



2025 Annual Report

Cortland County Community Action
Program, Inc. (CAPCO)

Est. 1974

#CommunityAction

#HelpingPeople #ChangingLives



Cortland County's *Community Action Agency*

...with select services in Chenango & Tompkins Counties!



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.

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.





Agency Snapshot

Governing Board of Directors:

- 1/3 publicly elected officials/representatives
- 1/3 consumer-sector representatives
- 1/3 private sector

President: Shelley Warnow

Vice President: Bille MacNabb

Treasurer: Doug Bentley

Secretary: Lynne Sypher

Head Start Policy Council: A group dedicated of Head Start and Early Head Start parents and community members who help lead and make decisions about their program as a sub-governing body of the CAPCO Board of Directors.

Agency Directors:

- **Greg Richards**, Executive Director
- **Kirsten Parker**, Deputy Director
- **Brandy Strauf**, Family Development Director
- **Jennifer Geibel**, Early Childhood Dev. Director
- **Loriann Spatola-Davis**, WIC Director
- **Stacey Henry**, Energy Services and Buildings & Maintenance Director

**\$9.6 million+
budget**

**5,200+
individuals
served across
all service
areas**



Major Program Offerings

Family Development

- ✓ **Emergency Assistance**
- ✓ **Diaper Program:** Monthly distribution program.
- ✓ **SnackPacks:** Weekend meals for local elementary children.
- ✓ **Family Essentials Closet:** Donated & free clothing, household items & limited furniture.
- ✓ **Adult Education:** GED attainment, higher education & basic literacy skills.
- ✓ **Nutrition Outreach & Education:** SNAP Enrollment.
- ✓ **Youth Mental Health Family Coordination:** Cortland County System of Care.
- ✓ **Consumer-Directed Services:** Volunteer Transportation & EISEP in-home services for seniors.
- ✓ **Community Action Angels:** Annual Coat Giveaway, Baby Shower, Pajama Party, Thanksgiving Packages & Holiday Extravaganza.

Early Childhood Development

- ✓ **Early Head Start:** Birth-2-year-olds, 11 classrooms.
- ✓ **Head Start:** 3-4-year-olds, 2 classrooms.
- ✓ **Universal Pre-K:** 4-year-olds, 2 classrooms.
- ✓ **Healthy Families:** NYS home visiting program for new & expectant families.
- ✓ **Family Services:** Familial support for center-based families.
- ✓ **Health Services:** In-house health team for all children.
- ✓ **Nutrition Services:** In-house meals and nutrition support for all children.

Women, Infants & Children (WIC)

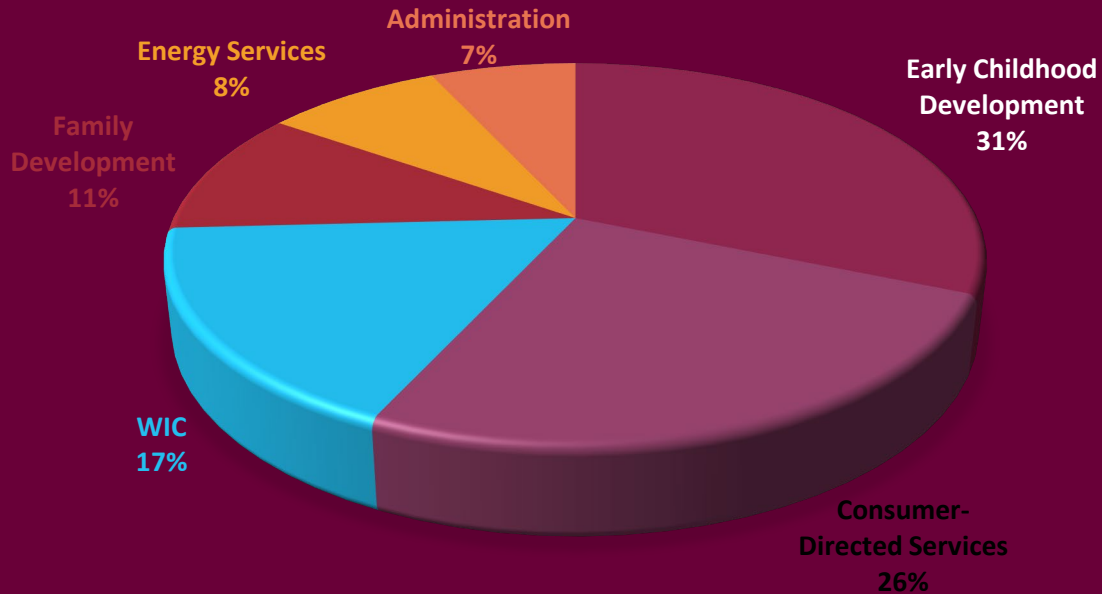
- ✓ **Cortland County Clinic:** Serving 1,100 people monthly, CAPCO Main Office (Cortland, NY).
- ✓ **Chenango County Clinic:** Serving 1,000 people monthly, Eaton Center (Norwich, NY).
- ✓ **Peer Counselor:** Breastfeeding & benefit usage support.
- ✓ **Breastfeeding Cafés:** In both Cortland & Chenango County clinics, open to all.
- ✓ **Farmers Market Program:** Coupon issuance for local market WIC benefit usage.
- ✓ **Nutrition, breastfeeding, and familial education & counseling.**

