

2016

Annual Report

*Schoharie County*

# Community *Action* Program

## *- 2016 A Year of Change -*

Change, by choice or not, can create emotions of excitement, anxiety, sadness, anger or anywhere in between and can sometimes even be frightening. During 2016, our nation experienced a change in leadership which has brought forth a whole host of emotions. Visionary leaders have long recognized that in tumultuous times, messages which move individuals and communities forward are key to future growth. During the depths of the depression, Franklin D. Roosevelt exhibited this in his first inaugural address, in 1932, with the statement "...the only thing we have to fear is fear itself..." Fear of change can also cause individuals to want things to stay the same - developing comfortable habits with what is familiar. Warren Buffett expressed his thoughts on the effects of habits, "The chains of habit are too light to be felt until they are too heavy to be broken." Both men valued looking ahead and seeing future possibilities and new opportunities. Both are recognized as leaders in their fields.

So how does the change in national leadership impact SCCAP as we look to an unknown future? First, take comfort in the knowledge that this is not the first time in Community Action's 52 year history that such times have been faced. And second, know that throughout such turbulent times there remained steadfast support for Community Action's goal of making a difference in people's lives. SCCAP is lead by visionaries. SCCAP's mission is one that supports change and growth. It is a dynamic mission - one full of energy and strength in support of positive, progressive change for our families, our community and our agency. Fear of an unknown future does not distract us from our mission. We continue to focus on the future, to search for programs that make a difference to our community and help our families meet the economic and social challenges in their lives. Our staff remains committed and compassionate toward those they serve - a good habit we intend on maintaining. We continue to assess our services and organizational structure to make sure we are able to meet community needs in the most effective manner possible. In 2016, new faces joined the agency as others moved on to new opportunities. Programs expanded, our food pantry reopened, an additional department was added and the agency grew into new spaces. SCCAP too has renewed its efforts to increase awareness throughout our community about who we are, what we do and share the positive changes we help bring to the lives of the families in and around Schoharie County. Agency growth continues.

SCCAP's Annual Report highlights the many accomplishments which took place during 2016 and features several great successes of our families. We hope you enjoy reading about our activities and agency growth and join us in looking forward to another year of opportunity and making a difference.

Thank you to SCCAP's many stakeholders—board, staff, funders, donors and volunteers—for your hard work, dedication and being part of the vision!

### *Mission:*

Building stronger, healthier communities and empowering families that experience economic and social challenges through strategic partnerships, education, services and compassion.

# Child Care Resource & Referral

Child Care Resource and Referral (CCR&R) provides resources and information that is helpful to parents, child care providers, employers and the community to improve the availability of quality child care in Schoharie and Otsego Counties. CCR&R offers referrals to families to licensed and/or registered child care providers who meet their identified needs along with counseling on how to choose the best quality child care for their family. CCR&R offers information and referrals to employers for their employees who may be in need of child care or other services. The department is a Legally Exempt enrollment agency, enrolling and monitoring child care providers who are paid through child care subsidies. CCR&R also provides feedback to local and state agencies regarding community and child care needs and policy.

CCR&R provides technical assistance and professional development trainings and workshops to child care providers to help them stay in compliance with NYS Office of Children and Family Services (OCFS) training requirements.

CCR&R is a sponsoring agency for the Child and Adult Care Food Program (CACFP), which reimburses daycare providers for serving nutritious meals and snacks to children.

## 2016 Accomplishments

### **Child Care Resource & Referral—Schoharie County**

- 58 Total referrals
  - 49 Child care referrals provided to families
  - 9 Child care online referrals to families
- 325 Technical Assistance hours provided to child care providers
- 74 Intensive Technical Assistance hours provided to child care providers
- 2 Number of child care providers who received a

### **Child Care Resource & Referral—Otsego County**

- 48 Total referrals
  - 44 Child care referrals provided to families
  - 4 Child care online referrals to families
- 182 Technical Assistance hours provided to child care providers
- 97 Intensive Technical Assistance hours provided to child care providers
- 2 Number of child care providers who received a

### **Child and Adult Care Food Program (CACFP)**

- 27 Number of monitoring visits
- \$56,225 Dollars reimbursed to daycare providers for serving healthy food



**2016  
Week of Young Child**

# Community Services Department

The Community Services Department provides emergency services for basic life needs including utilities, housing, clothing and food, financial literacy, community resources, referrals and advocacy. The department provides application assistance for SNAP, HEAP, Volunteer Income Tax Assistance (VITA) and the Nutrition Outreach and Education Program (NOEP). Special activities include back to school supplies, early childhood literacy program and Coats for Kids.

