

2019 ANNUAL REPORT



Schoharie County
Community Action Program, Inc.
Building stronger, healthier communities and empowering families that experience economic and social challenges through strategic partnerships, education, services, and compassion.

SCCAP's services support the agency mission of building stronger, healthier communities and empowering families. The agency offers comprehensive supports through seven direct-service divisions that administer a diversity of emergency assistance; health and safety; employment skills; nutrition supports; energy reduction measures; child, youth, and family development; and other supportive programs geared toward individual and family self-sufficiency, employment and community economic stability.

Results of SCCAP's annual impact during 2019

\$66,351	Reimbursed to day cares so they could provide nutritious, balanced meals
\$42,789	Energy cost savings was facilitated through home energy reduction measures
17,963	Meals were made available through participation in the Regional Food Bank Retail Store Donation Program
1,266	Employment training services were provided with over a 50% employment success rate
1,126	Individuals and families participated in supervised or monitored visitations focused on building parent-child bonds
689	Families were assisted through the Food Pantry, including 303 emergency visits
427	Individuals on average per month were served through Healthy Families/WIC programs
406	Farmer's Market booklets were issued, with a total value of \$8,120 that benefitted both clients and local farmers
409	HEAP (Home Energy Assistance Program) applications were processed
263	Income tax returns were prepared at no cost to the client
110	Families engaged with a family partner offering support in skill building to strengthen the family unit



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 County. We offer training workshops and technical assistance to existing providers to help them stay in compliance with NYS Office of Children and Family Services (OCFS) training requirements. SCCAP's CCR&R provides feedback to local and state agencies regarding community child care needs and policy. We are a sponsoring agency for the Child and Adult Care Food Program (CACFP), which reimburses providers serving nutritious meals to children in a day care setting. We are also a legally exempt enrollment agency, enrolling and monitoring child care providers who are paid through subsidies.

2019 Accomplishments

Child Care Resource & Referral - Schoharie County

- 467 Technical Assistance (TA) hours provided to child care providers
- 160 Intensive Technical Assistance (ITA) hours provided to child care providers
- 49 Total child care referrals provided to families
- 19 Number of Legally Exempt child care providers
- 1 Number of child care providers who received a Health & Safety Grant

Child and Adult Care Food Program (CACFP)

- \$66,351 Dollars reimbursed to child care providers for serving healthy food
- 26 Number of CACFP monitoring visits
- 9 Number of CACFP participants

Success Story

A woman contacted SCCAP for child care assistance after she had lost her job and could no longer afford to pay for her daughter's day care. The CCR&R staff advised her that Child Care Subsidy was an option, and provided her with a referral to DSS. Once the client qualified for the subsidy, the SCCAP staff assisted her in finding an appropriate day care provider. The client has since become reemployed and her daughter is doing extremely well in her new day care.



Dawn Garvey and Melissa Bevins help children prepare healthy CACFP approved snacks.

Week of the Young Child 2019 *Pinwheels for Prevention*



Melissa Bevins received the State Physical Activity and Nutrition Master Trainer Accreditation to promote physical activity and nutrition standards to staff in early care and education settings.

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 also provides application assistance for HEAP and Volunteer Income Tax Assistance (VITA). Special activities include back to school supplies, food drives, and emergency diaper and formula assistance.

2019 Accomplishments

21,555 Pounds of food, providing approximately 17,963 meals, recovered through the Regional Food Bank Retail Store Donation Program and the Cobleskill Save A Lot.

45 Food pantry referrals

319 Referrals to other programs/services

53 Emergency diaper assistance

303 Emergency food pantries provided to clients.

238 Supplemental food pantries provided to clients.

5 Homeless prevention through advocacy

6 Heat assistance – SCCAP payment

163 Children received new backpacks containing school supplies

234 Referrals to Department of Social Services

244 Advocacy and continued support through direct service to clients in need

409 Home Energy Assistance Program (HEAP) applications processed.

29 Clients assisted with Supplemental Nutrition Assistance Program (SNAP) applications

3,893 Telephone contacts

6 Utility advocacy (nonpayment)

8 Utility advocacy, service retention – SCCAP payment

21 Homeless prevention – SCCAP payment

263 VITA income tax returns completed

32 Transportation – bus tokens

3 Federal phone applications

143 Local share food pantry, which includes formula, provides assistance to households who do not meet program income guidelines but have an immediate need.