Energy Services

- ✓ **Serving both Cortland & Tompkins Counties.**
- ✓ **Energy Saving & Safety Supports:**
 - ✓ Insulate & air seal
 - ✓ Heating systems & hot water tanks
 - ✓ Refrigerators
 - ✓ Cooling
 - ✓ Ventilation
 - ✓ Carbon & smoke detectors
- ✓ **Healthy Homes Production:** Lead, radon, mold & other remediation.
- ✓ **No heat emergencies and clean & tunes:** Local HEAP through DSS.
- ✓ **Income eligible homeowners & tenants.**
- ✓ **Fee-for-service opportunities for over-income families.**



Financial Health & Funding Sources



Check out CAPCO's Financial Reports here:

https://www.capco.org/about-us/#agency_reports

Funding Support: Central New York Community Foundation, Cortland City School District, Cortland Community Foundation, Cortland County, Dollar General Foundation, Hunger Solution NY, Medicaid, Mother Cabrini Health Foundation, NYS Community Action Association, NYS Department for Homes & Community Renewal, NYS Department of Health, NYS Department of State, NYS Department of Transportation, NYS Office for Children & Family Services, Private Donations, Corporate Donations, U.S. Department of Agriculture, U.S. Department of Energy, U.S. Office of Head Start, United Way for Cortland County.

2025 Stats to Know:

- ❖ **576 individuals** received emergency assistance to meet basic needs.
- ❖ **160 children** received back to school shopping support.
- ❖ **59 families** received emergency household/utility assistance.
- ❖ **128 students** enrolled in adult education classes.



Advocacy & Outreach

2025 Stats to Know:

- ❖ 2,853 Children & caretakers received WIC benefits.
- ❖ 186 Children received needed diapers.
- ❖ 100 Individuals received services in rural areas of the community.



CAPCO stays connected to local, NYS, and federal elected officials!



U.S. Senator Schumer chooses CAPCO & Cortland for special press conference!



CAPCO goes to Washington, D.C.!





CAPCO Responds to Unhoused Crisis

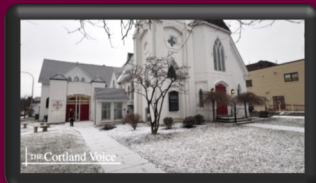
- ✓ CAPCO has been a leading & core member of Cortland County Housing & Homelessness Coalition since its inception in 2023.
- ✓ One of four local agencies to bring to life Cortland's first day center, known as the pilot project **Grace Space** at the Grace & Holy Spirit Church in the City of Cortland.
 - ❖ In addition to staffing & outreach, CAPCO provided a pop-up **Family Essentials Closet** for the Center.
- ✓ Establishment of a temporary Day Space at 49 Grant Street for emergency response for Fall 2025.
- ✓ Assisting with preparations & planning for the upcoming permanent Day Center, known as **Grace Space on Pendleton** & operated by our partners at the Rural Health Institute.



Check out the Grace Space Report:
<https://www.nyrhi.org/updates-and-notices/grace-space-report>

2025 Stats to Know:

- ❖ **972 Individuals** received clothing/household items through Family Essentials.
- ❖ **152 Rides** were provided in our Volunteer Driver Program.
- ❖ **900 Snackpacks** provided to elementary school children for weekend nutrition.





Distinguished Accolades

2025 Stats to Know:

- ❖ **706 Home visits** with families providing vital parenting education and other support.
- ❖ **168 Children** enrolled in Head Start, Early Head Start & UPK.
- ❖ **338 Households** weatherized & served by Energy Services.



CAPCO made quite the splash at the New York State Community Action Association & New York State Weatherization Directors Association conference!

- ✓ **Amanda Keep**, our incredible WIC Nutrition Assistant, received the Community Action Promise Award!
- ✓ **Denise Peroulakis**, our esteemed former Energy Services Director, was honored with the Dedication & Advocacy Award!
- ✓ Our distinguished **Adult Education Program** earned the Opportunity & Access Award!



Stacey Henry, Energy Services Director, was named to the **Board of Directors** for New York State Weatherization Directors Association!



Greg Richards, Executive Director, received his **Certified Community Action Professional (CCAP)**!



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2025 Stats to Know:

- ❖ **137 Individuals** provided emergency food assistance.
- ❖ **4,396 Referrals** made to partnering services.
- ❖ **306 Individuals** received winter gear at Annual Coat Giveaway.
- ❖ **228 Families** received holiday gift assistance.



Learning & Advancement

2025 Stats to Know:

- ❖ **308 Families** received breastfeeding counseling.
- ❖ **162 Consumers** received in-home personal assistance.
- ❖ **182 Parents** receive tailored parenting education & family support.

