of such companies are those that provide energy conservation services, those that use recycled materials in manufacturing new end products, those that convert biomass waste into marketable commodities and those that generate a by-product such as waste heat that can be used by the operating systems of other companies in the park or by the park's heating and energy systems. The eco-industrial park will eventually provide in excess of 100 job positions, specifically for low-income residents.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 4

NCAC for the first time conducted a study of feasibility and fundraising readiness in conjunction with its work on the Expanded Infant and Child Care and Family Support Delivery System Model. A consultant was engaged to undertake a program of pre-campaign preparation in order to position NCAC for an effective appeal to the public for charitable funding support for this specific program. As part of the feasibility study, confidential interviews were conducted with 50 area business leaders, philanthropic individuals, regionally based foundations, as well as key government officials from the federal, state, and local levels. Recommendations for potential strategic partnerships for various components of the overall program were offered. The names of potential leaders and donors from both the public and private sectors was a critical component of discussion. CSBG funding was used for this project in a supportive capacity. Each interviewee received a letter requesting their participation which included a brief project description. Once an appointment was granted, a confirmation letter and case statement were sent out in advance. Subsequent to the meetings, post-interview thank you letters were sent to each participant. As a direct result of CSBG support, this feasibility study opened the pathway for NCAC to partner in this endeavor with 9 child care professionals, 3 CAP Agency professionals, 13 business leaders, 5 not for profit agency directors, 9 community/government leaders and 5 corporate/foundation directors.

INNOVATION ACF Grant - Services to Infants/Toddlers/Family Support

NCAC was the sole recipient of a \$75,000 grant from US DHHS-ACF [Administration for Children and Families] for the concept and development of an Expanded Infant and Toddler Child Care and Family Support Delivery System. This was, and continues to be a demonstration project on the planning and structure of a family centered network of services that will address the needs of working families with infants and young children and improve childhood outcomes. The pilot project, to be housed in Newburgh, will be the prototype for 10 facilities, each with the capacity for about 100 children. All 10 will be operated by agencies who are members of the Community Action Partnership. The population served will be low-income parents and their children living in communities served by CAP Agencies. Development of a service delivery model to integrate child care and family support/home visiting was carried out by NCAC staff and consultants and by a subcontractor, Prevent Child Abuse New York (PCANY). With administrative support provided by CSBG funds, a community based Advisory Board was established with representation from the perinatal and pediatric health care community, public health officials, Orange County Community College- Early Childhood Program, County Child Care Council, LDSS, Head Start, and various CAA personnel from throughout New York State. NCAC staff, PCANY, and the child care consultant have met several times during the year to review the service delivery plan and job development principles and standards. This project, which will be ongoing into a second year, addresses NCAC's goals of increasing family safety, stability, and growth. The availability of CSBG funds enhanced NCAC's opportunity to bring this much needed Child Care and Family Support Delivery System to fruition.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category:1 Employment/ 7 Linkages

Program Name: Wage Subsidy Program

Purpose/Need: The unemployment rate in the Newburgh area is 11.7%. Many of this number receive some type of public assistance.

Description: Provide job opportunities for public assistance recipients and other low-income individuals who are unemployed through wage subsidies.

Role of Agency: Intake & Screening, TANF certification, job readiness, job placement, supportive services and follow up.

Partners/partner roles: Contracted employers who agree to provide a livable wage job and/or OJT; other partners assist with child care and transportation issues.

CSBG Involvement/Role: \$78,993 for this past year supported coordination of efforts with employers and supportive agencies.

Type of funding contributed by each partner: Wage subsidies funded by NYS DOL

Impact and Results: During the FFY 2004-05, 47 individuals were placed in employment. Of these, 15 remain employed for a full year and 10 successfully transitioned from welfare to work. 72 clients received additional assistance through linkages for transportation, child care, medical/dental concerns, legal issues and housing stability.

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: Youth Work Skills Program

Description: Provide job and educational readiness training to at risk youth, 16-21 yrs old.

Role of other programs/partners: Orange County Employment & Training Administration provided funding for 20 out of school youth.

Amounts contributed by other programs/partners: \$85,000

CSBG involvement/role: \$68,000 supplemented the program in such areas as classroom supplies, GED instruction, intake & screening, and networking with other agencies.

Impact and Results: During FFY 2004-05, 84 youth enrolled in the Youth Work Skills/GED Program. Of these, 8 received their GED diploma and 2 have actually enrolled in college; 30 of these youth completed the job readiness training area of the program, 29 obtained jobs with 19 still employed after 90 days; Health and wellness issues were openly discussed with guest speakers from Planned Parenthood and Cornell Cooperative Extension- 24 youth were assisted with medical and/or dental care and 38 students demonstrated an improved knowledge of pregnancy prevention; 19 youth participated in Community Service projects such as cemetery clean up and distributing food at a local church.

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

Eight RECAP staff worked with the YMCA, Middletown Parks, and Public Officials and conducted 2 Neighborhood meetings to address issues on the streets, possible activities to keep neighborhood children off the streets, and child safety. The 2 meetings were held at RECAP; over 50 people attended, and the outcomes were substantial. Four children were awarded scholarships for summer camp at the YMCA; all children participated in the lunch program at area parks Monday-Friday all summer; and families came together to confront drug issues in the area, and joined a Neighborhood Watch group. These meetings also encouraged a stronger police presence, as requested by the neighborhood.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 4

RECAP incorporated a new program called the Housing Resource Alliance [HRA], a joint venture with LDSS, as well as other Orange County partners, such as Legal Services of the Hudson Valley, Youth Advocate Program [YAP], and Occupations. HRA assists the homeless population by placing them into temporary housing and expediting permanent housing through efforts of HRA and YAP, Inc. case managers. To date RECAP assisted over 500 families, and individuals were assessed, resulting in placement of 25% of those assessed in treatment for chemical dependency and mental health services, and 275 families/individuals in permanent housing. This program opened its doors May 2005.

INNOVATION

Thanksgiving Food Drive

In a collaborative effort, lead by the RECAP Food Pantry, all of RECAP departments spread the word in the community about the Thanksgiving Basket giveaway. Flyers were hung and distributed by RECAP employees and volunteers. Local churches, businesses, schools and also the media was involved in the effort. As a result the news spread and low-income individuals/families began to call and show up requesting a basket. This effort was not only able to provide a meal but to ask questions and refer to other programs when needed. CSBG funds helped to contribute to the successful outcome of this event that will feed over 500 individuals/families for the holiday. The funds assisted in paying for the gas for our truck used to pick up donations, the rent on the area where donations are stored, and the paper and postage for the flyers and mailing that was done. This endeavor also helped all involved to feel more a part of the community as reported by the consumer surveys. RECAP's Thanksgiving Turkey Basket giveaway was a huge success, and due to CSBG funds, 40% of our consumers received a Thanksgiving meal this year.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 7 Linkages

Program Name: Servicing and Assisting Family Empowerment [SAFE]

Purpose/Need: to assist families applying for temp, assistance to work towards self-sufficiency

Description: assist consumers identify their strengths and refer to available services

Role of Agency: Case managers of RECAP conduct strength based assessments in consumers homes.

Partners/partner roles: Work with Youth Advocacy Program and DSS

CSBG Involvement/Role: funding salary allocations, and advertising for project job descriptions

Type of funding contributed by each partner: salaries, rent, space and mileage

Impact and Results: Assess consumer immediate needs, eligibility for Temporary Assistance, and divert cases when applicable. Consumers are referred to GED, VESID, Employment and Training, Career Center and many other organizations to help them move forward in their lives.

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: RECAP YOUTH PROGRAM

Description: Staff worked with Bridge Program through Employment and Training Program, teaching and bridging the gap to being employed.

Role of other programs/partners: Bridge Program staff taught computer skills to 10 youth.

Amounts contributed by other programs/partners: The salary of the computer teacher was paid by Employment & Training.

CSBG involvement/role: Due to budget cuts in the youth program, CSBG funds would be used to market and pay space rent .

Impact and Results: This program will ensure all youth will be credentialed in the computer classes and will have a skill employers are looking for which enhances employability. The youth will know basic computer skills and become more marketable youth in the work force.

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

The 'Door Through Door' Transportation program is run by Community Action Transportation Services [CATS] of OCAC. 'Door Through Door' buses have transported low-income frail elderly for 7 years in Genesee County for medical, nutritional, social, shopping, and work. This past spring, CSBG funds were used to coordinate service expansion to two buses doing point-to-point transportation. As service expanded, demand increased. The average number of rides per month almost doubled from 283 to 458 in July, August and September. While the number of medical trips increased, the most significant increases occurred in the number of rides for nutritional, social or work purposes. Increasingly, these seniors were participating in activities that enriched their lives as a direct result of an expansion of a community resource provided by OCAC. The 'Door Through Door' program also impacts the community by allowing senior citizens to remain independent. Because the bus drivers assist passengers with belongings and preparation in the home or delivery location, they prevent these frail and elderly from becoming housebound or having to enter nursing homes. According to a 2005 survey, 30.6% of the riders reported they would be unable to get around community if it were not for the 'Door Through Door' program, while many others reported that they would have to depend on relatives (44.4%), walk (5.5%) or pay for transportation (25%), with multiple responses allowed. [personal narrative info deleted]

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

Community Action received 3 CSBG mini-grants to implement client intake software. The first step taken by management was to gather an assessment team to determine needs of our different agency programs and components. During the spring of 2005, this team visited other agencies currently running various client tracking software and sought advice from previous users. In May, we decided to purchase software called Outcome Results System [ORS], built by Design Data Corporation. The software is designed for CSBG agencies that have many varied programs and need a universal system to track clients. This July, Design Data began training staff at Community Action in use of the software, first focusing on data entry, basic applications and security. Management staff received training in data management and report-writing through August and September. The final training covered goal recording, vouchers and service entries, as well as follow-up on reports, security and day-to-day applications that deal with communicating with clients, and more efficiently reporting program outcomes. As ORS has been implemented, it is clear that agency capacity to accurately gather, report and manage client data has increased significantly. Not only will it help with agency reports and program evaluations, but also, it will aid in outreach to clients, deducing local regional trends, and will serve as a way to view a snapshot of the client base at any given point in time. Basically, undertaking this process fundamentally altered the management of client data for the better, and can only continue to increase the capacity of Community Action to serve the people in our area.

INNOVATION**New use for program space**

The Main Street Store now provides job training to volunteers in retail sales management, computer and internet access to community members, employment education for the unemployed, tutoring for students and used clothing at bargain prices, as well as a place to socialize with other community members: but it didn't start out that way - it was a problem. A used clothing store called Yesterday's Treasures provided emergency clothing to clients as well as referrals to other agency programs and other agencies when necessary. For various reasons, funding for Yesterday's Treasures dried up and other resources were neither obvious nor immediate. The OCAC board contemplated closing the store, but a significant portion of board members and staff felt strongly that it served the target population in ways that were not duplicated by any other local organization. The Main Street Store was a creative response from those same people. We decided to combine program space for 4 existing programs: the aforementioned Yesterday's Treasures, Job Seeking Skills -- a program for the unemployed funded by the LDSS, Tech'n'Time, a program to give community members access to and education with computers and high-speed internet connections, and Angel Action, a volunteer coordination program. With a vision of combined and enhanced services, some funds were acquired through an NYS legislative member item to refurbish the existing location. The local domestic violence program also agreed to relocate to the refurbished location to help ease costs. The result is a bustling program space filled with people of all ages from the local community. CSBG funds were used to coordinate refurbishing of the building as well as supervising the programs themselves. CSBG funds were used to provide an innovative way for community members to better access programs that OCAC offers, as well as to increase agency visibility in the community.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 6 Nutrition/ 2 Education/ 3 Income Management/ 8 Self Sufficiency /9 Health

Program Name: The Teaching Kitchen Program

Purpose/Need: Low-income families are not fed economically or in a healthy way.

Description: Educate community members in economical, healthy cooking procedures.

Role of Agency: Provide facilities and program coordinator, research and recruit clients.

Partners/partner roles: Tops Supermarkets - funding; Medina Hospital - staff, referrals; Even Start-referrals; ARC- referrals.

CSBG Involvement/Role: Coordinate project, funds the space for facilities and the food and materials for the classes.

Type of funding contributed by each partner: Tops: monetary; Medina Memorial Hospital: in-kind contributions; Even Start: in-kind; ARC: in-kind

Impact and Results: The Teaching Kitchen program has impacted low-income families which have had problems buying and preparing healthy meals for low cost. The program curriculum includes gardening tips, cooking instructions, field trips to grocery stores and budgeting classes that accompany each meal preparation. This past year, Community Action held 34 classes for low-income citizens and 4 more classes for diabetics. The program impacted 126 attendees and their family members directly, and the entire community through marketing and outreach.

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: The Helping Hands Program

Description: At-risk high school age youth volunteers partner with Head Start children

Role of other programs/partners: Albion and Batavia school districts and Iroquois Job Corps provide referrals.

Amounts contributed by other programs/partners: Community Services Learning grant [Albion Central School]: \$7,000; separate Head Start grant: \$50,000.

CSBG involvement/role: CSBG funds are used in part for program coordination and administration.

Impact and Results: The Helping Hands program at OCAC has just gotten started this past year, with immediate and successful impact. The program mission is to increase self-esteem and literacy skills of both Head Start students and at-risk youth: 17 of the 18 at-risk youth who participated from Batavia Central School District, and all 18 from Albion Central School District stayed with the program for the whole program year. These youth volunteered to partner with one Head Start student each and complete at least one literacy exercise and assist the child with their learning activities. Helping Hands also coordinated 6 field trips in the past year that involved both at-risk youth and the Head Start children. The learning process works both ways: high school students gained valuable personal assets such as childhood education experience while Head Start children and classroom staff benefitted from extra educational tools and literacy help. The impact that this program has had on 40 personal youth assets has been measured using a self-rating scale. Participants in the Iroquois Job Corps will be participating during this academic year at the Medina Head Start as they work toward a GED.