## 2016 Accomplishments

- 471 Volunteer Income Tax Assistance (VITA)
- 366 Outside referrals
- 2,609 Telephone contacts (may be duplicated)
  - 11 Homeless prevention through advocacy (non-payment)
  - 2 Heating assistance
  - 79 Food pantry referrals
  - 2 Prescription assistance and advocacy
- 100 Department of Social Services referrals
  - 94 Continued support, advocacy, forms, phone calls, etc.
- 342 Home Energy Assistance Program (HEAP) applications processed
- 16 Food purchases including formula
- 37 Emergency diaper assistance
  - 1 Emergency shelter/temporary housing
- 16 Utility advocacy only
  - 9 Utility advocacy, service retention—SCCAP payment
- 12 Homeless prevention—SCCAP payment
- 46 Transportation—bus tokens and vouchers
  - 6 Federal free phone program applications—SAFELINK
- 84 Food pantries provided to clients
- 20 Number of children receiving books
- 281 Supplemental Nutrition Assistance Program (SNAP):



524 individuals were provided with clothing which includes coats for kids, work items, pajama project and distribution of hats and gloves



230 children provided with school supplies (new backpacks filled with basic school supplies)

### **Back to School** — Our best call of the day:

When calling families to schedule family pick up of school supplies, a child answers the phone. Without us saying a word, the child excitedly says “Dad, a call about the backpacks!”, he knew through Caller ID; he was waiting for SCCAP to call. The child was so excited. Shared with Dad, if your kid forever remembers SCCAP for backpacks it is a good thing.

# Community Services Department

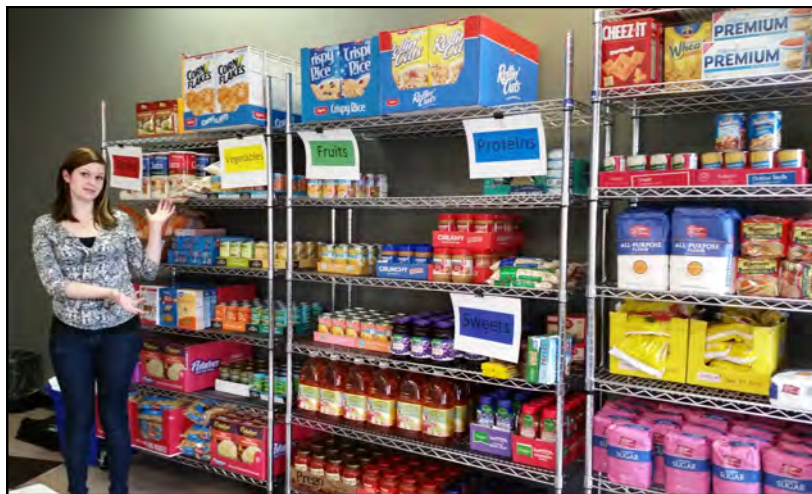
The Community Services Department is proud to have reopened the SCCAP food pantry and an early childhood literacy program in July 2016. This service came together quickly because of SCCAP's teamwork. The moving of furniture, phones, people and food, while laborious, occurred seamlessly within a very short period of time. This was a multi-department endeavor. Due to the efforts of SCCAP's personnel, the food pantry was ready for operation on July 1, 2016.



SCCAP Food Pantry reopening!

L to R: Assemblyman Peter Lopez  
Jeannette Spaulding, Executive Director  
Elene Lowden, CS Coordinator  
Denelle Baker, CS Director  
Krista Hesdorfer, NOEP Coordinator and  
Senator James Seward

Client Choice is the system used in the food pantry. Using Client Choice, clients can pick out the foods that they like, are familiar with, that are health and culturally sensitive and it reduces the amount of food waste.