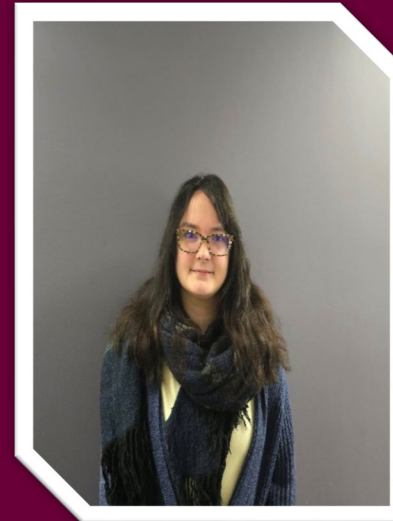


Melissa Brangan, WIC Nutritionist & Breastfeeding Coordinator & **Theresa Radley**, Adult Education Coordinator, completed the **Leadership Cortland Program** through Cortland's Chamber of Commerce.

Peter Martin, Energy Services Quality Control Inspector, completes certifications to become **Program Manager** for CAPCO's operation of the **Healthy Homes Production Program** in partnership with the Cortland County Health Department.



Early Head Start Infant Toddler Teachers, **Kyra Nelson & Rebecca Tomushunas**, graduate from CAPCO's **Childhood Development Associate (CDA) Program**.



Holly McMahon, WIC Nutritionist & Breastfeeding Peer Counselor Coordinator, completes 2 esteemed programs:

- ✓ NYS Community Action Association's **Emerging Leaders Institute (ELI)** &
- ✓ Joins her colleague, **Melissa Brangan**, in attaining the **Certified Lactation Consultant (CLC)** credential.



Spirit & Dedication



2025 Stats to Know:

❖ **142 Individuals** applied for SNAP (Food Assistance) benefits.

❖ **110 Preschoolers** demonstrated school readiness.

❖ **16 Students** received their High School Equivalency Diploma.





Noteworthy Milestones

- ✓ CAPCO completes update to **Community Needs Assessment**. Check it out here: https://www.capco.org/about-us/#agency_reports
- ✓ **Head Start turns 60 years-old** with the passing of the Head Start Act in 1965.
- ✓ CAPCO employs **Lead Family Coordinator** position for Cortland County's **System of Care** under Cortland County Mental Health Department's SAMHSA grant.
- ✓ CAPCO's Energy Services Department selected to operate **HUD Healthy Homes Production grant** under the Cortland County Health Department's **lead, radon, mold, and other home hazards remediation program**.
- ✓ The **Consumer-Directed Personal Assistance Program (CDPAP)** transitions to **single state-wide Fiscal Intermediary**, Public Partnerships LLC, ending CAPCO's operation of the program for Cortland County.
- ✓ CAPCO opens **Breastfeeding Cafés** in both the Cortland & Chenango County WIC clinics.
- ✓ CAPCO's partners with Knickerbocker Country Club for **5th Annual Golf Tournament** fundraiser.
- ✓ First **Childbirth Education Classes** offered at Chenango County Breastfeeding Café with future offerings in Cortland County.
- ✓ CAPCO plays instrumental role in securing additional year of statewide funding to continue offering the **Diaper Distribution Program** through September 2026.
- ✓ CAPCO starts **2025-2026 Family Development Credential class**, training CAPCO staff as well as family workers across NYS through this **collegiate certification program**.





2025 Retirees



Denise Peroulakis retired from her post of Energy Services and Building & Maintenance Director in July 2025 after 35 years of dedicated service to CAPCO!



Gail Bundy retired from her position as Adult Education Instructor, having started CAPCO's Adult Education Program in 2013 and helping over 200 adult learners earn diplomas!



Our esteemed Deputy Director, **Kirsten Parker**, retires at the end of 2025 following nearly 40 years of service to CAPCO, first becoming our youngest ever WIC Director in 1987!



Closing Remarks

As we close out 2025, I reflect with deep admiration on the resilience, dedication, and impact of our agency. Despite a shifting political landscape and funding uncertainties, CAPCO remained steadfast in its mission to support children and families across the communities we serve. We strengthened our commitment to delivering high-quality programs and services while educating our community—and beyond—on the root causes and effects of poverty.

This year, we expanded offerings in meaningful ways: launching Breastfeeding Cafés in Cortland and Chenango Counties, helping open *The Grace Space*—Cortland’s first day center for unhoused individuals—and partnering on critical county-level initiatives in mental health and healthy homes remediation. These achievements came alongside continued delivery of our core services: Early Childhood Development, Energy Services, Family Development, and WIC.

Our presence has never been stronger, and we remain committed to being a trusted leader in human services and community change. CAPCO’s work is made possible through the Community Services Block Grant (CSBG), and we are proud to be one of over 1,000 Community Action Agencies nationwide. We call ourselves the CAPCO family—not just in name, but in how we live the Community Action Promise: collectively working to helping people help themselves and each other.

None of this would be possible without the incredible individuals who make up our CAPCO family and the unwavering support of our passionate Board of Directors. As we look ahead, one thing remains constant: CAPCO’s commitment to helping people and changing lives in Cortland County, with vital services also reaching Chenango and Tompkins Counties.

Greg Richards

Executive Director

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