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

OCO is a very active member of the county Homeless Coalition, which is comprised of numerous community agencies, faith-based, and private entities, and focused on eliminating homelessness. OCO Deputy Executive Director initiated formation of the Coalition in 2003 and has been a key player ever since. The Coalition conducted a needs assessment and gap analysis and from this, established goals for eliminating homelessness. The first community priority goal of the Coalition is to establish permanent, supportive housing for homeless families and those with disabilities. With support of the Homeless Coalition, OCO applied to NYS HHAP for funding to renovate a building into 6 permanent, supportive housing units for the homeless. The OCO Deputy director wrote the HHAP grant. Funding was awarded and the apartments are slated to open the fall of 2006. This is the first supportive housing project in the county, and will fill a large community need. CSBG significantly supported the achievement of the Coalition and securing of HHAP funds. The Deputy Executive Director salary is supported in part by CSBG.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

The OCO Training and Performance Department is responsible for identifying training needs of employees and implementing training to meet these needs. It provides a variety of training to employees including FDC, CPR/First Aid, Supervisor and Leadership Development, employee orientation and others. However, training of Board members needed further development. As a result, the OCO Training & Performance Department coordinated development of a Board of Directors Training Video and training packet. The video and training provides a comprehensive, easy to use training package for board members about their role and responsibility as board members. The training curriculum includes: A history of OCO and Community Action; agency programs; Board member Roles & Responsibilities; Head Start Governance; Agency fiscal oversight; Ethics and Boundaries; ROMA; and, OCO Board members as Community leaders. As a result of this training, OCO increased and strengthened its partnerships with community members and, at the same time, increased its capacity by providing training to Board members in a comprehensive, effective manner. CSBG contributed to the accomplishment of this as a result annually funding the role of OCO's Training Specialist and through a CSBG mini grant.

INNOVATION

Transportation Program for the Elderly

OCO re-energized a fast-fading senior rides program. The intention of Retired Individuals Driving for the Elderly Services [RIDES] was to match volunteer drivers with Seniors to take them to medical appointments. The program purpose was to fill a large need for convenient, reliable and affordable transportation to the elderly. Oswego County RSVP recruited volunteers as drivers; OCO reimbursed drivers for mileage incurred. RSVP indicated that they were having difficulty recruiting drivers and the reimbursement for drivers was inadequate: they wanted to discontinue the program. OCO Deputy Executive Director became involved in these discussions and as a result, planning and re-formatting of the project was undertaken. As a result, the RIDES program was maintained, revitalized, the partnership with RSVP strengthened and from January 2005 - September 2005, for 50 seniors, health was maintained as a result of receiving rides through this project. CSBG supported these planning activities through support of the Deputy Executive Director's salary.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: no category selected

Program Name: Oswego County Transportation Coalition

Purpose/Need: There is a need to provide an easy to use, coordinated transportation system in rural Oswego County

Description: The Transportation Coalition obtained funding to conduct a needs and gaps analysis and plan to improve transportation services throughout Oswego County.

Role of Agency: OCO was a founding member of the Transportation Coalition, was involved in securing funding for the study and continues to be an active member.

Partners/partner roles: Coalition members: United Way, CENTRO -transportation provider; YMCA, ARISE, County Planning Department, County DSS, private community members

CSBG Involvement/Role: OCO Deputy Executive Director (paid in part by CSBG) participates in this group and the plans it is undertaking to improve transportation services.

Type of funding contributed by each partner: In-kind services from Coalition members; \$25,000 grant from Community Transportation Association

Impact and Results: Results of the study were completed; goals were established for improving coordination of transportation services beginning with a “consumer friendly” brochure that identifies all transportation providers in Oswego County. Future goals include development of a transportation web site and a transportation call center where consumers can access information in one place on how to get from point A to point B using public transportation.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Fulton Schools Mentoring Program

Description: School-based mentoring to children in the Fulton School District

Role of other programs/partners: Catholic Charities provides highschool mentors to K-4th grade students; OCO provides adult to youth mentors; Fulton Schools - provides referrals; Fulton Community Task Force - provides steering committee and community linkages.

Amounts contributed by other programs/partners: \$158,801.

CSBG involvement/role: CSBG funding is used for administrative support.

Impact and Results: OCO is involved in the Fulton Community Task Force Coalition. The Task Force role is to create youth development activities in the community. On behalf of the Task Force and members, OCO applied, and was awarded funding through federal Department of Education to provide a collaborative mentoring program to youth [K-8] by linking them with a volunteer adult or high school mentor; mentor activities include weekly sessions between mentors and youth for recreation, tutoring, support, goal development and advocacy. The program was initiated in early 2005 and 28 matches were created to date.

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 3

During the past year, Opportunities for Otsego renewed a partnership with the City of Oneonta in assisting lower income families to purchase their own homes. A significant portion of the city housing stock is substandard; local families do not have the resources to purchase and repair these homes. Through this partnership, a grant was obtained to provide home ownership counseling and financial assistance for eligible families. Two local families already closed on their homes. In addition, through this home ownership program, the City and OFO are working to support the local chapter of Habitat for Humanity. This partnership resulted in construction of 4 new homes for low-income families within the city . This partnership would not have been possible without availability of CSBG funding to provide the infrastructure and experience needed to operate this program.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

During this past year, OFO expanded capacity to serve low-income families throughout rural Otsego County. The rural nature of this county presents communication challenges among our satellite offices which are spread over 50 miles of backroads. To help overcome this problem, this year we installed a terminal Computer Server which enables staff to log on to the main agency server from any location. Access to budget reports, human resource software, and other program databases is now available at all OFO locations, resulting in better and faster service to the people we serve. This technology could not have been purchased without support of CSBG funding.

INNOVATION

No innovative activity to Report

★ MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 7 Linkages / 8 Self Sufficiency / 9 Health

Program Name: The Children's Center

Purpose/Need: Prior to creation of The Children's Center, many parents involved in Family Court proceedings had no other options than to bring their children with them into the courtroom. Children often had to witness emotionally charged arguments over custody and other issues.

Description: The Children's Center provides on-site care and information and referrals for children whose caregivers are involved in Family Court proceedings. Qualified staff members not only care for the children during court proceedings, but also provide families with information and referral on a wide variety of services available throughout the county.

Role of Agency: OFO is the primary program, operator providing staffing, supervision, and oversight.

Partners & Partner Roles: Partners providing funding include OFO, Unified Court System, Otsego County, United Way, and LDSS. In addition, an advisory committee includes local judges, attorneys, DSS Commissioner, and Catholic Charities.

CSBG Involvement/Role: Program operation would not be possible without CSBG funding support.

Type of funding contributed by each partner: OFO- CSBG funding; Unified Court System - Monetary; United Way - Monetary; LDSS- Monetary; Otsego County - Space in-kind

Impact and Results: During the past 12 months, 631 children were cared for at The Children's Center; 91 of these children were referred for additional needed services.

☆PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: Violence Intervention Program [VIP]

Description: VIP has an educational initiative that targets the youth population of Otsego County, and presents preventative information and education regarding bullying, teen dating violence and domestic violence to Otsego County youth. The content of each presentation is geared to the ages in the audience. The presenter is continually updating his/her materials and participates in appropriate training so that he remains current in education strategies as well.

Role of other programs/partners: VIP collaborates with all 11 school districts in the County, as well as the two local Colleges- Hartwick and SUNY Oneonta. The schools have agreements with VIP, and the program presents to approximately 3500 youth between the ages of 12 and 20 during a school year.

Amounts contributed by other programs/partners: In addition to CSBG funding, the NYS DOH-Rape Crisis program contributes funding. The program provides each student with a packet of written information regarding the above issues. Additional funding is required in order to cover the cost of materials.

CSBG involvement/role: CSBG funding covers the cost of a portion of the written materials disseminated to students as well as educational videos and other teaching aides used in the presentations to youth.

Impact and Results: The impact of the education initiative has been tremendous. Over 80% of all youth who participated demonstrated increased knowledge of the issues discussed. This information is gathered by pre-and post-testing. In many instances, after the presentations a youth will disclose some form of abuse to the educator. Appropriate referrals are then made. Without these presentations, many youth in our County would not get the services that they need in a timely manner. The impact of this education initiative is 2-fold: it prevents abuse by educating youth on the dynamics of abuse, and connects those youth who have experienced abuse with services to begin the healing process.

COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

CEO YouthBuild provides out-of-school young people, ages 16-24, with GED preparation and construction skills. Participants receive valuable life skills training, career exploration opportunities and employment training which leads to stable employment and increased wages. YouthBuild began construction of the 3 bedroom, 1 family home in November of 2004. At that time, CEO publicized sale of the house and distributed home-ownership packets, including grant information and home-ownership workshops to eligible recipients. This new home has now been sold to a low-income family. This program contributes to the community by teaching young people the skills and the value of productive citizenship in their city. The product of the program, the one-family house, replaces a once-vacant lot providing a home for a family that will stay in the area and contribute to the growth of the City.

AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 5**

CEO hired a Centralized Intake Coordinator, a CSBG funded position, which provides evaluation of information, education, instruction, and guidance for the centralized Intake software. In FFY 04, CEO evaluated the coordinator position and made the decision to enhance the duties provided by adding a Quality Assurance component. The Centralized Intake Coordinator, under direction of the Family Development Division Director, a position partially funded CSBG, created a program audit/monitoring system to ensure agency programs achieved milestones and goals required by funding sources. The Coordinator and Division Director created a list of questions or requirements that the program should be following and/or providing. A monitoring session was scheduled and an "internal audit" was conducted to ensure programs were following guidelines as directed. After the session was completed, a summary was created and reviewed with program staff and manager. Strengths were acknowledged and inaccuracies or oversights were corrected. These sessions were conducted quarterly and improved the operation of the programs. Customer service was monitored. The program being monitored was assessed based on a standardized set of questions including helpfulness, knowledge of agency programs and program referral efficiency. A "secret customer" was developed to call agency programs to request information. Additionally, program managers randomly contacted customers to assess service provided by CEO. This quality assurance process continues to evolve and uses aspects of Six Sigma quality assurance to increase responsiveness, improve quality of services and upgrade internal efficiency of CEO programs. In addition to providing better customer service, the dedication of the Centralized Intake Coordinator and the addition of the Quality Assurance component provide greater transparency and accountability within the agency. CSBG resources were critical in achieving this accomplishment.

INNOVATION**Centralized Intake Coordinator-update**

CEO reviewed its Centralized Intake System and, as a result, created an Intake Coordinator position, a CSBG funded position. This position provides 'triage' services for walk-in customers in accessing comprehensive services. Initially the customer is directed to the Intake Coordinator who will begin the intake process. The Coordinator enters customer information into the Centralized Intake software system. The customer is assisted in evaluating needs which, in turn, helps the Coordinator provide referrals to CEO programs and/or other community programs. The referral is entered into the system and automatically sent to the referred program. The referred program now has the demographic, medical and financial information and will not need to repeat the process with the customer. The Intake Coordinator also prints out a referral sheet containing the information of the referred program for the customer in case they have questions. This process reduces duplication of intake services allowing the referred program to spend increased time with the customer on crisis intervention, linkage to resources, advocacy, and goal planning. The Intake Coordinator also enters all data for current customers who are returning to access other services. The customer provides updates, including address, medical and financial changes so their profile is accurate in the Centralized Intake system. CSBG funds enabled CEO to create this full-time Intake Coordinator position resulting in 1-easier and more efficient accessibility to resources and services for CEO's customers and 2-increased quality program time for staff when working with customers.

★ MOBILIZATION/COORDINATION OF RESOURCES

CSBG service category:5 Emergency Services /7 Linkages /8 Self Sufficiency

Program Name: Rural Community Connections

Purpose/Need: According to Census 2000 Rensselaer County is home to 152,538 people; 95,707 (62.7%) residents live in rural towns. The majority live in rural areas with limited transportation, which is an impediment to receiving needed services.

Description: The Rural Community Connections Program provides advocacy, linkage, referral and short-term case management services to individuals in crisis and/or needing access to resources living in rural areas.

Role of Agency: CEO recognized the need for a position in the rural areas and made it a priority to locate additional funding to continue the services. CEO provides oversight, administrative and program support.

Partners/partner roles: TRIP [Housing Program], Joseph's House and Bethany Center - Security Deposit and Rental Assistance Program (SDRAP); Roarke Center - financial support to in-crisis customers; Catholic Charities - Community Voice Mail; Troy Area United Ministries - customers needing furniture; FEMA - utility bill assistance; Supplemental Homelessness Intervention Program - rental assistance to customers facing eviction

CSBG Involvement/Role: CSBG funded staff provide direct services including case management and crisis intervention. The management team including Manager and Division Director, partially CSBG funded position, provide oversight and supervision of the program and staff.

Type of funding contributed by each partner: TRIP, Joseph's House and Bethany Center - monetary; Roarke Center - monetary; Catholic Charities - services; FEMA - monetary; Supplemental Homelessness Intervention Program - monetary

Impact and Results: Rural Rensselaer County residents receive services that have not been available in the area. Customers access services to assist them on the path to self-reliance. The Community Connections Program served 111 customers during FFY05; all 111 achieved an increase in access to community services and resources; 84 households in crisis had their emergency needs ameliorated as a result; 82 of the 84 households-in-crisis indicated that their situation had improved as a result of emergency services received.

PROGRAM ACCOMPLISHMENT**SENIORS**

Program Name: Foster Grandparent Program

Description: The Foster Grandparent Program serves seniors 60 and older and provides a stipend to eligible participants as well as recognition events and gifts. The Foster Grandparents volunteer in Day Care facilities, after school programs and any site where children are located. The Foster Grandparent Program chose Head Start as its Showcase Performance Measure. This provided for a stronger relationship between the program and the Head Start centers covering 7 counties.

Role of other programs/partners: Head Start - partners with program to provide volunteer sites
Corporation for National and Community Services (CNCS) - Funding source

Amounts contributed by other programs/partners: Head Start - monetary - \$55/ Foster Grandparent
CNCS - \$530,139; SOFA - \$13,513

CSBG involvement/role: Staff whose salary is partially funded by is responsible for oversight and supervision of the Foster Grandparent staff.

Impact and Results: 128 Seniors enrolled in the Foster Grandparent Program during FFY05. Of those, 21 were new this year. CSBG accomplishments during this reporting period include (a) Through a financial stipend provided to volunteer Foster Grandparents, 21 Seniors experienced an increase in annual income as a result of earnings (b) 94 Foster Grandparents participated in social, educational, and health-related activities that improved their quality of life (c) 98 Foster Grandparents demonstrated an increased knowledge and appropriate care for infants and children and (d) 85 Foster Grandparents completed job-skills training during FFY 05. Foster Grandparents served 60 children in Head Start classrooms from 10/01/04-9/30/05; for the children, 89% regularly attended; 90% who regularly attended stayed on task, and 100% progressed in readiness skills.