An early literacy support program has also been embedded within the SCCAP food pantry. Nancy Brumaghim donated 978 children's books to get the program started. Families visiting the food pantry have the opportunity to take a book home for each child in their household. The books are for children to keep and love. It is estimated that "61% of America's low income children are growing up in homes without books" (Reading Literacy in the United States: Findings from the IEA Reading Literacy Study, 1996.). Middle income households average 13 books per child (Neuman, S., & Dickinson, D. (Eds.).

# Community Services Department

## Coordinated Events:

- Veterans Resource Fair at SUNY Cobleskill, November 10, 2016. SCCAP partnered with SCORE, U.S. Small Business Administration, Schoharie County Veteran Services, Albany Stratton VA Hospital and the SUNY Cobleskill Veteran Affairs. It was attended by veterans, community members and vendors.

- Wal-Mart Food Drive
- Bank food drive

Bank of Richmondville, Cobleskill	NBT, Sharon Springs
Bank of America, Schoharie	Key Bank, Cobleskill
National Bank of Coxsackie, Middleburgh	Community Bank, Cobleskill
First New York Federal Credit Union, Cobleskill	

- VITA ad hoc day—Sharon Springs Library
- VITA disability support day
- Participated in the Scouting for Food countywide event

## Multi-department Success Story:

Ms. M came to SCCAP as a walk-in. She reported that she and her family moved to Schoharie County during the summer of 2015. Initially the adults in the household found employment then both jobs ended. Without any income they fell behind on their rent and were evicted, moving to a local motel. They were able to sustain the motel payments for three months using their income tax refund and outside family help. They came to SCCAP because they were out of money and in need of assistance. SCCAP services provided were Supplemental Nutrition Assistance Program (SNAP) re-certification through the Nutrition Outreach and Education Program (NOEP), Women, Infant and Children (WIC) checks from the Healthy Families Department and Schoharie County Transportation bus tokens from the Community Services Department. The Employment Training Center scheduled an appointment for the next day to ascertain needed employment services and support for the adults in the household. The family was provided with referrals to the Schoharie County Department of Social Services to apply for on-going cash assistance through Temporary Assistance (TA) and on-going rental assistance, to Catholic Charities for personal care items, local food pantries, Family Court, Parsons Closet for clothing, Bassett Health for medical care, SCCAP's backpack program, Coats for Kids, Workforce Solutions and Medicaid transportation.

## Partner Success Story:

The son-in-law of a 92 year old combat bronze star veteran called SCCAP seeking assistance with a home repair. The veteran's home did not pass a home owner's insurance inspection due to an electrical issue. Contact was made with the Schoharie County Office for the Aging, Schoharie County Combat Veteran's Group and the Schoharie County Veteran's Officer. The outcome: a licensed electrician, who is also a veteran, volunteered his labor and the Schoharie County Combat Veteran's Group and American Legion each provided checks for \$250.00 directly to the family for supplies. SCCAP functioned as an advocate for referral and connection; stepping back upon notification of the positive outcome. The son-in-law contacted SCCAP to express his gratitude. The electrical repair enabled the gentleman to remain in his home.

# Employment Training Center

**NYS Displaced Homemaker Program (DHP):** Provides displaced adults with the guidance, training and support needed to enter the labor market. Services provided include hands on computer workshops, job development training, resume and cover letter preparation, interviewing tips and career exploration.

**Skills to Success Training (STS):** Career readiness services provided to public assistance recipients referred from the Department of Social Services in compliance with their welfare to work initiatives.