49 Households received personal care items through the SCCAP Food Pantry.



Community Services Department

Donation Drives:

Spring Food Drive, Save A Lot, Cobleskill Store
US Postal Service
Scouting for Food
Toasty Toes Children's Pajamas
Schoharie County Veteran's Officer and the Veteran's Miracle Center

Multi-Partner Success Story:

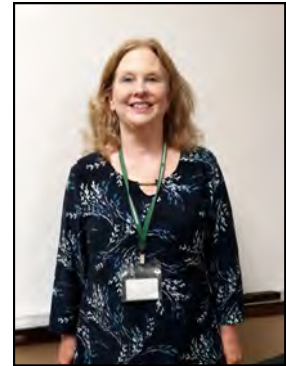
Mr. G is in his 70's with multiple health problems and has been assisted by SCCAP for several years. Although homeless, he would only accept rehousing assistance within Richmondville. For the past two years he moved in and out of the homes of friends until they grew tired of the arrangement, which left him to reside in his truck. Mr. G came to SCCAP requesting assistance in completing an application for the senior housing complex in Richmondville. Using an interview process, the application was completed by staff and mailed to the housing office. When an apartment with affordable rent became available, Mr. G moved in. He will be able to continue his residency with support that includes HEAP and SNAP. Additionally, through partnership with the Joshua Project, Mr. G received a bed, various kitchen items and other furniture for his new home and SCCAP provided food through the Food Pantry. Mr. G continues to be safely housed, his rent is up to date and staff have seen an improvement in his overall physical appearance. He always has a smile when he comes to SCCAP!

Client Success Story:

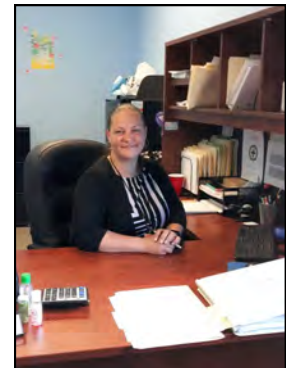
Mr. J, a disabled veteran, initially came to SCCAP after an illness impaired his ability to read and write. Recently Mr. J needed a form completed and information for his property taxes so he could maintain eligible exemptions. With SCCAP's assistance Mr. J now pays less than \$20 annually for school taxes. With unbridled emotion, Mr. J said, "When I first started coming here a few years ago, you saw what I was paying for taxes and you applied for the Combat Veteran's Exemption and Senior Enhanced Star Program for me. You did that, you made that happen. I don't know what I would've done without it." When he comes in to the SCCAP office, Mr. J never remembers our names, but he doesn't need to, we are always happy to see him.

VITA Success Story:

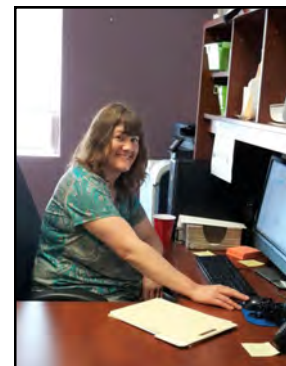
A family consisting of a husband, wife and disabled adult daughter approached SCCAP when they hadn't paid their mortgage or electric bill for a year. The husband was fully employed, however, the wife had lost her job several years ago and hadn't been able to find a new position. Without the second income, they felt helpless and fell financially behind. Utilizing the VITA program, 3 years of income tax returns were prepared with a total refund amount in excess of \$8,000. The combined refund amount was enough to catch up their mortgage and avoid foreclosure. Upon follow-up, the family confirmed that their mortgage was paid up-to-date and they had renegotiated the terms. The family reports that they will make their final mortgage payment in June 2020. Additionally, the family completed a HEAP application and, with SCCAP's assistance, applied for the NYS STAR program to reduce their school tax amount. Based on SCCAP's advice, a repayment plan with National Grid was established, and bill paying recommendations were made to get them back on track. SCCAP made a referral to Social Security for the disability process application for their daughter.



Denelle Baker



Melissa Pawlak



April Glass

Employment Training Center

Brief Summary of Services:

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, resumes, interviewing, career exploration and financial literacy workshops.

Staff computer training:

- In-house computer training provided on an as-needed basis to SCCAP staff.

Customized Business Computer Training (Fee-for-Service):

- Customized, billable computer classes for the community.

2019 Accomplishments

NYS Displaced Homemaker Program

- 1,266 Employment training services provided
- 57 Participants enrolled
- 91 Training workshops held
- 212 Workshop attendees
- 29 Participants secured employment
- 21 Number retaining employment 90+ days

Customized Business Computer Training

- 18 Fee-for-service participants
- 13 Training workshops attended



Marcy Holmes and Sarah Euler

Displaced Homemaker Program Success Story:

Having been out of the workforce for several years, a Displaced Homemaker Program participant was extremely worried about the job search process. Recognizing her need to update her computer skills and boost her self-confidence, she attended several Excel and QuickBooks workshops that were added to her resume. She gained confidence and began to submit her resume for jobs. She was granted an interview with a state department in Albany for which SCCAP provided interview coaching, discussing how to address the tough questions, including her length of time out of the workforce. The client was offered, and accepted, the position and is excited to be going back to work. She credited her interview success to the skills she learned in class and the one-on-one interview tips she received.