Rockland
Community Action Program for Rockland [CAPROC]

COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 2/3
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No information reported

AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 4
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CAPROC was instrumental, along with three CBOs, in creating a local collaborative for non-for-profit. The collaborative was a source for information sharing, resource sharing, and quality of life issues addressed. CAPROC continued to play a leadership role in the collaborative. The collaborative success has been duplicated in 4 other local communities. CAPROC involvement with the collaborative has created beneficial partnerships, improvement in service deliveries, opened channels of communication for many entities in the agencies. The families and the communities have benefited and continue to benefit from these joint efforts.

INNOVATION	Nutrition/Fitness Program
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CAPROC initiated an Adult Walking Program to help the community address the problem of obesity, diabetes, high blood pressure, and low-self-esteem. Obesity and its associated medical conditions had a devastating impact on the low income community. Families lost hours of work and income due to illness. CAPROC has also offered a Lose to Win class which is teaching proper nutrition and increases movement. This will have a great outcome on participants weight loss and behavior modifications that will impact the individual and their families.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category 1 Employment

Program Name: Employment & Training

Purpose/Need: Employ and train the unemployable.

Description: CAPROC employs and trains public assistance recipients with work ethic and basic office skills, culinary arts and retail training.

Role of Agency: To oversee and train program participants

Partners /Partner Roles: Rockland County, LDSS, DOL, and WIA

CSBG Involvement: Core funding for program and percentage of trainees wages

Type of Funding Contributed by each Partner: Rockland County - Monetary, DOL- In-kind, WIA - in-kind, DSS - Referral, Joint Oversight

Impact and Results: Many participants have developed valuable skills including office skills, work ethic, communication, effective networking and support to overcome barriers that resulted in long term employment and upward mobility.

PROGRAM ACCOMPLISHMENT	SENIORS
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Program Name Alzheimer Group-Spanish Speaking

Description: CAPROC and VCS coordinate a monthly support group for Alzheimer patients and their families.

Role of other Programs and Partners: VCS facilitates and runs the monthly support group in CAPROC office

Amounts contributed by other Programs and Partners- In-kind contribution

CSBG involvement/role: CSBG pays a percentage of all our programs

Impact and Results: Families learn how to cope and adjust to the daily changes of the Alzheimer disease. CAPROC has enabled the support group to have adequate meeting space, centrally located. Additional resources and services including added nutrition has provided a social family setting for caring and sharing.

St. Lawrence

St. Lawrence County Community
Development Program, Inc. [CDP]

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

Local officials recognized need for a new Senior Citizen Center and discussed this issue for several years. Deterioration and lack of accessibility of the old school building where the current CDP Neighborhood Center is located, along with offices of other non-profit agencies, was a problem; it is no longer cost effective or energy efficient. A collaborative effort was put forth by the community for several months to assist the Mayor in the planning to write the grant application. The Village Mayor [who sits on the CDP Board] initiated a partnership with the village and town: the County Planning Office, Senior Citizen Club, CAA, Adult Education Program and community members joined in submission of a CDBG request to NYS Office of Small Cities for \$400,000 for a new Senior Citizens/Community Center. CDP staff [who receive CSBG funding] provided necessary statistical information on low-income families and seniors who receive their services. They attended meetings and forums and met with retired engineers for floor plans of their offices and the food pantry. The assistance of the people in the community was outstanding and letters of support were in the hundreds. The full amount of the CDBG grant was obtained. Our Senator secured an additional \$50,000. USDA Rural Development is providing the town and village with a \$126,000 grant, as well as the commitment for low-income loans which town and village will pay back for the \$2 million project. Initial designs were completed and finalized plans are in process so that the project can go out to bid. This was an excellent community project; worked on by the community, supported by the community, and to benefit the entire community. It will replace the current building that houses so many needed programs and services. It will provide economic development opportunities and will be better able to meet the needs of citizens, improving quality of life. We hope to break ground in the spring.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

St. Lawrence CDP provides services in the largest county in the state. It is also a very rural county. With expectation of many more people looking for assistance with heating costs over this winter due to increasing costs, CDP contacted LDSS. We also recognize that many are having difficulty in coming to LDSS due to the high cost of fuel for vehicles. Our Neighborhood Centers will now help families to complete HEAP applications at our Neighborhood Centers, providing outreach of a different kind and also cutting transportation costs for families by not having to drive to Canton to the LDSS office to complete these applications.

INNOVATION

Farmer's Market Vouchers

One of our CAA employees also manages the local Farmer's Market. In addition to soliciting farmers and vendors for the market, she encourages low-income families with children [or expecting a child] to obtain WIC vouchers to improve their nutrition. She partnered with WIC to become a local contactor to provide information about guidelines and how and where to apply, as well as, nutrition information to low-income 'young' families. As a result, voucher usage at the market increased and improved nutrition was reported through the use of fresh fruits and vegetables.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education 6 Nutrition 9 Health

Program Name: Eat Well - Play Hard

Purpose/Need: This program focuses on the growing concern of childhood obesity, and has three objectives: increase exercise, promote low-fat milk consumption, and increase the consumption of fruits and vegetables.

Description: To accomplish these objectives, low-income parents needed to be educated, so a variety of workshops were organized. Participants also needed financial and other assistance to help purchase and obtain the necessary healthy food items. Using private donations, vouchers for low-fat milk and fruits and vegetables were provided after attending each workshop. Also, each participant received a variety of food items to help feed their children.

Role of Agency: The role of the Potsdam Neighborhood Center was to locate interested parents, coordinate workshops designed to accomplish the above objectives, solicit private donations to provide food vouchers for low-fat dairy and fruits and vegetables, provide referrals and other pertinent information, answer questions, and develop a needs assessment and program evaluation.

Partners/partner roles: All partners provides some kind of in-kind. SUNY Potsdam - publicity donations, Helping Hands - space, Garden Share - fresh vegetables, Food Bank, Comlinks Gleaning, Public Health Initiative - workshops.

CSBG Involvement/Role: CSBG staff were involved in the planning and funding of the project.

Type of funding contributed by each partner: All offered in-kind in goods or services as described in Partners/Partner Roles.

Impact and Results: 25 families participated and received information, recipes, gadgets, cookbooks and food/vouchers. Each family came away with a clear understanding of the health related issues caused by obesity. They also gained a better understanding of the important role fruits, vegetables and low-fat dairy play in their child's development. The food/vouchers supplemented their diets over the summer months.

PROGRAM ACCOMPLISHMENT

SENIORS

Program Name: Senior Nutrition Program

Description: Many senior citizens were not using our CAA Neighborhood Center because of lack of transportation or the physical inability to come into the center. Many will not come to the Center because of their pride and 'make do' attitude.

Role of other programs/partners: Seaway House provided participants to assist with the packaging of surplus food packages for delivery. Members of St. Vincent de Paul society delivered food packages to the housing complex.

Amounts contributed by other programs/partners: Contributions are in the form of services.

CSBG involvement/role: Our Neighborhood Center Director organizes and collaborates with Seaway House to provide the service. The Director is funded through CSBG.

Impact and Results: Due to high prescription costs, many of the seniors in the subsidized housing units were forced to choose between food and medication. This program has improved the nutrition of many and lightened the burden of food costs so that they are able to meet other obligations. They came together as a group to hear about and sign up and now we are planning to expand upon that group time by offering nutrition information/workshops.

COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

There were 2,000 new housing units created in the city of Saratoga Springs in the last 12 years, but only 17 are affordable to working families, at or below median income. Saratoga EOC has been leading 100+ organizations to support development of workforce housing. This year, developers came to our partnership for review and approval and we supported these developers at municipal and neighborhood meetings. We partnered with one developer and provided extensive advocacy and support. After 8 months of controversy, all municipal boards approved this project. The project will develop 8 affordable units , about half of the total units produced in 12 years.

AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 4**

Saratoga EOC is a dynamic and responsive agency, but was not a Head Start program operator. The previous grantee surrendered the program and Saratoga County needed a competent grantee to manage and oversee Head Start educational and support services program. After applying through a competitive RFP process, EOC developed a grant proposal in the allotted 6-week time period and submitted the grant. EOC was selected as the grantee. We will now have the capacity to reach children and their families in Saratoga County. Our staff will grow from 30 to 120 and we will make a major difference for vulnerable families in Saratoga County.

INNOVATION**Latino Advocacy Program**

Saratoga EOC has been providing services to the Spanish-speaking workers at the Saratoga Race Course for the last 5 years. This year with support of CSBG funds, we developed a Latino advocacy/outreach program. We hired a part time bi-lingual advocate and secured an intern for the summer. We completed a needs assessment of track workers and discovered that their number one need was learning to speak English. A Church offered us their facilities to conduct classes in English as a Second Language. Church members offered to provide a meal for the workers while they attended class. Our advocacy workers held classes 2 evenings a week, May - September. Over 40 students increased their capacity to communicate in English.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education

Program Name: Head Start

Purpose/Need: The previous grantee surrendered the program and Saratoga County needed a competent grantee to manage and oversee Head Start educational and support services program.

Description: Our Head Start program offers comprehensive child development services for low-income children under 6 years of age. It will be operated at 11 sites in 18 classrooms serving 276 children. Another 153 children will be served in a home based program.

Role of Agency: Our agency developed a competitive grant to operate Head Start. We were evaluated by on site reviewers who examined all of our systems especially fiscal. Our agency was selected because our systems were in excellent shape. We were awarded the program and kept it in Saratoga County.

Partners/partner roles: Over 25 community agencies and businesses agreed to serve on policy and advisory councils, 10 schools and bus garages offered space and transportation services, 2 municipalities offered snow removal services, New Beginnings offered in kind special education assistance, and several churches made donations. In addition, we received over 25 letters of support from elected officials and school superintendents.

CSBG Involvement/Role: CSBG was our primary resource for planning and developing this competitive grant application. The Executive Director, Fiscal Director, and clerical staff were paid from CSBG for these planning / capacity building efforts. Without CSBG funds to support this initiative, EOC might not have been selected, and Head Start might have been managed by another county.

Type of Funding Contributed: see Partner/ Partner Roles

Impact and Results: Our CAA grew from a staff of 28 to 150. We are now one of the larger employers in the city of Saratoga Springs, and now have the capacity to provide one stop wrap around services to low-income families.

PROGRAM ACCOMPLISHMENT

Seniors/Youth

CSBG funds are not used by EOC to operate any programs directed specifically at youth or seniors

Schenectady

Schenectady Community Action
Program [SCAP], Inc.

★COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

Increasing affordable housing opportunities and, once low-income individuals/families have located housing, assisting them to retain that housing has long been a challenge for SCAP and its community partners. For persons with disabilities, in particular mental health, alcoholism and/or substance abuse and HIV/AIDS patients, the challenge is even greater. In response to the needs of this targeted community, SCAP, in partnership with the local municipal housing authority and area clinical service providers is administering a Section 8 Shelter Plus Care Program. SCAP is the lead agency in administration of this community initiative. CSBG continues to be used to plan and facilitate monthly meetings for 10 community agencies to monitor program operations and review applications. These 10 organizations make up the Shelter Plus Care [SPC] Community Advisory Committee. Additionally, CSBG funds are used to process approved applications and provide non-clinical crisis intervention and case management services. For the size of the program – 31 Section 8 vouchers – might appear to be modest, but the community impact has been substantial. Human service clinicians, working with homeless populations, now have additional housing options to offer. SPC has also benefitted the participants; 8 individuals/households graduated from their therapy/clinical plan and were transitioned into traditional Section 8 housing, thus freeing up 8 additional slots for new applicants. Many of the SPC participants engaged in services with SCAP. Housing Services staff assists participants to be good tenants and they work cooperatively with participating landlords to help prevent problems and issues, such as evictions, from occurring.

★AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 4

SCAP has been an alternative outreach site for HEAP for the past 3 years. This past year, SCAP doubled the number of staff who participated in NYS HEAP Certification Training Program, and for the first time, began to interview and process applications for participants with utility emergencies, increasing by more than 100 % the number of HEAP applications that customers were assisted to prepare. The success of this initiative and SCAP's partnership with LDSS resulted in improved communication, cooperation and collaboration between the two organizations. SCAP demonstrated its ability to manage successful program efforts for LDSS. This has had a direct impact on 2 new partnerships between SCAP and LDSS. This past October, SCAP, as the lead agency with 2 community partners, began operation of an Emergency Shelter Grant Program (ESGP) . Homeless Families placed in temporary shelter situations by LDSS are immediately referred to SCAP. A Homeless Housing Case Manager works with the family to locate affordable housing in a timely and efficient manner. Area landlords are much more willing to rent to ESGP participants with the knowledge that SCAP will be helping to empower their customers to be better tenants. This coming HEAP season, for the first time, SCAP will be registered in the NYS HEAP network. SCAP's ability to process additional applications will create fewer cases for LDSS, and will expedite the time that it takes to complete applications. CSBG is used to provide crisis intervention and case management services to both ESGP and HEAP participants as well as to improve existing partnership and foster new relationships with private and public organizations.

INNOVATION**Emergency Homeless Grant Program**

SCAP received funding from the NYS OTDA to administer Emergency Homeless Grant Program [ESGP]. A strong recommendation from LDSS contributed to our being one of only a few programs funded statewide. SCAP developed its program work plan in cooperation with LDSS. Two other community agencies were brought on as partners/sub-contractors. The program is designed to assist the homeless to move out of temporary shelter and into permanent affordable housing in a more timely and efficient manner. Prior to the program, when a homeless family or individual was placed in temporary shelter by LDSS, it was their responsibility to locate affordable housing. LDSS staff did not provide this service. Many shelter residents lacked the skills and abilities to locate permanent housing for themselves. This often resulted in their remaining in less than safe or healthy housing situations for long periods of time, which was also an economic drain on the county. Since the program began, all DSS homeless placements are referred to ESGP. At SCAP, a Housing Case Manager meets with LDSS referrals, assesses needs and offers options and opportunities. Quite often, homeless customers are introduced to a landlord already familiar with SCAP, sign a lease within a few days, and move into their new apartment within a week to 10 days. CSBG funds are used to assist new tenants secure linens, kitchen and personal care items from SCAP, as well as furniture from community partners. Agency staff also work with customers to prepare and submit applications for entitlement programs as well as to enroll in other SCAP programs, such as Head Start and Career Readiness. In its recently completed first annual ESGP report, SCAP met or exceeded all goals. Participants in the ESGP are much less likely to become homeless and much more likely to be working towards economic self-sufficiency.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education /4 Housing/ 7 Linkages

Program Name: County Eviction Task Force

Purpose/Need: To develop strategies and program initiatives that contribute to reduction of evictions. CAA established the Task Force at the urging of law enforcement and other low-income advocates who each year were seeing increases in both the number of legal and illegal evictions.