**Staff Computer Training:** In house computer training provided to SCCAP staff.

**Fee for Service Computer Training (FFS):** Billable computer classes for the community.

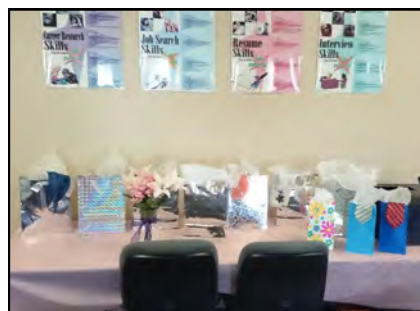
## 2016 Accomplishments

### **NYS Displaced Homemaker Program**

- 1158 Employment Training services provided
- 67 Participants enrolled
- 151 Training workshops held
  - 437 Number of participants who attended
- 28 Participants who secured employment
- 16 Number retaining employment 90+ days

### **Skills to Success Employment Training**

- 164 DSS referrals
- 80 Number of participants who attended
- 39 Additional workshops presented
- 28 Participants who secured employment



Dress for Success Event

### **Success Story:**

A couple of months ago a former student returned to the Displaced Homemaker Program after several years. She remembered the skills training and support that she received and needed our assistance again. She had recently completed a program in the medical field and wanted to know if we could help with her resume and provide her with some interviewing strategies. We worked on updating her old resume to incorporate her new training, gave her some tips for interviewing along with several job leads. We recently received this email from her.

*“I wanted to thank you so much for your help updating my resume!! I ended up with lots of interviews and multiple job offers. I am taking a job locally with wonderful benefits! I really appreciate your time and your help. Thanks again.”*

# Energy Services Department

The Weatherization Assistance Program (WAP) and Energy Services Department is committed to reducing energy costs for low-income families by improving the energy efficiency of their homes and ensuring their health and safety.

## 2016 Accomplishments

### **Energy Savings:**

- 44 Homes receiving weatherization services
- 10,623 Gallons of fuel usage saved (approximate)
- \$29,999 Energy costs savings (approximate)

### **Improvements including Health & Safety:**

- 6 Refrigerators
- 8 Heating Systems
- 65 Carbon monoxide detectors
- 603 Fluorescent bulbs
- 8 Air conditioners



169  
smoke detectors  
installed

### Success Story:

One particular home had no functioning heating system, an inoperable hot water heater and no insulation in the walls or attic.

The weatherization crew installed a brand new high efficiency natural gas heating system with new duct work. The entire house was insulated with dense packed cellulose insulation. The energy saving measures installed cut this homeowner's energy costs in half.



*“The crew, Norman McHargue and Everett Palmer, did a wonderful job on my home. They are extremely respectful and left my home neat and tidy every day.”*

- Energy Services Client

# Family Support and Resource Center

The Family Support/Resource Center is a strength-based, family and child focused set of programs with the goal of wrapping community supports around children and their families to help maintain family stability and to keep children safely in their homes and community. We offer Family Partners that work 1:1 with families (provide support, advocacy, education and liaison with providers), different types of Skill Building (individual and families), Mentoring (both 1:1 and groups), Time Banking (where youth work to earn Time Dollars-not real money- and use their dollars toward camps, special activities, school clothes or the Holiday Store) and Family Team Conferences (teams of providers and the family meet to develop goals and work towards strengthening the family system).

## 2016 Accomplishments

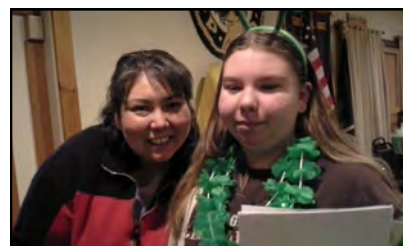
- 125 Number of families who worked with a Family Partner
  - 1018 Face to face contacts with families
- 88 Number of families who participated in Family Team Conferences
  - 147 Number of meetings held
- 66 Number of individuals who participated in Skill Building
  - 545 Sessions held
- 66 Number of youth active in Time Banking
- 75 Number of youth receiving school clothes and/or winter clothing
  - 6 Number of youth with 1:1 mentors
- 21 Number of youth participating in groups or special activities
- 37 Number of youth attending camp
- 33 Number of youth attending family gatherings
  - 3 Number of families assisted with Christmas
- 27 Number of youth participating in the Holiday store



Time Banking Holiday Store



Family Gatherings



## Success Story:

Family Team Conferences (FTC) were held for two years for a woman with three children. She struggled with mental health and substance abuse issues. A total of seven meetings were held. A supportive team was developed with her service providers and natural supports. Throughout the FTC process, the woman was engaged and worked hard to maintain her sobriety and re-establish her relationship with her children. In February of 2016 her DSS case was closed, she regained custody of one of her children and achieved unsupervised visits with her other two children.