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.

2019 Accomplishments

Energy Savings

49	Homes receiving Weatherization services
12,414.58	Gallons of fuel usage saved (approximate)
\$42,789.28	Energy costs savings (approximate)

Improvements including Health & Safety

8	Refrigerators
5	Heating systems
118	Carbon monoxide detectors
187	Smoke detectors
407	LED bulbs
32	Air conditioners
6	Entire house ventilation systems



Ed Hurn, Adam Smith, Kelly Pitt, Norm McHargue, Rick Hagadorn

Family Support & 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 safe in their homes and community. We offer Family Partners that work one-on-one with families to provide support, advocacy, education and liaison with providers. Skill Building sessions are offered individually or for families focusing on communication, discipline interventions, anger management and different parenting styles. Family Team Conferences provide families and providers an opportunity to develop goals and work towards strengthening the family unit. We continue to work collaboratively with other agencies for the benefit of the families we serve.

2019 Accomplishments

- 110 Number of families who worked with a Family Partner
- 803 Face-to-face contacts with families
- 61 Number of families who participated in Family Team Conferences
- 147 Number of Family Team Conferences held
- 59 Number of individuals who participated in Skill Building
- 323 Skill Building sessions held
- 2 Groups (Cooperative Parenting/ Youth Anger Management) held
- 1 Youth Anger Management group held

Client Success Story:

Over the past two years, Family Support has had the pleasure of working with a single father of four children who has overcome many obstacles during his lifetime. His childhood began with two parents, then just his mother, and when that didn't work out he moved in with his father. Eventually he went into foster care until he was too old to be in the system.

He abused alcohol, causing him to be unable to hold down jobs. Over the years, he has been in and out of his children's lives, mostly through supervised visits. One day he woke up and decided that he was done being an alcoholic and going nowhere with his life. He then made the decision to be a father to his children, one that they could be proud of and to do what was right for them. He attended CDC, joined AA, went to counseling, took parenting classes, and fought for his children. As of October, he has been free from alcohol for one year and in December he gained full custody of all four of his children!

This man still faces the everyday struggles of being a single parent, as well as maintaining his sobriety. With strong determination he has vowed to be a father that his children can look up to and know that he did it for them.

Healthy Families/WIC

The Healthy Families department 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 500 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 including Community Maternity Services, Head Start, and the Schoharie County Department of Health to offer a plethora of services including breastfeeding, nutrition education and lead screenings.

The Healthy Families department is the official New York Milk Bank at Mothers Milk Depot of Schoharie County. The Mother's Milk Depot of Schoharie County adheres to the guidelines of the Human Milk Banking Association of North America (HMBANA) to provide safe, pasteurized milk from carefully screened donors to New York's fragile and sick infants; thus improving their potential to survive and thrive.

2019 Accomplishments

- 427 Number of participants served on average each month receiving food packages ranging from \$75 to \$150 per person
- 2 Breastfeeding classes held with 10 women attending
- 6 Hospital-grade, electric breast pumps loaned to participants
- 406 Farmer's Market Coupon Books issued with a total value of \$8,120
- 2 Number of lead screenings performed on children by the Schoharie County Health Department at the WIC Clinic
- 136 eWIC cards issued to new or returning WIC participants
- 5,150 Ounces of breast milk donated by 5 milk depot donors

Farmers Market Nutrition Program Redemption rates for Schoharie County was 45.5 %.
The average redemption rates for New York State was 47.42%.

Success Story:

WIC hosted our World Breastfeeding Photoshoot Event at Farmhouse Florals in Middleburgh NY. The event was supposed to be held on a farm at sunset with a lot of flowers, but due to weather it had to be changed to an indoor location. A total of 12 mothers enjoyed refreshments and had time to mingle as they waited for their photoshoot. The photographer did the photos on the stone steps of the building, and the outdoor lighting created gorgeous images of mom and baby.



Parent and Child Connections Center

The Parent and Child Connections 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 Center offers a child-friendly, comfortable environment for supervised or monitored visits and exchanges that allow children and parents who have been separated due to child abuse and neglect, substance abuse, domestic violence, or 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 our staff works closely with Foster Care, Child Preventive and Child Protective caseworkers.