Description: Community partners meet to address and work on tenant-landlord issues and other matters that impact low-income renters.

Role of Agency: CAA schedules and facilitates meetings and this past year co-sponsored 2 training and technical assistance sessions that educated and informed more than 40 area landlords on how to become more effective landlords.

Partners/partner roles: Partners each contributed their time and expertise to the Task Force. Some members, including the YMCA, YWCA and the Municipal Housing Authority wore tenant advocacy and landlord hats. Two programs helped individuals purchase duplexes and become first time homebuyers and landlords at the same time.

CSBG Involvement/Role: Scheduled and prepare agendas for semi-monthly meeting. Plan and present at 2 landlord training programs. CSBG funds used towards time of 4 CAA employees.

Type of funding contributed by each partner: In kind services – space, copying, mailings, power point presentations and copying CD's for participants – shared equally by each partner.

Impact and Results: Landlords, many of them new landlords or new to the community, were educated and informed about their rights and responsibilities. Task Force agencies enjoy much better working relationships with landlords. The CAA has already seen a decrease in evictions. Homeless families that CAA assists to place have been well received by area landlords who appreciate the support that CAA has with tenants.

PROGRAM ACCOMPLISHMENT**Seniors/Youth**

CSBG funds are not used by SCAP to operate any programs directed specifically at youth or seniors

★COMMUNITY/PROGRAM ACCOMPLISHMENT **Goal 3**

For the second summer, SCCAP planted and harvested a Community Garden. This year, in addition to using community volunteers to work in the garden, we recruited inmates from the Schoharie County Jail to plant and weed the garden. The inmates were supervised by a Sheriff's Deputy and only low-risk prisoners were allowed to participate. Vegetables from our garden were distributed throughout county Food Pantries and given to our walk-in customers on a daily basis. SCCAP staff collaborated with staff from Cooperative Extension to present live demonstrations using fresh vegetables, and taste testing, in our agency lobby, during WIC clinics. Recipes were made available. Over 1500 pounds of food was harvested and distributed again this year. Without CSBG dollars, SCCAP could not have a Community Garden.

★AGENCY/MANAGEMENT ACCOMPLISHMENT **Goal 4**

SCCAP Family Development Coordinator has been teaching the FDC training series for the past 3 years. SCCAP is the lead agency in the county for Family Development. A goal is to train not only inhouse persons, but also as many frontline workers from other agencies as possible. During the last 2 SCCAP - FDC classes, our Family Development Coordinator recruited workers from the following: 2-Youth Bureau, 2-Head Start, 1- Community Maternity Services, 2 - LDSS, 1-Human Services major student intern from SUNY Cobleskill, 1- VESID, and 1- Catholic Charities. As more outside agency workers are trained, the success of the program will grow. Next year there is a good possibility that SCCAP will collaborate with LDSS to provide FDC to more of their staff.

INNOVATION **Emergency Fuel Assistance**

SCCAP entered into contract with the County Mental Health/Coordinated Children's Services Initiative to administer the Family Support Program. A portion of that grant is respite monies; but SCCAP used some CSBG monies, and some FEMA monies to help families in another way. SCCAP decided to pool those dollars and assist families who cannot afford to buy fuel. Because of the high cost of heating fuels, there will not be enough HEAP money this year to go around, and HEAP does not begin until November 1, 2005. Many families in the past have depended on HEAP to pay for most of their fuel bill. With the onset of cold weather early this year, already several families have had no heat and no money to buy fuel. SCCAP is helping families get an early start. To date - nearly 30 families received between 150 and 200 gallons of fuel. Funded partially by CSBG, giving families a 'head start' on the heating season.

★ MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education

Program Name: ACCESS CENTER for Adult Education and Training

Purpose/Need: guide the development of workforce education and training in Schoharie County. Funding for the ACCESS Center ended in June, 2005, re-opened in September

Description: A partnership whose mission is to develop a more complete array of education, training, and support services to provide adults with personal enrichment and opportunities for meaningful employment and lifelong learning.

Role of Agency: SCCAP provides supportive services, space, and employs the ACCESS Center Director under a contract with BOCES

Partners/partner roles: Workforce Development Board, County Planning, Chamber of Commerce, BOCES, SUNY Cobleskill, LDSS, and SCCAP

CSBG Involvement/Role: SCCAP provides space for ACCESS Center and some of the space is funded through CSBG. If CSBG dollars were not available for supportive services, as well as space and personnel, the program would not exist. SCCAP was the catalyst that helped ACCESS re-open in September, 2005

Type of funding contributed by each partner: Representatives from partner agencies serve as the Education and Training Coalition and services are primarily in-kind from each agency

Impact and Results: Support for the County Economic Development Plan; Provide direction to Capital Region BOCES career and technical education strategic planning efforts; support incumbent workforce education and training; guide development of the emerging workforce (youth) of the region; and, produce a blue print for the future development of a comprehensive workforce education and training system.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Youthful Offender Program

Description: to place youth with court ordered community service hours in a meaningful work experience

Role of other programs/partners: Community Agencies serve as supervised worksites for youth who must do community service hours

Amounts contributed by other programs/partners: In-kind - services varies by agency/ actual number of hours of community service youth have to complete

CSBG involvement/role: SCCAP Youthful Offender Coordinator salary is supported by CSBG. SCCAP Food Pantry and Community Services Department, funded by CSBG, are primary worksites for 12 -14 year olds in the youthful offender program

Impact and Results: One youth was placed the local Animal Shelter in order to provide the 25 hours of community service. [testimonial information deleted]

★COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

With a Veteran's Administration Medical Center located in the ProAction service community, a high concentration of military veterans choose to become local residents. Most lack awareness of the local job market and many have a history of mental illness and/or substance abuse. Some also have criminal backgrounds, poor work histories, and low levels of educational attainment. These factors, combined with a growing community perception of these veterans as unmotivated or dangerous, created significant barriers to employment for this population. In support, the ProAction Employment & Training Unit sought, and was granted USDOL funds to pilot a 6-month Veteran's Workforce Investment Program called VETS WORK! Based on success of the pilot, additional dollars were awarded to extend the program for another 12 months. With a total projected enrollment of 96 veterans, the program provides employment skill training, job search and placement supports and linkages with other community services. Of the initial 28 pilot participants, 68% successfully secured employment. The Director of Employment and Training wrote the grant proposal that resulted in receipt of DOL funds and is responsible for project oversight. CSBG dollars partially support this position, as well as the One Stop Career Search Center, which provides referrals and collateral support for VETS WORK! participants.

AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 5**

In direct response to a need identified in our agency Strategic Plan, ProAction designed a New Employee Orientation Program that began in March. In devising this program, a New Employee Orientation Team was created. Lead by the Associate Director [salary partially funded by CSBG], the team consisted of employees, representing all agency departments, and varied in title and position. This team studied best practices, surveyed current employees, and evaluated current New Employee Orientation process. The goals of this new program are: To make the new employee feel welcomed and comfortable in the new position; Provide new employees with a clear understanding of Community Action and the breadth of services offered by Pro Action; To assure that new employees understand how important their job activities are to the mission of the agency and the mission of Community Action; Provide new employees with all the necessary information necessary for them to begin their employment – i.e. personnel policies, benefits, time sheet process, and safety training. New Employee Orientation consists of a 4-hour training that covers: CAA/ProAction history, mission and vision, overview of programs, agency code of ethics, confidentiality pledge, identification of administrative staff, board, agency policies, review of benefits, required paperwork,. Following the training the new employee is connected with a 'Buddy', a Pro Action employee who exemplifies both CAA and Pro Action ethics and mission. The Buddy role is to be an informal support for the new employee to help answer day-to-day questions, and provide an instant connection to their peers. Also following the training, new employees are give an Internet 'Scavenger Hunt' to complete, which consists of questions regarding Community Action and Pro Action that can be located by searching the Internet. The purpose of this activity is to further engage the employee in learning more about Community Action and Pro Action.

INNOVATION

Strategic Mapping

In June of 2004, Pro Action first launched a Strategic Mapping Initiative to invigorate a focus on the mission of Community Action and improve agency ability to achieve and document results. The model of Community Action – family, agency, community – as outlined in the 1970 OEO Instruction provided the framework for the initiative. Pro Action locally coined these areas as the “3 C’s: Customer, Corporation, and Community”. Information collected and reviewed included customer surveys; results of agency audits, program reviews, employee exit interviews, staff focus group input; community needs assessments and community partner interviews. Deputy and Associate Directors summarized findings and a Strategic Mapping Work Group, representative of all ProAction programs, met to review and prioritize the findings. The Executive Administrative Team then crafted vision statements and draft logic models for each component of the CAA model. The work group then reconvened to review the drafts and make final recommendations. Resulting plans were shared across all sectors of the agency to improve awareness and understanding of Pro Action’s critical focus areas as stated below. Customer: Pro Action customers will achieve documented, positive changes toward self-reliance and quality of life. Community: Pro Action service community will be responsive to issues of poverty by eliminating barriers to quality of life and self-reliance. Corporation: Pro Action will be positioned for success through the strength and stability of our financial and human resources, integrity of our systems & process, our organizational structure and our products. The tools and processes employed in this strategic planning initiative have proven more successful than any the agency has previously used. The plans are referred to frequently, results are being documented and learning used to guide improvements. The 3 C’s keep us ‘mission focused’ and provide the foundation for the annual staff day activities and the agency annual report.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category:8 Self Sufficiency

Program Name: Creating Assets Savings & Hope [CASH]

Purpose/Need: To help low-income individuals and families receive their maximum tax refund.

Description: More than 80 volunteers at 22 sites in Chemung and Steuben counties provide tax assistance service to help working individuals and families access available tax credits that will increase their household income. Volunteers work with the customers to ensure they receive their maximum refund, by accessing tax credits and EITC.

Role of Agency: Pro Action is a partner in this program, active in the program planning, and serves as a site where customers may have their taxes completed.

Partners/partner roles: IRS: Provided computers and software; United Way-Sponsoring agency, provided all advertising and media coverage; Pro Action -Planning and tax preparation site; Catholic Charities: planning and tax preparation site; Cornell Cooperative Extension: Planning, tax information support, tax preparation site. Salvation Army and YWCA: tax preparation site
CSBG Involvement/Role: CAA Associate Director is involved in the regional planning process and coordinating Pro Action’s tax preparation site.

Type of funding contributed by each partner: United Way- monetary and in-kind, IRS- monetary and in-kind , corporate and business-monetary contributions, Catholic Charities-in-kind, Cornell Cooperative Extension-in-kind, YWCA-in-kind, Salvation Army-in-kind

Impact and Results: The impact of this collaboration was filing of over 2,000 tax returns, yielding an economic impact of \$3 million to our local communities.

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: Yates Youth Services Learning Program

Description: Youth volunteered at a nursing home

Role of other programs/partners: Collaboration between Pro Action -Yates Youth Services Learning Program, Homestead Nursing Home, and The Horticultural Center,

Amounts contributed by other programs/partners: planning, staff, and supplies

CSBG involvement/role: CSBG funding supports the Yates Youth Services Learning Coordinator

Impact and Results:

12 youth volunteered to assist at the event which included 8 residents

12 out of 12 youth increased their knowledge of opportunities for community involvement

9 out of 12 expanded their knowledge and skill in interest areas

11 out of 12 perceived themselves as being valued members in the community

11 out of 12 had increased feelings of self esteem

12 out of 12 had increased feelings of social responsibility

[testimonial information deleted]

Suffolk
Economic Opportunity Commission of Suffolk, Inc. [EOC]

COMMUNITY/PROGRAM ACCOMPLISHMENT **Goal 2**

Our agency, working with the county affordable housing department, has an agreement to have county surplus homes transferred to a local municipality and then transferred to our agency. We then rehabilitate the homes and sell them to low-income families. We gave each family a \$23,000 grant toward purchase of these homes from a grant through NYS DHCR. We completed and sold 2 units in the last year. We are revitalizing communities and providing low-income families with affordable housing.

AGENCY/MANAGEMENT ACCOMPLISHMENT **Goal 5**

EOC of Suffolk opened its second child care facility, providing the community with 160 additional affordable quality child care slots, and added 26 employment opportunities.

INNOVATION No innovative activity to report

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 7 Linkages 8 Self Sufficiency

Program Name: Family Development Re-entry Project

Purpose/Need: Family development services for non-violent offenders returning to the community.

Description: Family Development case management

Role of Agency: Planning, coordination and implementation

Partners/partner roles: Sheriff's Department, County DOL and County Probation Department

CSBG Involvement/Role: Planning, coordination and implementation

Type of funding contributed by each partner: In-kind services

Impact and Results: Eight individuals were enrolled in the program and successfully transitioned into the community with housing and employment.

PROGRAM ACCOMPLISHMENT **YOUTH/SENIORS**

CSBG funds are not used by EOC to operate any programs directed specifically at youth or seniors

COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 2
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Much of the county housing stock [including trailers] is sub-standard and built before the 1940s. In addition to the age of the housing, gentrification and rising taxes add to the diminishing availability of decent, affordable housing. Many families simply cannot afford to purchase and repair housing. The county has at least 3 newer apartment complexes, but many low-income residents cannot afford to live there without Section 8 assistance, but Section 8 wasn't expanded this past year. The current wait list for Section 8 assistance is about 2 years. CACHE-CSBG funded administrative and program staff are involved in providing leadership to several initiatives designed to address housing needs for the low-income population. CACHE formed a partnership with the Liberty Community Development Corporation to address housing needs. Staff are undergoing training to operate a home buyer's club. Training includes applicant screening and eligibility determination for first time home buyer assistance, as well as ability to link families to financial resources. In addition, training was completed to prepare a housing grant application to the Affordable Housing Corporation for new construction. The request is for \$350,000 to buy down mortgages on 8 single family homes. Other funding sources were identified to support affordable housing development for this community. Local banks agreed to participate. Through CSBG administrative funds, these strategic planning efforts resulted in well-defined community goals and objectives, as well as an action plan for housing creation and community revitalization that will directly address the housing needs of economically disadvantaged families. The ultimate goal is through increasing home ownership and by revitalizing this area, CACHE will have facilitated empowerment of low-income families to have a greater stake in their community.

AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 5
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Several key management initiatives this year built agency capacity; By working closely with staff, the Executive Director developed a number of new proposals which provide individualized training, supervision and support. A major accomplishment was to increase overall funding by about \$93,900 and to diversify the source [non-CSBG] of our resources, Safe Passages, the domestic violence program for nonresidential services, received the largest increase- \$75,200, from the County. Several other special events generated unrestricted sources of funds for this program and focused attention on domestic violence in our community. Our Parents Anonymous Program received a grant from a national organization- \$5,000. The day care center, Carousel for Children, significantly increased the number of children attending as well, as it earned revenue. Other accomplishments related to increasing information sharing among program staff. During the director's meeting, staff discuss new fund raising efforts as well as share information about their programs and services. These meetings fine-tune and coordinate service delivery to low-income people as well as to provide information on emerging trends. This strategy helps to keep track of common goals for the agency and each of the programs and to cross train staff on issues of importance relevant to the needs of the low-income population we serve.

INNOVATION

Employment Outreach

Our community has a high rate of unemployment -- 5.5% -- as compared to other communities in the state and a significant amount of underemployment due to the seasonal tourist business. CACHE Executive Director and other administrative staff coordinated and collaborated with other county agencies to address this need. A Consortium consisting of representatives from CACHE, DOL, the Center for Workforce Development, local Community College, the local Job Corps and BOCES, was formed to identify, plan and implement employment services county-wide. The group coordinates and helps access needed resources to address a range of employment and training needs. The in-kind contribution of the Executive Director's time is an important component of the planning effort. CACHE partnered with Sullivan County Community College and the Center for Workforce Development to set up a satellite office for workforce development in the agency main office. In-kind space, computer equipment and staff assistance in job and training program searches and resume preparation at CACHE office helps clients to find local jobs and enroll in skill training programs. CAA staff assist clients to obtain child care, housing and transportation. This year the program targeted different ethnic and geographic groups for hard to reach populations. Another initiative was to survey employers to determine their need for specific employee skill sets so that training programs could be developed. Additionally, consulting services were offered to employers such as personnel policy and benefit administration assistance. Business, government and CACHE are working together to address issues surrounding job development, work force training, employee retention and to respond to emerging community employment needs. Different ethnic group and employer needs have been identified and a strategy has been developed that incorporates these emerging needs. Fliers have been printed and distributed to target different groups. CACHE developed a web-site to extend our outreach to unemployed residents. It was also actively involved in a county wide Job Fair. The outcome is an increased awareness of employment services among specific populations and greater participation of and stronger links to potential employers.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 6 Nutrition

Program Name: Nutritional Assistance Program

Purpose/Need: To improve the nutritional status of the low-income population; Preventing nutritional deficiencies among the economically disadvantaged.

Description: A mobile food pantry delivers meats, vegetables, frozen and canned food.

Role of Agency: CAA provides leadership & coordination of services, raises funds for food

Partners/partner roles: Towns provide distribution space; Cooperative Extension budgeting & recipes

CSBG Involvement/Role: CAA is involved in planning, coordinating other partners, staff to obtain funding, volunteer recruitment

Type of funding contributed by each partner: In-kind- Towns- space for distribution, referrals;

Coop Extension- menus, recipe books, budget counseling

Impact and Results: Food and menus are distributed throughout the county, providing supplemental food and assisting the most marginalized who have difficulty obtaining services in community without adequate public transportation. Participants receive food group information and recipe books. These services help improve participants nutritional status and overall health as well as increase awareness of importance of healthy eating/lifestyle.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: Independent Living

Description: Life skills training for youth to avoid foster care placement/school dropouts

Role of other programs/partners: Cooperative Extension- budget & food preparation instruction.

Other CAA programs- referrals

Amounts contributed by other programs/partners: Services are all in-kind

CSBG involvement/role: CSBG funds are used to plan/coordinate/oversee the program & referrals from other CSBG funded services

Impact and Results: This innovative independent living program was implemented to provide life skills training for teens before leaving home and for at risk youth. Youngsters are referred LDSS, CAA program staff, and self referral. Many are 13-14 year olds preparing to leave home by age 16. Training is provided in life skills and independent living in finance, budgeting, job search, home management, safety, decision making and choice, health and hygiene. Participants who receive training in basic life skills are prepared to live independent of families who are at risk or dysfunctional. Institutional placement is avoided and many of the youngsters in the program remain in school.

COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 3
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Tioga was asked by a local housing coalition to apply for and/or assist with several funding applications. CAA used our grantsmanship expertise to apply for several CDBG grants, HHAP for a victim shelter, and another in the community for a Main Street Program. To date, a CDBG grant of \$400,000 was funded and will be used to rehabilitate houses in the designated town. The remaining applications are pending.

AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 4
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A local non-profit was awarded funds to operate a summer recreational day camp for youth. When TOI learned from one of the participants that the children were required to bring a lunch, CAA became concerned that some of the children, especially those whose parents worked and/or were eligible during the school year for the school prepared free lunches might not be able to bring their own lunches. CAA approached that agency and asked if participants would benefit from provision of mid-day lunches. Staff recruited a team of CAA volunteers, and supervised and assisted with preparation of a nutritionally balanced noon meal and snack. CAA transported the food daily to the day camp, ensuring that all participants had lunches.

INNOVATION	No innovative activity to report
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MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 6 Nutrition

Program Name: Smart Buy

Purpose/Need: Low-cost food purchasing

Description: Monthly distribution of low-cost food packages

Role of Agency: Participant intake, food ordering & distribution, volunteer recruitment

Partners/partner roles: Food Bank of the Southern Tier: food and food transport

CSBG Involvement/Role: Planning, coordination, funding, administration, space, intake, distribution

Type of funding contributed by each partner: Monetary [CSBG staff time], in-kind [volunteers], food transport, delivery, staff, and food [partners]

Impact and Results: Program began in July 05 and within 3 months, 4,553 pounds of food were purchased and distributed to more than 120 enrolled participants

PROGRAM ACCOMPLISHMENT	SENIORS
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CSBG funds are not used by Tioga to operate any programs directed specifically at youth or seniors

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

In March 2005, staff, partially supported by CSBG funding, coordinated and contributed substantially to the planning, writing, budget development and timely submission of several grant applications. A grant application to NYS OTDA for HHAP for \$1,214,000 would enable TCAction to purchase, and substantially rehabilitate, a facility known as the Corn Street Apartments, operated by TCAction since 1996, under a contract with the current property owner. Presently, the program provides transitional housing for homeless families-targeting pregnant and/or parenting youth between the ages of 18 -25. TCAction staff negotiated purchase of the property and secured Section 8 Project-Based Vouchers in order to provide permanent, subsidized, supportive housing to the same population. Predominantly young, first-time tenants/parents are assisted in efforts to learn skills needed to succeed at living on their own. We hope that tenants will increasingly become more invested in the program and each other, creating an environment with a healthy sense of mutual support. Since the project's inception in 1996 and during the 2005 HHAP grant pre-submission time, TCAction staff and project-specific housing staff met regularly with a Neighborhood Group, CAN-DO, and with immediate neighbors/property owners. In addition, TCAction staff, as a member of the County Continuum of Care System, networks and collaborates with such community groups/agencies as the local Homeless and Housing Task Force, LDSS, Red Cross of Tompkins County, Advocacy Center, Teen Pregnancy, Parenting Program of the Day Care and Child Development Council of Tompkins County, City of Ithaca Planning Department, Ithaca Urban Renewal Agency and the County Planning Department. These organizations looked forward to the positive changes and enhancements this project would bring to the neighborhood. As of September 30, 2005, TCAction was notified that a \$1.22 million HHAP grant was awarded the Project-Based vouchers requested. In July 2005, to further enhance supportive services to these tenants, staff also coordinated and contributed substantially to the planning, writing, budget development and timely submission of a NYS OTDA Supportive Housing for Families and Young Adults (SHFYA) 5-year grant application for a total of \$105,075. If successful, this grant will fund a non-traditional hours Supportive Housing Family Advocate position. The agency is still awaiting the results from its SHFYA application. Without the substantial contributions of CSBG-funded staff to the planning, writing, budget development and timely submission of the HHAP - Application for Section 8 Project-Based Vouchers as well as SHFYA, these coordinated project proposals could not have been achieved.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

Early in FFY 05, TCAction staff, supported by CSBG funding, and staff from other agency programs formed an ad hoc committee to research the possible purchase of software that would facilitate agency-wide and program-specific data collection necessary for both combined and individual program-required reporting purposes, particularly for CSBG. All commercially available software did not meet the needed criteria, or were too costly. Our Information Technology Associate, funded through CSBG, and a member of the committee, has excellent working knowledge of several fairly basic and modifiable data collection software systems, and agreed to work on developing a universal and user-friendly data collection system, modifying affordable software to meet CSBG as well as other program/Agency reporting requirements. The 2005 CSBG APR Demographic Report was generated using this in-house developed system. Most importantly, data input can be performed from all but one of our off-site program locations, and that site can e-mail its data to the main office. We plan to test this system as a prototype for performing a variety of community assessments. The result of these assessments will alert us to changes affecting our consumers' needs. In turn, this new data collection and analysis system will, positively impact TCAction's program planning, grant seeking, ongoing strategic planning and longer term goal-setting processes.

INNOVATION

Primary School Family Support

With support of CSBG, TCAction-Early Childhood Department operates the innovative Primary School Family Support Program [PSFSP] to increase children's success in the early elementary grades [K-2], through support to parents and children in those grades. PSFSP also provides family development services targeting parents with young children. PSFSP staff work with individual families, directly with teachers, school administrators, and other community agencies on behalf of the family to facilitate school success among enrolled children. PSFSP provides support through: Home visits to help parents with goal setting; Advocacy in parent/teacher conferences; Assistance during Special Education meetings; Encouraging parents to participate in school activities; Mediation; Classroom observation regarding performance and behavioral issues; Maintaining positive communication with the school system. During FFY 2005, PSFSP served approximately 60 families and over 100 children. In FFY 05, for the first time, PSFSP was required to furnish \$5000 in private matching funds for the primary grant from Community Optional Preventive Services [COPS] initiative through NYS OCFS. In order to secure these matching funds, staff [partially funded by CSBG] coordinated and wrote a proposal narrative, developed a budget and submitted grant proposals to private and corporate foundations. [Testimonial info deleted]

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: Results not indicated

Program Name: City of Ithaca & Tompkins County, HUD Development Continuum of Care
Purpose/Need: Address housing and supportive services needs for a growing diverse chronically homeless population – mentally ill, in recovery from substance abuse, pregnant & parenting teens

Description: Provision of coordinated housing/supportive services/case management for chronically homeless population.

Role of Agency: HUD Continuum of Care Program Collaborator; provider of SRO housing & supportive services for men in recovery from substance abuse at Chartwell House [local program] & also provision of housing & supportive services for pregnant & parenting teens at the Corn Street Apartments.

Partners/partner roles: Unity House- provider of housing, case management, supportive services to the mentally ill, chronically homeless population; Human Services Coalition of Tompkins County - is the applicant agency; convener, facilitator; has oversight and responsibility for completing part of the application

CSBG Involvement/Role: During FFY 05, key TCAction staff paid by CSBG funds, participated in the lengthy, intense collaborative program planning, budget development and writing of the application for HUD Continuum of Care grant renewal funds.

Type of funding contributed by each partner: TCAction-Chartwell House SHP/SRO Program and Corn Street Apts. = Monetary-HUD/Federal \$143,461; Applicant (CAA) In-kind & Cash = \$40,882, Unity House Inc. /Green St -Adult Residence and SHP: Monetary-HUD/Federal = \$67,500; Applicant (Unity House) = \$56,058; Program Income (Green St.) = \$184,464

Impact and Results: This local Continuum of Care Collaborative provides housing and supportive services for 3 different sub-sets of the local chronically homeless population: TCAction-Chartwell House –provides 12 SRO/SHP units for males in recovery from substance abuse; TCAction-Corn St. Apartments – provides 6 SHP apartments targeting homeless, pregnant and parent teens between the ages of 18-24; Unity House, Inc./Green Street – provides supportive housing, case management & supportive service to up to 18 mentally ill, chronically homeless individuals In addition there is ongoing data collection regarding the local chronically homeless; e.g. census, emerging needs, etc.

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: TCAction DeWitt After School Program

Description: Operation of an after school program providing academic support, enrichment, life skills and prevention education for at-risk middle school-age students (and their families)

Role of other programs/partners: NYS OCFS: program operation funds; Ithaca City School District: (In-kind) Academic tutors, space, busing; Child and Adult Care Food Program, nutritious meals and snacks

Amounts contributed by other programs/partners: OCFS = \$27,000; CACFP = \$10,600; Private Fund Raising = \$2,742

CSBG involvement/role: The Youth Programs Coordinator, CSBG funded, wrote the grant application, performed all monitoring and reporting to the grantor. As of 9/1/05, 1 FT and 4 PT program positions were funded by CSBG.

Impact and Results: The program served up to 45 per day from 10/1/04- 6/1/05. Due to a loss of funding in 9/05, it now only serves approximately 30 children per day with a large waiting list. FFY 2005 CSBG funds allowed TCAction to keep this program operating with reduced enrollment while CSBG-funded staff vigorously seek grant funds to continue and expand this very popular after school program.

Ulster
Ulster County Community Action Committee [CAC], Inc.