# Healthy Families Center/WIC

The Healthy Families Center administers the Woman, Infants and Children (WIC) program which is a federal supplemental food program that provides low income families with healthy foods along with nutrition and breastfeeding education. The WIC program serves approximately 600 participants. Our staff consists of two nutritionists, two certified lactation consultants, one nutrition assistant and one part time outreach coordinator. The department networks with other community partners to offer a plethora of services from breastfeeding and nutrition education, high risk counseling, child birthing classes and lead screenings.

## 2016 Accomplishments

- 475 Number of participants served on average each month receiving food packages ranging from \$75 to \$150 per person
- 10 Breastfeeding classes held with 23 women attending
- 10 Hospital grade electric breast pumps loaned to participants
- 71.6% Percentage of moms who initiated breastfeeding
- 7 Childbirth classes held with 12 women attending
- 2034 Farmer's Market Coupons issued with a total value of \$8,136
- 11 Number of lead screenings performed on children by the Health Department at the WIC Clinic
- 79 Number of participants who received free bike helmets and bike safety information

The nursing hut was set up at the Cobleskill Sunshine Fair, giving breastfeeding moms a comfortable, clean, private space to nurse their babies.

### Success Story:

Schoharie County Community Action Program's (SCCAP) Healthy Families Center hosted its 2nd Annual Baby Shower for pregnant women and new moms of Schoharie County on August 20th. Over 50 moms, dads and children attended the event which was held at Head Start's Cobleskill Center.

New parents and parents-to-be were provided a wealth of information from community partners: Schoharie County Department of Health, Schoharie County Head Start, Planned Parenthood, Alliance Health Insurance Navigator, Schoharie County Council on Alcohol and Substance Abuse, SCCAP's Child Care Resource & Referral, WIC staff and Catholic Charities. Cobleskill's Police Department demonstrated child car seat safety and Karen Cuccinello taught infant CPR/safety. Amber Shultes, Certified Lactation Counselor (CLC), was on hand to share information regarding breastfeeding peer supports and Amber McDermott-Dickson, Childbirth Educator, provided information on upcoming childbirth education classes. Both services are offered free to Schoharie County families through SCCAP in partnership with the Schoharie County Department of Health.



### **Community Baby Shower 2016**

Jackie LaLonde, Director

Sarah Beekman, Program Assistant

Nardeana Bohringer, Program Assistant



# Parent and Child Connections Center

In January 2016, the Family Support and Resource Center's Supervised Visitation Program evolved into its own department, now called the Parent and Child Connections Center. Supervised visitation at the Center provides the means for children and adults, usually the non-residential parent, to have the opportunity for safe, conflict free contact in the presence of a third party. The Parent and Child Connections Center provides a child-friendly, comfortable environment for visits and exchanges that allow children and parents, who have been separated due to child abuse and neglect, substance abuse, domestic violence, custody or visitation issues, to maintain or rebuild positive relationships. Visiting parents are assisted in developing and improving their parenting skills and have an opportunity to implement those skills during visits.

The Parent and Child Connections Center receives referrals from the Schoharie County Department of Social Services and works closely with Foster Care, Child Preventive and Child Protective caseworkers. Referrals are also received from Schoharie County Family Court and attorneys.

Parent and Child Connections Center staff, Family Support and Resource staff and Schoharie County Department of Social Services caseworkers completed "Coached Visitation" training provided by the NYS Office of Children and Family Services.

