

**Cortland County Community Action Program, Inc
(CAPCO)
Annual Report 2015**

CAPCO's Mission

CAPCO is dedicated to providing and advocating for community-wide actions and programs that increase individuals' dignity and self-reliance and improve community conditions, engaging all sectors of the community in Cortland County's fight against poverty.

Promise of Community Action

The Promise of Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



www/capco.org 607-753-6781  Cortland County Community Action Program

CAPCO Board of Directors (Current 2016)

- | | |
|-----------------------------|-------------------|
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Letter from the Executive Director

I am very happy to share the 2015 Annual Report for Cortland County Community Action Program, Inc. (CAPCO). We were able to provide support, resources, program and services for 3500 people in our community. These efforts were often possible because of partnerships and collaborations for many in our community. CAPCO is blessed to have so many people willing to share their time, talents and treasures to help others and strengthen our community. I want to thank those people now. CAPCO has more than 200 dedicated, committed and experienced employees. They make a difference in the lives of low income people in our community every day.

Our Board of Directors provide support, guidance and help us make connections in our community that mean better programs and resources. One of those dedicated members completed ten years on our Board in 2015. We want to thank Rev. Janet Adair Hansen for the gift of her time in those ten years. She was the member of our Executive Committee and the Chair of the Program Planning and Evaluation Committee. Through her efforts, many others in the community were involved and supported the efforts of CAPCO. Thank you, Janet.

I'd also like to thank our community. CAPCO partners with so many others to provide the programs and resources shared in this annual report. Our partners include schools districts, churches, SUNY Cortland, TC3, businesses, County and City departments and other non-profits. Our employees participate in Coalitions, Boards of Directors, and Advisory Committees both locally and at the State and Regional levels. It takes a village to raise a child, and CAPCO is proud to be a part in such a strong village. We look forward to what the next year(s) will mean for us and our community.

Sincerely,



Executive Director



Rev. Janet Adair Hansen



New CAPCO S. Main Site Open House September 2015

CAPCO by the Numbers in 2015

- 3475 individuals served
- 2390 families served
- Renovations were completed and the S. Main facility is open for business
 - 2 Early Head Start Classrooms
 - 2 Head Start Classrooms
 - BOCES Collaboration
 - Office space for HS/EHS Education/Mental Health/Health Staff
- 1989 served in WIC (Women, Infants and Children)
 - 262 babies were breastfed increasing health and nutrition
- 148 elementary school children received Snackpacks, (food for the weekends and school breaks)
- 10 families participated in CSA (Community Supported Agriculture) allowing them access to fresh, locally grown produce using their SNAP benefits)
- More than 272 children HS/EHS
- 765 people were helped with clothing, household items, utility supports, SNAP/healthcare enrollment, winter coats – Family Essentials and Community Action Angels
- 365 were supported through the Family Success Centers in Marathon and McGraw
- 27 parents participated in Parents with Hope and other parent education opportunities
- 66 disabled adults lived in their own homes through the Consumer Directed Personal Assistance Program (CDPAP)
- 102 households received Energy Services support/resources
- 90 young adults enrolled in High School Equivalency (HSE) program
- 10 completed classes, testing and earned the HSE diploma
- 465 volunteers gave 7480 hours of their time to provide support and resources to the community (Head Start parents, Family Essentials, and others)

CDPAP

In 2015, **CAPCO Consumer Directed Personal Assistance Program** made it possible for more than 60 participants to stay in their homes free of the constraints imposed by traditional home care and institutional settings. Nine families received support and care for their disabled family members through CDPAP allowing them to continue to be employed. Over 100 individuals obtained employment and received the necessary skills and training to increase their employability in the home care industry. The transitioning to Managed Care continues to be a challenge. This challenge is increased as the Medicaid resources for this program continue to decrease. **CAPCO** is committed to continuing to provide this important, life changing resource to those in our community that depend on this resource.

CCPAP Making a difference.....

The mother of a 4 month old child with severe health problems was seeking CDPAP to help care for her son. The mother was to return to work after she had exhausted her maternity leave and FMLA leave. Her son was unable to attend a traditional day care setting due his health problems and his mother was at a loss as to how to get care for her son in order to be able to return to work. Through the CDPAP Program, CV's mother was able to hire qualified aides who were familiar with her son's unique health problems and she was able to return to work.

Energy Services

In 2015, Energy Services provided supports to upgrade more than 102 income eligible households. The resources included weatherizing homes, insulation, energy audits, updating appliances, installing smoke and carbon monoxide detectors and other upgrades.

Energy Services Making a difference.....

In 2015, **CAPCO** Energy Services worked with a family of nine, 2 adults and 7 children. The family had not been able to pay their home owners insurance due to limited finances and the insurance lapsed. The family had a disastrous fire destroying much of the home. Although the home was still structurally sound and repairable, it was uninhabitable and displaced the children to a different school district. The work to repair the home was a partnership between **CAPCO** Energy Services, Thoma Development, EmPowerNY (NYSERDA) and the homeowners took out a small loan.

The work on the home consisted of installing a high E=efficiency furnace with complete distribution system, water heater, 2 doors, 18 windows, insulating the walls, attic, and rim joists, air sealing throughout the home, sheet rocking of the 2nd floor ceilings, installing smoke and carbon monoxide detectors, bathroom and kitchen venting, a new refrigerator and 13 light fixtures. The total project cost was \$64,780.00: (WAP- \$17,155 Thoma (HOME program)- \$30,125 EmPower NY- \$7,500 and the \$10,000 family loan) and 420 labor hours. The two year project finally came together and the family and children were able to return to their home and original school district before winter.