★ **COMMUNITY/PROGRAM ACCOMPLISHMENT** **Goal 2**

Chambers Court Project is a pioneering senior citizen housing community, and the first affordable senior housing to be built in the town of Ulster in nearly 30 years. The innovative 72- unit complex is specifically designed for seniors to ‘age in place’, fostering self-sufficiency while maintaining a safety net for the frail elderly. It consists of 9 cottage style, one-story buildings built to enable senior citizens to remain in their homes as they progress through the aging cycle. Each unit is either fully handicapped accessible or can be quickly adapted to serve the physical needs of residents, an innovative feature not usually found in affordable senior housing. All bedrooms and bathrooms contain a state of the art, 24/7 emergency call system, with a diversity of ‘senior friendly’ amenities including bathroom grab bars, flat-nap carpeting to accommodate wheel chairs/walkers, easy to use windows, outlets and appliances. This development is one of the few affordable housing complexes in NYS to feature 2-bedroom units to accommodate caregivers, family members and/or medical equipment, and was built with an innovative modular construction technique that cut construction time and costs while boosting energy efficiency. Chambers Court was fully occupied by February 2005, less than two months after completion, filling an urgent need for housing in Ulster County.

A second project is unprecedented: a workforce family community. The complex consists of 80 2- and 3-bedroom apartments in 11, two-story, townhouse style buildings, plus a spacious Community Center. UCAC worked closely with the developer sharing statistics and counsel on the basic needs of the consumer population they were targeting. Additionally, UCAC was instrumental in distributing the rental requirements to our consumers. This enabled 2 of our families to be accepted and they are now living in this affordable housing complex.

AGENCY/MANAGEMENT ACCOMPLISHMENT **Goal 5**

The Ellenville CAA office participates in a county wide Health & Human Services ListSERV where 200 agencies communicate through a single email address. When information is sent to this address, all 200 providers on the list receive the information. This enables customers to know of any new programs and what is being offered by other agencies. In using these up-to-date resources, customers have acquired employment, child rearing classes, health information and more. In being part of this intricate system, it allows our agency to better serve the community.

INNOVATION No innovative activity to report

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education

Program Name: Builders Club Kiwanis

Purpose/Need: Lack of Junior High/Middle School Community Service Organization/Club

Description: Junior High students, working together in service with school and community

Role of Agency: Director of CAA is President of Kiwanis Club that sponsors Builders Club

Partners/partner roles: Leading businesses, professional people of the Community & School

CSBG Involvement/Role: CSBG Funds pay for CAA salary

Type of funding contributed by each partner: Majority volunteer their time to the Club. One Partner offered funds via small grant

Impact and Results: The new Builders Club received the grant for \$635. The Club was chartered and recognized by Kiwanis International. The Club has 20 active middle school children doing Community and School Activities.

PROGRAM ACCOMPLISHMENT**SENIORS**

Program Name: Ellenville Key Club of Kiwanis

Description: Key Club [civic club]

Role of other programs/partners: Key Club contacted all health related programs or services to participate in the Health Fair

Amounts contributed by other programs/partners: 15 health program Representatives participated

CSBG involvement/role: CSBG funds were used in paying CAA Director salary

Impact and Results: The Health Fair was a great success and well received. Plans for another Health Fair are being worked on by the new Key Club President.

COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2/3**

No accomplishment to report

★ AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 5**

During FFY 05, the W-H CAA Board of Directors spent a great deal of time reviewing and revising Board documents and procedures. A newly created Executive Director evaluation tool was used in addition to revising the agency by-laws. With assistance and encouragement from DOS, a Board evaluation tool was purchased and reviewed. It is planned that the Board will start an evaluation process early in 2006. The Board training DVD distributed by DOS was also reviewed by the Board Executive Committee, and will be used as a full Board training instrument also early in 2006. With current uncertainty regarding funding of programs, the Board believes that steps taken during 2005 will better prepare the agency and the Board the future.

INNOVATION

No innovative activities to report

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services

Program Name: Homeless Intervention Program**Purpose/Need: To provide safe housing to the ever increasing number of homeless families and individuals****Description: To provide funding and/or obtain Social Services support to place homeless individuals and families in safe affordable housing. Provide continuing support to ensure housing is maintainable.****Role of Agency: Coordination of local resources, advocacy with Social Services****Partners/partner roles: Salvation Army, Catholic Charities, Family Services, North Country Ministries - coordination of funds. Social Services - ongoing support.****CSBG Involvement/Role: CSBG funded staff for assessment and placement of homeless families and individuals, case management****Type of funding contributed by each partner: Monetary****Impact and Results: Increased number of previously homeless families and individuals in maintaining safe and affordable housing.****PROGRAM ACCOMPLISHMENT****Youth****Program Name: Green Team****Description: Advocacy to Warren County Board of Supervisors to maintain funding for the work crew component of the program****Role of other programs/partners: Employment & Training - GED instruction****Amounts contributed by other programs/partners: \$36,000****CSBG involvement/role: CSBG funding is used to provide support – food, emergency assistance— to participating youth and provide space for the GED instruction.****Impact and Results: Warren County youth continue to have the opportunity to gain valuable work readiness and interpersonal skills by being part of an organized work crew.**

COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 3
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CSBG funds a portion of the new Volunteer Coordinator/Receptionist position. This new position was put in place in February of 2005 to assist in recruiting and working with agency volunteer. This position was much needed when we became involved in the Community Action Angels program which has a very active Advisory Board. Volunteers were active in promoting our agency and getting word out in the community. This is beneficial to the agency, providing volunteers to assist with a number of in-house activities that may have been completed by staff in the past.

AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 5
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During 2005, EOC reviewed and revised Personnel Policies and Procedures, Job Descriptions, Performance Indicators and Employee Evaluations, with consistency as the goal. Input to this process came from Board of Directors, Executive Director and staff. Personnel Policies were revised to address consistency and items that were either only verbal or were documented in an agency survey completed by staff. Job Descriptions and Performance Indicators were more clearly stated per position and allow for staff to see what their responsibilities are and what will be evaluated to determine progress. Consistency was achieved. Completion of this process was a major accomplishment in 2005.

INNOVATION	No innovative activity to report
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MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 7 Linkages

Program Name: Assets Coming Together for Youth

Purpose/Need: Advance youth development strategies; involvement of youth and families to improve health outcomes.

Description: NYS Department of Health Initiative

Role of Agency: Lead agency in applying for these funds.

Partners/partner roles: Youth Bureaus, Cooperative Extension, EOC - develop proposal
CSBG Involvement/Role: Planning, coordinating and acting as lead agency if funds are awarded in 2006 - proposal was due in the summer of 2005.

Type of funding contributed by each partner: Grant would provide funding, collaborative partners would be providing in-kind services in various forms.

Impact and Results: Working jointly on this proposal allows EOC to collaborate with a number of agencies in providing direction in the development of a Youth Collaboration within more than one county. If awarded this grant, additional funding will come into the agency for specific activities.

PROGRAM ACCOMPLISHMENT	YOUTH
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Program Name: Summer Youth Employment Program

Description: Short-Term Work Experience Opportunities for Youth

Role of other programs/partners: DSS, Alternative Sentencing, Youth Bureau, School Districts - assist with recruitment, customer identification, placements, etc.

Amounts contributed by other programs/partners: all services, are in-kind

CSBG involvement/role: Volunteer Coordinator/Receptionist, partially funded through CSBG assists the ETA clerical assistant in greeting customers and directing them appropriately.

Impact and Results: Youth are placed in work experience positions, earning \$6/hr for 8 weeks. Youth remained engaged in work and positive activities throughout the program. Work experience focuses on developing good work habits, responsible decision making, team work and other essential skills to become productive and successful in the labor market.

COMMUNITY/PROGRAM ACCOMPLISHMENT	Goal 2/3
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No accomplishment to report

AGENCY/MANAGEMENT ACCOMPLISHMENT	Goal 4/5
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No accomplishment to report

INNOVATION	No Innovative activity to report
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MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 1 Employment 4 Housing 5 Emergency Services 7 Linkages 8 Self Sufficiency

Program Name: Wayne County Transitional Housing Program

Purpose/Need: NO HOUSING for individuals returning to the community from placement outside the county

Description: Short-term, dorm style housing with wrap-around support services.

Role of Agency: Lead agency, initiating and coordinating other services in the county in connection with this project.

Partners/partner roles: Wayne CAA. - Lead Agency, project coordination ;Finger Lakes Addiction Counseling & Relief Agency - Client Counseling; County Public Health - clinics and wellness information for clients; County Sheriff Dept. - referral agency for local jail; Wayne Behavioral Health Network - client counseling and case management; Finger Lakes WORKS - client job skills, job search

CSBG Involvement/Role: CSBG funds were used to plan and especially to implement this project; alternate funding is , at present, insufficient to provide the 24-hour supervision required by the community and by collaborative agencies.

Type of funding contributed by each partner: In-kind & services will be provided to the project by the following services: Finger Lakes Addiction Counseling & Relief Agency, Victim Resource Center, County Public Health, County Sheriff Department, Wayne Behavioral Health Network, Finger Lakes WORKS, Department. of Probation.

Impact and Results: Wayne County now has a housing alternative for individuals re-entering the community from jail, psychiatric placement and chronic homelessness that is a true step toward self-sufficiency and against recidivism.

★ PROGRAM ACCOMPLISHMENT	SENIORS
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Program Name: Senior Transportation Program

Description: Fund leveraging to ensure mileage for volunteers who transport seniors to medical appointments.

Role of other programs/partners: Wayne CAA. - Coordinates volunteer drivers, pays mileage stipend, accomplished funds acquisition.

Amounts contributed by other programs/partners: County DFA- In-kind services; Rochester Area Community Foundation [RACF] - \$5,000

CSBG involvement/role: CSBG helped to fund hours and work required to receive the grant from RACF

Impact and Results: Home-bound seniors with no other alternative for transportation are now able to call Wayne CAA for rides to critical medical appointments, due to our ability to reimburse driver volunteers for mileage and vehicle wear. This has proven to be extremely important in the face of skyrocketing fuel prices during this past year. Without this CSBG supported program coordination, this service would have been in danger of being cut altogether, at the cost of the health and well-being of a large number of senior citizens.

[submitted as part of CSBGIS]

COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

During FFY 05, New Rochelle needed Early Childhood Services. New Rochelle CAP office of West COP in its city-owned facility had a Day Care Center which closed 2 years ago. The Director and local advisory board advocated and petitioned the City Council and Mayor for to reopen the center. The city issued an RFP which WestCOP was the successful bidder. The center opened in July by combining our Homeless Head Start Program which was relocated from White Plains, with additional Head Start classrooms to serve the New Rochelle target community. This would not have been possible without the local community support organized by CAP – funded through CSBG.

AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 5**

Major Agency/Management accomplishment achieved was completion of our Strategic Plan. We used the plan to improve our visibility in the community, thus attracting volunteers and new funding. We are now building on this through a committee process. This was partially funded by CSBG including a special grant to help with the hiring of a consultant.

INNOVATION**Job searching**

Information and referral for employment through the use of our partnerships with the One Stop Employment Centers operated through the Westchester-Putnam Workforce Investment Board in White Plains, Mt. Vernon and Putnam County. WestCOP is a Partner in the operation of the system. Our local CAP through CSBG, make referrals to these centers for services, increasing opportunities for servicing those in need of employment services.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education

Program Name: Mt. Vernon - A.B. Davis - Community School Initiative

Purpose/Need: To Improve academic, emotional and social awareness of middle school youth.

Description: Program incorporates recreational activities, “edu-tainment” programs, and organized sports, encouraging parent and community involvement with students, providing counseling services for students.

Role of Agency: WestCOP runs the Community School Initiative Program at the Davis School. Partners/partner roles: Mt. Vernon Board of Education - provides in-kind space at the Davis School; CSBG, United Way, Westchester County Youth Bureau provide funding to support the program.

CSBG Involvement/Role: As a result of WestCOP Youth Services, CSBG funds \$15,000 towards the Davis Community School Initiative.

Type of funding contributed by each partner: CSBG - \$15,000 , United Way- \$135,000 , Mt. Vernon Board of Education - in-kind space at the Davis School; Westchester County Youth Bureau helps fund the program with \$50,000.

Impact and Results: Middle School children are introduced to life skills and show increased academic attainment and improved socialization skills.

PROGRAM ACCOMPLISHMENT**SENIORS**

Program Name: Foster Grandparent Program

Description: The Foster Grandparent Program give their experience and their talent to improve the lives of children through tutoring and mentoring.

Role of other programs/partners: Corporation for National Community Service; NYS OFA
Amounts contributed by other programs/partners: CSBG - \$92,538; Corporation for National and Community Service - \$1,061,773; NYSOFA - \$42,036

CSBG involvement/role: CSBG funds the Foster Grandparents program with \$92,538

Impact and Results: Senior Citizens are placed in Day Care Centers, Head Start Centers, Elementary, Junior and Senior High Schools, Treatment Centers for the mentally and physically handicapped, Prisons, Family Courts, etc. The seniors mentor and tutor children. The Seniors receive a stipend of \$2.65 per hour to defray the cost of volunteering and the children benefit from the mentoring and tutoring.

COMMUNITY/PROGRAM ACCOMPLISHMENT **Goal 2**

Through a partnership with the Greyston Foundation, a charitable, non-profit agency providing a range of services for disadvantaged residents, YCAP implemented a community revitalization program through our summer camp. Specifically, Greyston provided a grant to identify abandoned lots in our target area, that were strewn with debris and garbage and had overgrown weeds. Summer campers assisted Greyston in cleaning up the lots and then planting flowers and other foliage. Greyston provided the tools and materials and YCAP provided the ‘kid power’. Through the summer both the children and the community watched these unattractive and unseemly lots transform into beautiful gardens. Just as important, the children felt they had a stake and ownership in the community, as they were directly responsible for planting and maintaining the gardens. CSBG contributed to this venture as funds are used in the staffing and operations of the YCAP Summer Camp.

AGENCY/MANAGEMENT ACCOMPLISHMENT **Goal 5**

On February 21, 2005, YCAP was informed that union members were on strike and workers had no income, unpaid rent, no medical coverage and the most immediate and crucial need: food for themselves and their families. The union asked for YCAP’s help. They needed enough food and produce to feed 200 families, have this food packed and needed assistance in the distribution. All of this was to happen in four days. Our Adult Services Coordinator, who is in charge of the Food Pantry, calculated that we would need to purchase approximately 7,800 pounds of food, which would give the 200 families 3 food bags each. She then called Food PATCH [a member of America’s Second Harvest], explained the situation and they agreed to help and deliver food to YCAP. In 2 days, YCAP staff made it their mission to recruit as many volunteers as possible to assist with unloading food and the packing and distribution of 600 bags. Those few days were a testament and reconfirmation of the mantra ‘Helping People, Changing Lives’. On Friday, February 25th, YCAP and volunteers from the union transported the 600 bags of food to the Yonkers work site and distributed them to 200 grateful families. This impact was only possible through the support of CSBG whose funds support the food pantry and various staff members.