## 2016 Accomplishments

73 Number of families who participated in the Supervised Visitation program

937 Number of supervised or monitored visitations that occurred

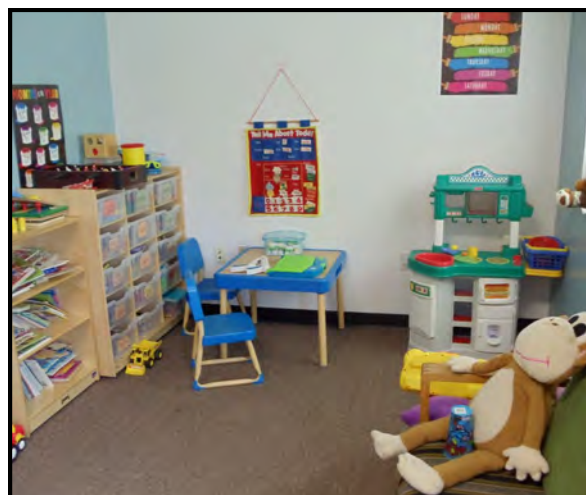
16 Number of families moving to unsupervised visitation or supervision by family members

11 move to unsupervised visits and 5 to supervised visits with family members

### Success Story:

A young single mom with a child under a year old completed in-patient rehab for substance abuse. Mom participated in skill-building classes and incorporated the skills she learned into supervised visits with her child. Over a period of time, supervised visits became monitored visitation. During monitored visitation, mom was able to spend time with her child without a supervisor present. Mom now has her child with her on weekends at her parent's home.

### Supervised Visitation Rooms



# Board & Staff

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Treasurer

Jason Evans

Rhonda Ferris

### PUBLIC SECTOR

George McDonnell  
Chair

Earl Van Wormer III

Anna VanDerwerken

### CONSUMER SECTOR

Dolores Jackson  
Vice Chair

Pastor Jonathan Litzner  
Secretary

Vacancy

## Staff as of December 31, 2016

Wendy Abbott-Egnor

Denelle Baker

Nancy Becker

Sarah Beekman

Chris Bent

Dawn Bentley

Nardeana Bohringer

Heather Fretto

Brandy Giudilli

Jodi Gregory

Heather Head

Marcy Holmes

Alexandra Karlewicz

Becky Kennison-Foland

Jackie LaLonde

Elene Lowden

Patricia MacLeod

JoAnn McCann

Norm McHargue Jr.

Shelly O'Herin

Debbie Palmatier

Everett Palmer III

Kelly Pitt

Theresa Rushford

Amber Shultes

Adam Smith

Jeannette Spaulding

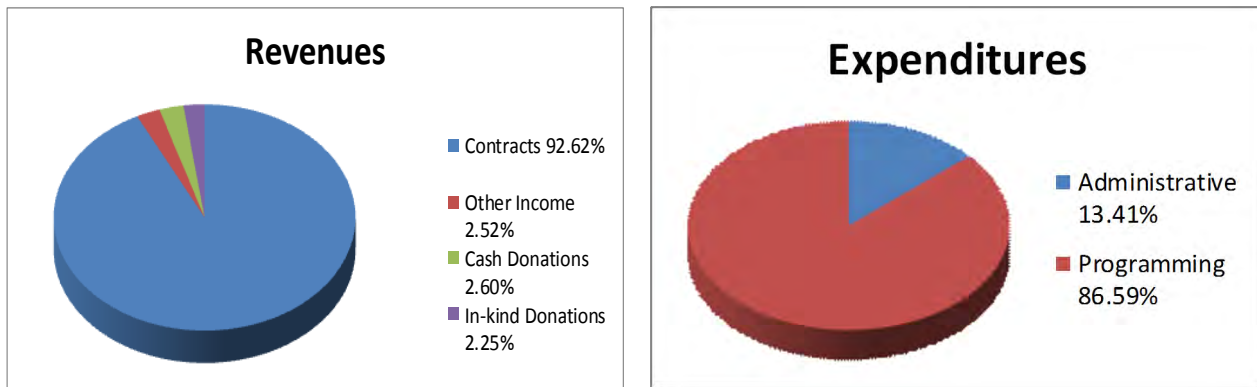
Richard Valetutto

Rhonda Wilty

Kimberly Witkowski

Colleen Wojcik

## *Fiscal Overview*



## *Schoharie County*

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# Community **Action** Program, Inc.

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~Layout and Design By: SCCAP Administration ~