Family Development

2015 has been a year of transition and growth in Family Development. Family Development has grown to 6 paid staff, several volunteers and thousands of people served in our community. Because of the growth, 2015 allowed **CAPCO** to hire a full time Family Development Director, updated systems of tracking, and an addition of monthly team meetings and quarterly one on one meeting. In addition to the personnel and programmatic changes in the program we continued to serve many individuals and families in the community.

- 765 families received clothing through the efforts of Family Essentials, Coat Giveaway, Pajama party, Baby Shower, and Family Resource Centers.
- Over 450 families received food assistance through the Snack Pack Program, CSA, EBT at Farmers Markets, and Cooking Classes.
- 61 households received housing or transportation assistance through Care & Share, Project Share, and Emergency Assistance.
- Over 70 individuals received education through Parents with Hope, Incredible Years, Zumba, Health & Nutrition Classes, Budgeting, Safe Sitter, Community Health and our High School Equivalency Program.
- 10 students received their High School Equivalency Diploma (90 students enrolled)
- 8 Children attended Summer Camp

CAPCO continued to facilitate the Cortland Hunger Coalition. The support of an AmeriCorps member made this a stronger effort. More than 30 community members including human services organizations, schools, elected officials, food pantries, DSS, Food Bank and community representatives are working together to address the issue of hunger and access to healthy, affordable food in Cortland County.



Can Sculpture, Cortland Hunger Coalition
 Joyce Allen, Nikki Zeches, Greg Richardson,
 Cindy Dwyer, Tyler Eaton



Pajama / Book Party – very happy children
 with new PJ's and a brand new book to keep.

Family Development Making a difference.....

ML left high school at age 16. She initially came to **CAPCO** for her sister's WIC appointment, and WIC staff referred her to our Math tutoring program. After some initial work and progress in math, she enrolled in our High School Equivalency program and was one of our first students to earn her diploma. She was proud to attend her graduation ceremony in May 2015. She also participated in our Getting Ahead program, bringing a friend to the program. She successfully completed that program, including a community project. Through the work in the program, she identified an interest in the Medical field, and enrolled in a Medical Assistant program at the local BOCES. When she did not pass the initial math test for that program, a **CAPCO** Family Advocate tutored her until she surpassed the target math score. Another **CAPCO** Family Advocate helped her and her mother walk through the financial aid application for a successful enrollment. ML stopped in recently, dressed in their Medical Assistant scrubs, on their way to their first job shadow. Her teachers report that she is doing well, sustaining a 90+ grade average and is anticipating an internship in a regional medical practice.

Head Start (HS)/Early Head Start (EHS)

In 2015, **CAPCO** had 221 children in Head Start and 84 pregnant women, infants and toddlers in Early Head Start. **CAPCO** had nineteen classrooms in ten locations throughout Cortland County. In addition to educational, classroom and home based opportunities; families received emergency services, housing supports, health and parent education opportunities, adult education supports and other resources. The families and children in the **CAPCO** HS/EHS program benefit from staff where a majority have college degrees (advanced, bachelors and associates) and CDA (Child Development Associate) certifications.

HS/EHS Making a difference....

The CAPCO Early Head Start Program supported a Mom and Dad who were both juniors in high school. Their child was in the infant room with the CAPCO Early Head Start Program. The mother was overwhelmed with the responsibility of a new baby that was often sick. She wanted to quit school.

HS/EHS staff worked with her and supported her. They made it possible for her to drop her child off early to accommodate her high school schedule. The Family Advocate worked with her to influence her to stay in school and be the support person she needed during this difficult time being a teenage parent. The Family Advocate shared her own story and experiences and assisted her in the ways she needed to not give up.

This teen mother stayed in school, the child stayed in Early Head Start, and she was encouraged, supported in getting necessary services including Early Intervention services. After her high school graduation, she went to school to be a dental hygienist and she has a job in her field in Cortland, and her second child is now in the program. At this time, she is currently giving back to our program by serving as a parent representative on our Policy Council.



Women, Infants and Children (WIC)

In 2015 1989 mothers and children newborn to 5 years old improved health and access to nutritious food and education through participation in the *CAPCO* WIC program. WIC worked closely with many other agencies on breastfeeding promotion and support with the County Breastfeeding stakeholders group. The stakeholders group was able to apply for grants and sponsor several community breastfeeding events and trainings. They also paid for one of our peer counselors and representatives from the hospital and several medical providers offices to become certified lactation counselors.

CAPCO WIC applied for and received Performance Improvement money from the NYS Department of Health. With the additional funding we collaborated with other counties in our region and hired a marketing firm to develop an outreach campaign for WIC. The campaign was successful and is in the process of becoming a state-wide initiative. Our second Performance Improvement Initiative involved hiring a temporary Retention Specialist to work with WIC participants to help them overcome some of the barriers to WIC participation. As part of this initiative she was able to help participants arrange transportation or authorization for someone else to pick up their checks and went shopping with several participants to help them with the complicated process of redeeming WIC checks.



WIC Making a difference...

Collaborations were a highlight of the year for WIC. In January, we started WIC smiles with staff from Dr. Djafari's office. One of them comes to WIC for about an hour a couple times per month and does dental screenings and applies dental varnish for WIC children. Approximately 50 children received dental screenings, varnish and dental supplies to take home in 2015.