INNOVATION**Services /Outreach to the Hispanic Community**

In February, 2005, one of our maintenance staff, who is Hispanic, came to YCAP with an idea for a new program: a Hispanic basketball team. The objective was to have a place for recreation for adult Hispanic males, where they could feel that they were part of the community. Staff believed that once the men started attending, YCAP, through bilingual staff, could develop trusting relationships, identify needs, and then provide assistance. YCAP gave the go-ahead, and with assistance provided by our maintenance director, a Hispanic basketball team was established. Tournaments culminated in an awards ceremony. The families of the men attended, along with YCAP staff. A prominent local Hispanic newspaper featured a story, along with pictures, the following week. The impact and results of this program, which is still going strong, [approximately 45 men] is reflected in the following statistics [April through September, 2005]: Five families enrolled their children in the YCAP Homework Assistance Program; 7 families were assisted in securing the green card; 4 families were assisted in securing health care benefits for their children; 25 individuals volunteered to help pack food bags for our food pantry on 4 occasions this year. These team players now feel a sense of belonging at YCAP and know they have place to come to for advocacy and assistance for their children and families. YCAP will continue to strengthen this relationship and continue to provide needed services. CSBG contributed to this program, as they fund the salaries of the maintenance staff.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services

Program Name: Food Pantry's "Operation Sweetness"

Purpose/Need: 200 families w/no income (on strike) were in need of food

Description: w/ other agencies to order, pack and deliver food to 200 families

Role of Agency: Served as project manager and managed coordination and services

Partners/partner roles: United Way - referral, FoodPATCH- food, Shepards Flock, etc - manpower

CSBG Involvement/Role: CSBG funds the staff who managed the project, additional funds used in food purchase

Type of funding contributed by each partner: Shepards Flock, etc - inkind, FoodPATCH - discounted food, line of credit, private donation also received

Impact and Results: 200 needy families received 3 bags of food which provided meals for 1 week

PROGRAM ACCOMPLISHMENT**YOUTH**

Program Name: Y WOMEN

Description: Provide young women, ages 12-17 yrs, with career, health & life skills info

Role of other programs/partners: Serve as presenters

Amounts contributed by other programs/partners: In kind contributions-DSS, Planned Parenthood, My Sisters Place, businessman

CSBG involvement/role: CSBG funds the Youth Development Coordinator who administers the program

Impact and Results: 14 young women increased their knowledge of: risky behaviors and their consequences; proper nutrition; ; career options; job readiness; HIV / AIDS [safe sex - 15-17 year olds]

Wyoming

Community Action for Wyoming County, Inc. [WCCA]

★COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

Wyoming CCA is the housing authority for our rural county of 40,000 people. Housing programs provided through WCCA include Section 8 Rental Assistance, permanent homeless housing shelters and low-income public housing opportunities. Several years of providing these essential housing services in our area demonstrated that there was a distinct lack of safe, decent affordable housing for large families: 3 or 4 bedroom rental units. These are either unavailable, or are whole houses which are not affordable. WCCA obtained funding through various sources to build 24 units of affordable housing; 18 of the units are 3- bedroom and 6 are 4-bedroom. These are new construction duplexes built on a newly created street in a residential area. It took less than 60 days to fill the units with income qualified families. The overall design of the site and the dwellings generates a sense of privacy and future homeownership for the tenants. Once WCCA meets contract requirements at the end of the 15 year period, the residents will have the option of purchasing their homes. An entire new neighborhood exists where there was none before. Living in the units are 84 children who have a section of lawn that is their own. The families have their own driveway and are responsible for snow removal and lawn mowing. Each home has it own mailbox. CSBG funds enabled WCCA staff persons to have office space, office equipment and communication equipment on site during the 2-year development process. The creation of these affordable housing units required working with the governmental officials in the targeted community to obtain the local approvals and with potential investors to gain dollars necessary for such a large undertaking. A small investment by CSBG has leveraged \$4.2 million in affordable housing investments with \$2.9 million of the funds coming through private investors. The balance of the dollars came from other governmental programs.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

WCCA is located in a rural area with a population of only 40,000 people. Opportunity for securing additional funding for emergency services and special projects is scarce and competitive. WCCA developed a very successful partnership: our volunteers ring bells for the Salvation Army during the holiday season and volunteer to give out their emergency funds through the Community Action Angel Volunteer Program throughout the year. These additional funds, in coordination with our non- perishable food collection, provide nutritious meals for families with no cost to our program. In addition we receive enough school supplies and backpacks to fill the needs of hundreds of school children. At Christmas and at Easter they supply toys and basket fillers to help many more hundreds of children in our area. By sharing the cost of fuel bills, medical bills, rent and car repairs we both significantly increase the number of families we help. The Volunteer/Community Relations Coordinator is working with Wal-Mart to get permission for Salvation Army Vouchers to be used at Wal-Mart. To date, Community Action Angels in Wyoming County is the only program from which Wal-Mart will accept a Salvation Army voucher in the entire nation. CSBG funds partially support the salary of the Volunteer/Community Relations Coordinator who administers this program. Special CSBG funding to help the CAA Angels Membership has allowed this partnership to happen in other CAAs. Because of the Salvation Army commitment to partner with CAA Angel Programs anywhere, we connect them to other member agencies throughout the region. This partnership will have a significant impact on CAAs and their ability to increase their services without increasing their budget.

☆INNOVATION**Community Action Angels Expansion**

Community Action for Wyoming County received \$20,000 from NYS DCS to expand the Community Action Angels volunteer initiative. Community Action Angels is a program founded in Wyoming County by a past recipient of services and member of the Board of Directors of Community Action. This program was gifted to WCCA to be used exclusively by CAAs. Community Action Angels mobilizes volunteers from the community to bring unrestricted resources to CAAs that will enhance present services and provide assistance to those who do not qualify for help because of income or other restrictions. It focuses on the working poor and the sick by meeting their emergency need immediately rather than waiting until they have exhausted all resources and find they are unable to escape the downward cycle into poverty. CAA Angel Volunteer Program brings business, churches, schools, civic organizations, government agencies, other charitable organizations and members of the community together with a goal of maximizing dollars through partnerships and 'out of the box' initiatives. It is managed by an Advisory Board made up of community members. The program philosophy is to help others to the best of our ability while encouraging those we help to give to the best of their ability. Many volunteers and donors are people who have been helped through this program in the past. An instruction manual, custom software for data collection, graphics and extensive training are given to those agencies that purchase a membership in the CAA Angels Volunteer Program. Free training on fundraising, volunteer recruitment, partnerships and collaborations, securing sponsorship and other volunteer management topics are provided to members at conferences throughout the year. Additional graphics, projects and fundraising ideas are provided regularly. Current membership is 19 CAAs in NYS serving 23 counties. While securing resources is an important goal, there are other reasons this program is important to Community Action. Branding our volunteer efforts with all CAAs gives us increased credibility. Our logo provides consistency, which brings instant recognition and credibility to CAAs as charity, and not as a government agency already totally supported by the tax dollar, which is the common perception. This will cause more charitable dollars to be donated to our agencies during normal times as well as during times of disaster. We are continuing our plan to include more New York CAAs in the membership while we move to introduce this program in other states. Our intended impact is to increase community involvement in Community Action nationwide.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services

Program Name: Community Action Angels-County Wide Food Drive

Purpose/Need: Increase WCCA ability to provide proper nutrition to families in need and individuals with health issues needing special diets, who do not qualify for assistance through normal service provision.

Description: Adult and youth volunteers collect food by going door to door covering a 3,000 mile route and placing collection boxes in churches, businesses, schools, area restaurants.

Role of Agency: WCCA is responsible for recruiting partners and volunteers, oversight of the project and volunteer activity, food distribution and record keeping.

Partners/partner roles: USA, [youth portion of Community Action Angels], plans, promotes and implements the project under the guidance of faculty volunteers. CAA Angel Volunteers provide administrative assistance, transportation and assistance sorting and stacking. Attica Correctional Facility inmates built shelving, the prison Commissioner donated and drove the truck.

CSBG Involvement/Role:CSBG pays for partial salary and support costs for the Volunteer/Community Relations Coordinator and the CAA Angels Program.

Type of funding contributed by each partner: - Schools pay for teacher representatives, bussing and building use costs. Attica Correctional Facility provided labor and transportation. Area businesses provided breakfast, lunch and snacks costing \$350. Volunteers provided gas and vehicles amounting to over \$3,000.

Impact and Results: Over \$25,000 in non-perishable food was collected; 157 volunteers donated 1237 hours. The collection provides emergency food for 1 year in Wyoming County. It will feed Community Action customers as well as customers of other local agencies who need unrestricted help. This allows us to stretch donated dollars by providing vouchers for fresh food products along with the donated non-perishable food items. We partner and trade with organizations that have money for fresh food products but few non-perishables and all Wyoming County needy receive more balanced meals. The partnerships in this project resulted in improved relationship between our local justice system and our youth, and opened doors to new projects among all participants.

PROGRAM ACCOMPLISHMENT

YOUTH

Program Name: United Schools in Action [Youth portion of Community Action Angels]

Description: 'Remember the Nickel' stores were set up in all area nursing homes where Christmas gifts were purchased and wrapped for a nickel. This project engages volunteer youth in human service work while providing a unique service to seniors confined to a nursing facility.

Role of other programs/partners: USA students made crafts for gifts and helped seniors shop and wrap gifts. Community Action Angel volunteers and community partners provided gifts. Schools provided bussing. Community Action provided lunch for volunteers.

Amounts contributed by other programs/partners: Sallie Mae Inc. donated \$5,000 to fund this program. Wal-Mart donated \$50 for wrapping paper. CAA Angels provided \$7500 in gifts from community partners. Salvation Army provided \$100 for snacks.

CSBG involvement/role: CSBG funds provided partial salary coordinator and program support.

Impact and Results: Nearly 600 seniors "Christmas shopped" and spent time in an enjoyable activity that would not normally be available to them. USA volunteer youth learned valuable lessons about the elderly. Students learned arts and craft skills, budgeting, multi-tasking and human service skills. This project had a positive impact on how our senior citizens and their families viewed our youth of today as well as WCCA and our ability to serve our senior population in a new way. As a result of this activity, USA students are now offering 8 week computer classes to area seniors, taping books, reading and playing games with shut-ins, helping with yard work and more. Area nursing homes are doing fundraisers for CAA Angels and many family members of nursing home patients are now donors and volunteers.

**Mohawk Indian
Housing Corporation**
[MIHC]

Tribal Organization

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 3

During 2005 MIHC sponsored a Summer Youth Activity Group. There is a huge need to keep positive programming for children who come from low-income families. The Summer Youth Program age limit was children 15 years old and younger. The children are in active participation for 8 weeks during the summer. CSBG funds were used to pay for transportation and 3 staff, 2 staff members were from JTPA programming. One of the requirements was to transport approximately 20 children and 5 staff, who were in a rural area. A fifteen-year old 20-passenger bus was donated by the local OFA Senior Citizens organization to transport the children. While the bus was not plated, it sat out doors in the agency parking lot. Across the yard was a Temporary Emergency Housing program that offered a 6-month to 12-month stay while those families looked for housing elsewhere. In the late spring, to our dismay, the vehicle was vandalized. This was an expensive repair job, as the vehicle was to be insured only while being used. The agency began to price and find the replacement pieces. In the meantime summer staff used their personal vehicles and were paid mileage. The type of side door replacement part was never found, though a wide search was conducted. Many other bus doors were available, but none were the correct size. The bay is now open to park the 20-passenger bus. The Summer Youth Program finished by using the agency's 9-Passenger van. [information regarding another program not clearly related to this, was deleted.]

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

Unexpectedly our agency was hit with a Discrimination and Sexual Harassment complaint, but this brought about a revision to personnel policies. The two boards that share the same staff began meeting together to review the complaint. They decided that our agency needed to rewrite the Personnel Policies. This is a monumental task. When staff recommended certain changes, board passed the immediate necessary recommendations. There was no reorganization or formal changes made over a length of time. Instinctively knowing that agency policies should be revisited, the CSBG work plan included this type of activity. It was not pleasant to deal with such a complaint. All staff members were upset and closure was brought by a consultant who spoke to educate workers on behaviors and conduct. Given the opportunity to prepare staff, the consultant indicated how management will function in such a matter, an important aspect in itself. The complaint procedure challenged and spurred the Personnel Committee forward to update the policy. The Acting Human Resource Manager provided the existing Personnel Policy along with a second set of recommended changes, requested by the board so they would know what was being considered. Board members were overwhelmed, and the process is still actively on-going. While changes are not official at this point, it certainly is on its way to being torn apart, reviewed and discussed. This is an accomplishment that sat on the back bench for 5 years.

INNOVATION
Energy Efficient Office Space

MIHC has been in existence since 1972. Our 40' X 100' metal warehouse was constructed in 1975, and includes a 2-bay garage. MIHC offices are inside this warehouse. The warehouse was never intended to be used as office space. After 30 years, renovation was necessary. The building experienced gradual deterioration, and roof leaks, which expanded to areas that affected our storage room, offices, bathroom and hallways. Staff experienced drafts during winter. Each desk space is given oil-filled electric heaters to keep the proper temperature though there is forced air heat. We hoped that renovations would spare staff another cold winter. MIHC submitted an application to a federal agency for a Housing Services Administrative Office and Meeting Facility. CSBG funds were used in planning and coordination efforts. The request was approved for \$544,470. A local architect prepared cost estimates and preliminary drawings for the NYS Architect. Conceptual drawings were reviewed and received approval during this process. Working Drawings are to be started this fall and submitted over the winter. The Time Line for the construction start is expected in 2006. We discussed with the Architect ways to abate the impact of high energy costs; he will provide some of the latest energy efficient technology and Star Rated efficiency appliances. Innovations are especially useful during the design process when the energy crisis, consumption concerns and threat of fossil fuel shortage present issues. We were assured costs of future utilities in the new building will be less than that used to heat and cool the warehouse offices. The newly designed Housing Services Administrative Offices are urgently needed to continue providing necessary services, which we have done with CSBG funds since 1985. The community where we work and live is without a current Meeting Facility. We understand that this type of funding is very difficult to receive, since many organizations need similar assistance.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category:4 Housing

Program Name: NYS Housing Trust Fund HOME Program

Purpose/Need: To provide linkages to other sources for renovation

Description: Renovation of owner/occupied home of low-income

Role of Agency: To act as participating jurisdiction, administer, and obtain cooperative agreements to rehab homes rehabilitation

Partners/partner roles: Request to use town employee for renovation tasks

CSBG Involvement/Role: Administrative involvement regarding overseeing funds

Type of funding contributed by each partner: Delivery of services in new area

Impact and Results: Traditionally the agency has worked east of the area. By making an Agreement to work in the neighboring area, the application process expanded to 18 families. As eligible projects become available, this assists us to expend our grant funds and stimulate the economy. By meeting the needs of the very low-income families, this thrust will allow blight to be eliminated and use of more contractors to complete the work.

PROGRAM ACCOMPLISHMENT**SENIORS**

Program Name: Sponsor Sweetflag Estate - housing for the elderly and disabled

Description: Community housing development organization: Renovated 30 units of apartments

Role of other programs/partners: North Country Home Consortium provided funding.

Amounts contributed by other programs/partners: The Hogansburg Housing Development Fund Company, Inc., a not-for-profit organization, are the owners of the Sweetflag Estate, impacting 30 families / units reserved for the elderly and disabled. MIHC of Rooseveltown, received designation as a Community Housing Development Organization [CHDO]. MIHC, as the sponsor, applied for the funds under the CHDO set-aside funding and was awarded a renovation grant through a Participating Jurisdiction; \$210,806 construction and oversight CSBG involvement/role: CSBG administrative funds oversee the fiscal portion

Impact and Results: Results were the elderly received improvements that impacted 4 areas:

Safety of Residents: Entry ways were covered to avoid falling ice and injury, new door handles and faucet handles, patio and sidewalk repairs due to the heaving of winter ice causing people to trip or slip, and water drainage taking water away from the perimeter of the roof area that caused the destruction to the sidewalks and patios. **Prevention of Deterioration of the building Fabric:** Siding of entire building, Firewall repair that let moisture into the building, Roof ventilators to improve the quality of air, and main entrance door replacement due to severe water and salt deterioration. **Energy Efficiency:** Window Replacement, and Appliances Replaced. **Convenience/Amenity to Residents:** flooring and kitchen counter tops.

Poospatuck
(Unkechaug) Indian Nation

COMMUNITY/PROGRAM ACCOMPLISHMENT**Goal 2**

Each summer the Poospatuck Nation employs a group of teenagers in their summer Youth program. This year the number increased quite a bit ,providing more youth with opportunity to become a part of the program. The goals of the program are to assist the youth with financial support as well as teaching them as a group to own a stake in their community. The students participated in partnership and capacity building while working on the reservation and volunteering in nearby Veterans homes with the elderly. The students worked to clean, paint and performed minor repairs on the reservation to assist those in need. The students took great pride in the revitalization of their homes and community. Also, the students washed cars and conducted fund raising activities to raise money for their future endeavors, which providing them with entrepreneurial and future planning skills.

AGENCY/MANAGEMENT ACCOMPLISHMENT**Goal 4**

The CSBG grant has worked in partnership with the local School System to provide capacity-building services to the children of the reservation with space and funding for an after school program. The children are provided with 2-hours a day, 5 days a week for tutorial and after-school services, and with nutritional snacks to assist in healthy eating habits. The children are tutored by 2 certified teachers and 5 aides. The children are also monitored in the school weekly to ensure their school performance is on level. The partnership has shown an increase in tutorial attendance, as well as, an increase in the students' academic performance of those children who attend the center on a daily basis

INNOVATION**Research to increase funding**

The Poospatuck Indian Reservation, CSBG along with SUNY Stony Brook combined resources to form a committee of community members to teach them how to research grants and funding sources to increase funding and services for the community members to address problems of poor housing, health concerns, youth programs, job training as well as an overall assets and needs assessment. The results to date are very positive with the acquisition of services provided to the community as well as the committees' ability to affect change.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 4 Housing/7 Linkages/ 8 Self Sufficiency /9 Health

Program Name: Unkechaug Indian Nation

Purpose/Need: the program empowers the community to gain access to available funding sources that can assist the community.

Description: Partnership with SUNY Stony Brook-School of Social Welfare; to learn how to research funding sources, write proposals and submit grants while developing partnerships with other community agencies.

Role of Agency: To assist our community with the process

Partners/partner roles: To assist our community in the process

CSBG Involvement/Role: Planning needs assessment and coordination between community partnerships

Type of funding contributed by each partner: In kind services are provided by Stony Brook Impact and Results: The community has worked very hard to become self-sufficient through this process and has started to receive small grants to assist with our ongoing needs assessment and community center repairs.

PROGRAM ACCOMPLISHMENT**SENIORS**

Program Name: Unkechaug Indian Nation

Description: To provide transportation to medical visits. Delivered food from the food pantry, home repair, weather removal services.

Role of other programs/partners: Indian health services monitors wellness, food pantry assists with healthy Food supplement, transportation is provided by both csbg and unkechaug nation van service. The combination of the programs continue to assist the elderly.

Amounts contributed by other programs/partners: All in kind services.

CSBG involvement/role: CSBG assists in food distribution and transportation to office visits for the Elderly. CSBG also sponsors in service training sessions to assist the elderly population.

Impact and Results: The results of the program continues to provide elderly with needed Assistance to live comfortable in their homes and get help with their Medical and housing needs. The program provides the elderly with a sense of independence, which allows them to continue to live with integrity.

Seneca Nation of Indians

Indian Tribe

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2/3

No accomplishment to report

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 4/5

No Accomplishment to report

INNOVATION

No innovative activity to report

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 5 Emergency Services

Program Name: Seneca Nation of Indians Tribal Advocate Program**Purpose/Need: To assist low-income households in crisis situations.****Description: Expansion of rental and utility assistance and food bank services.****Role of Agency: Program Coordination****Partners/partner roles: Seneca Nation of Indians Administration Offices and Food Bank of WNY.****CSBG Involvement/Role: Planning, coordinating and funding.****Type of funding contributed by each partner: Monetary and in-kind services.****Impact and Results: CSBG has contributed a great deal to coordination of these partnerships and expansion of services to the clientele of the Tribal Advocate Department. The implementation of a 3rd Tribal Advocate office, in Buffalo assisted us in our goals to reach more tribal members who living out of tribal territories and are experiencing crisis without causing additional strain due to distance and transportation issues.**

PROGRAM ACCOMPLISHMENT

YOUTH/SENIORS

No CSBG funds are used to operate youth or senior programs

Shinnecock Indian Reservation

Indian Tribe

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

In a partnership with a local marine research facility both students and adults were given the opportunity to learn about shellfish rearing. The program taught some and refreshed others on topics such as algae culture techniques, broodstock conditioning and spawning and maintaining shellfish nursery systems. Because of CSBG funding, community members were able to have hands-on experience with all aspects of this facility. It is hoped that this partnership will continue and possibly revive a building that is owned by our community as a marine education facility or business venture.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 4

In a partnership with the American Indian Community House, [AICH] students were given summer job opportunities. They spent 8 weeks working at a job site 4 hours a day, Monday-Thursday. Friday was dedicated to a cultural enrichment project. Job site functions included office procedures, in a general office environment and a health service environment. Friday was dedicated to issues of substance abuse, dating and domestic violence, sexual abuse and healthy lifestyles. At the end of the 8- week program, participants were eligible for a work bonus. All received bonuses. Both CSBG and AICH provided funding.

INNOVATION

Cultural Education

CSBG funding has helped bridge the gap between youth and elders, prevention education, accessing resources, and improvement in overall community wellness. It has provided resources for cultural activities and the development of programs to help meet the need for leisure time activities to help keep youth off the streets. An organization in our community called Daughters of Tradition received assistance from CSBG. This is an educational program designed for Native American girls to help them learn that they are 'good for something, good at something' and to become aware of and be able to discuss their feelings. The foundation for Sons Of Tradition has also been created.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 2 Education 9 Health

Program Name: Summer Youth Program

Purpose/Need: To give youth job training opportunities

Description: Students spent 8 weeks working at different job sites

Role of Agency: Partially funded participants

Partners/Partner Roles: Funding supplied by AICH

CSBG Involvement/Role: Supplied partial funding to participants

Type of funding contributed by each partner: Building space (in-kind) and cash payments to participants

Impact and Results: After the 8 week program students were evaluated on their job performance by their site supervisors. The four participants each received a bonus based on their positive evaluations.

PROGRAM ACCOMPLISHMENT**SENIORS**

Program Name: Shinnecock Senior Citizen Program

Description: Provides lunches for Seniors and a chance to socialize

Role of other programs/partners: Provided funding for heating and lighting of building used for program

Amounts contributed by other programs/partners: \$4000 for electrical costs and \$4000 for heating costs

CSBG involvement/role: CSBG assisted in heating and electrical costs.

Impact and Results: The Shinnecock Senior Citizens Program has been in existence for over 20 years. It provides lunches to those who visit our Family Preservation building and delivers lunches to those that are home bound. The program provides a center where youth and elders can socialize. It helps bridge generation gaps and gives our elders a chance to reflect on the traditional ways of their youth.

COMMUNITY/PROGRAM ACCOMPLISHMENT

Goal 2

ROI partnered with a local community through its Village Board and Local Development Corporation to offer ongoing technical support, grant writing and assistance with development and implementation of a comprehensive Economic Development Plan. This small community is located outside of a populated census tract and has experienced loss of industry and retail, but has seen an increase in new housing development. The paradox of new housing set against an antiquated and underused commercial area led the leaders of this community to approach ROI's Economic Development Division to assist with redeveloping their core business area and the local economy in general. Thus far ROI assisted with obtaining a mortgage to allow the LDC to purchase and renovate an existing retail building downtown. This effort will retain a long-time business in town that was being forced to close because it could not afford to purchase the facility it was renting. ROI also has also assisted the LDC with recruiting a large credit union to the building, making the project more cost effective and bringing a much-needed service to the community. The credit union will offer full banking services including a drive-through ATM. This project will retain 12 jobs and create 7 new jobs in the community, as well as increase the tax base through an increase in the property assessment and income taxes. CSBG funds partially support staff salaries and related expenses for ROI's Economic Development Division.

AGENCY/MANAGEMENT ACCOMPLISHMENT

Goal 5

ROI developed a system to train staff in 6 key areas of competency: Introduction to ROI, Governance, Human Resources, Communications, Planning and Evaluation, and Finance. With assistance of CSBG, ROI adopted an Internet-based solution to implement the training across the agency, which has multiple office locations and 275 full-time staff. Project elements included software identification and development of exams to test employee comprehension and retention of the 6 topics. The system will allow ROI staff members to access the training modules and take the exams on their own schedules and at their own pace from any computer connected to the Internet. An additional benefit of the software selected has been creation of an electronic ROI Library where virtually any document regarding the agency can be readily retrieved.

★INNOVATION

Trading Cooperatives/Microenterprise- update

ROI established a network of Trading Cooperatives [TC] designed to offer new and expanding microenterprises access to new markets, business training and loan capital by using the Internet to market their products to a worldwide audience. To date ROI's Economic Development Division has completed 3 training rounds in the TC program, which has graduated 53 businesses, has 25 businesses in training at present, and will begin training another 12 businesses after the first of the year. Expansion efforts are underway as anticipated. ROI staff had successful discussions with microenterprise groups in Chenango, Madison, Oswego, Lewis, Chautauqua and Cattaraugus Counties. When activities are completed, the TC program will have 6 locations and will be training a minimum of 120 business owners per year. TC graduates have exported their products to Italy and Greece, had their wares included in the American Craftsman Museum and Gallery in New York City, were featured artisans on HGTV, filled major orders for out-of-state craft festivals, and opened shops in the US Virgin Islands. In addition to the TC initiative, ROI developed a Microenterprise Assistance Program (MAP). During this 12-week training program, participants will complete an entire business plan for their business. This business plan then can be used as part of an application for financing through ROI's Microloan Program. The first class will begin meeting in February, 2006. CSBG funds partially support staff salaries and related expenses for ROI's Economic Development Division.

MOBILIZATION/COORDINATION OF RESOURCES

CSBG Service Category: 4 Housing /7 Linkages /8 Self Sufficiency

Program Name: Visions - Transitional Housing and Supportive Services for the Homeless [Orleans County]

Purpose/Need: Visions, partially funded by CSBG, is the primary project of the Orleans County Continuum of Care, which seeks to address homelessness and related issues by coordinating community resources.

Description: Orleans County Continuum of Care is working to implement a Homeless Management Information System (HMIS) as required by Visions' primary funding source, US-HUD. HMIS will unify homeless information tracking and reporting among all affected agencies in Orleans County.

Role of Agency: ROI operates Visions and is the lead agency for the Orleans County Continuum of Care. In addition, ROI is providing technical assistance to the Orleans County HMIS Planning Committee.

Partners/partner roles: OCAC, Orleans County DSS, DOH, OFA, County ARC, Orleans Workforce Development, Genesee/Orleans Ministry of Concern, Agri-Business Child Development, ROI Domestic Violence Program, Living Opportunities of DePaul, Genesee/Orleans Council on Alcoholism and Substance Abuse, Oak Orchard Health Center, Planned Parenthood

CSBG Involvement/Role: CSBG funding partially supports Visions, where the HMIS Planning Committee meets and whose efforts are coordinated by the Visions program administrator.

Type of funding contributed by each partner: Partners contributed staff time and services needed to research and plan the HMIS and have agreed to participate in the HMIS once it is implemented.

Impact and Results: Thus far Orleans County Continuum of Care HMIS Planning Committee has completed an assessment of any combined reporting on homelessness currently taking place in the community. It met with a HUD representative for guidance on HMIS development, and created a charter and vision statement. It identified community stakeholders, and conducted a survey on the equipment, software and systems these stakeholders use to collect information on clients and services. It developed protocols to safeguard confidential information such as incidents of domestic violence and HIV status, and presently is completing a gaps analysis. Implementation of the HMIS in Orleans County is expected in early 2006.

PROGRAM ACCOMPLISHMENT

YOUTH/SENIORS

CSBG funds were not used by ROI during FFY 05 for programs directed at youth or seniors.

End Accomplishments and Innovations