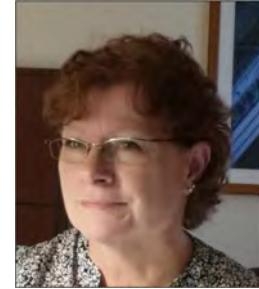
2019 Accomplishments

- 78 Families participated in the supervised visitation program
- 1,126 Supervised or monitored visitations
- 10 Families have moved to unsupervised visitations or supervision by family members



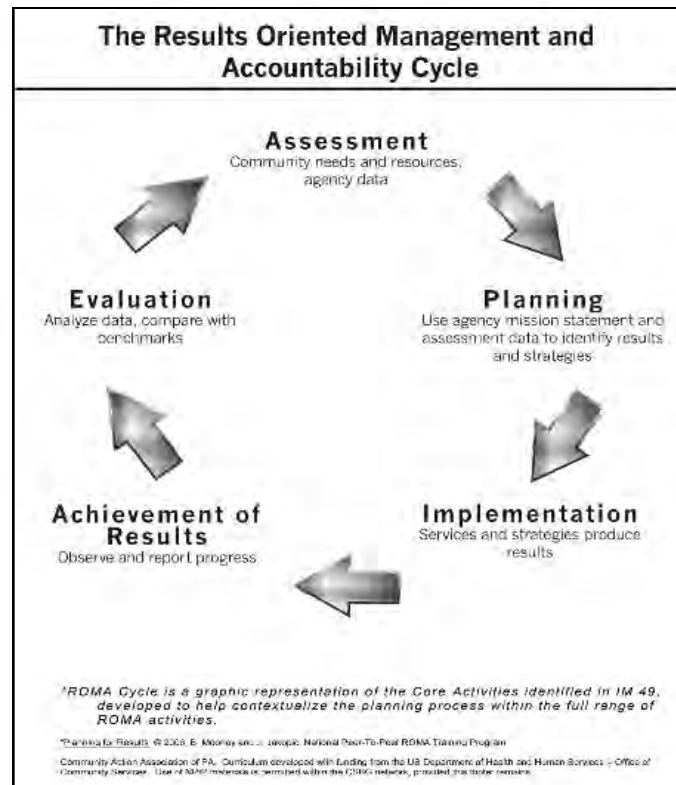
Administration

SCCAP's Executive Director, Jeannette Spaulding, has become a certified National ROMA Trainer. Results Oriented Management and Accountability, or ROMA, is a performance-based management approach which provides a framework for continuous improvement for Community Action Agencies. It is a flexible management tool that integrates outcomes and results into administration, management, operation and evaluation of programs and services. In 1998 the Community Services Block Grant (CSBG) Act was amended, mandating the implementation of a comprehensive management system be utilized across the entire Community Services Network.



Why we implement ROMA:

- What gets measured gets done.
- If you do not measure results, you cannot tell success from failure.
- If you cannot see success, you cannot reward it.
- If you cannot reward success, you are probably rewarding failure.
- If you cannot see success, you cannot learn from it.
- If you cannot recognize failure, you cannot correct it.
- If you demonstrate results, you can win public support!



Meet the Finance Director

Justina Farris joined SCCAP in June 2019 as the new Finance Director. With eight years of experience working in the non-profit sector, she brings to SCCAP a vast amount of knowledge and experience in the finance field. Justina graduated high school from Cherry Valley Springfield Central School in 2011, and in 2014 earned her Bachelor's

Degree in Business from SUNY Cobleskill. She is currently working toward achieving her Master's Degree in Finance through SUNY Empire State College. Justina has spent much of her life in Schoharie County where she enjoys quality time with her family and friends.

Utilizing social media, SCCAP has significantly expanded its outreach opportunities. As many as 7,000 people have been reached with just a single post. Multiple service organizations have shared SCCAP's messages, creating a vital outreach collaboration.



Fundraising, Outreach, Community Involvement

Schoharie County Community **Action** Program

 **Fundraising Dinner**
And Silent Auction

A four-course beer pairing feast!
Featuring local brews. Dinner prepared by
SUNY Cobleskill Culinary Arts students.


April 1st
6:00 p.m.
SUNY Cobleskill
Champlin Hall
2nd Floor

\$25/ Person

RSVP at evansjr@Cobleskill.edu or 518-255-5643
Payment by cash or check at door (additional donations welcome)
Silent auction items donated by local businesses
Meal sponsored by the SUNY Cobleskill Auxiliary Service
All proceeds from event will support SCCAP's initiatives





Schoharie County
Community Action Program, Inc.

SAVE THE DATE

BROOKS BBQ

Wednesday, May 15, 2019
3:00 ~ 6:00pm

Board & Staff

Board of Directors as of December 31, 2019

PRIVATE SECTOR

Jason Evans

Rhonda Ferris

Karen Simmons

PUBLIC SECTOR

George McDonnell
Chair

Anna VanDerkwerken

Richard Lape
Vice Chair

CONSUMER SECTOR

Dolores Jackson
Treasurer

Pastor Jonathan Litzner
Secretary

Judith Warner

Staff members during 2019

Lara Ackley

Denelle Baker

Trisha Ball

Mary Ballard

Nancy Becker

Sarah Beekman

Melissa Bevins

Nardeana Bohringer

Sue deBruijn

Sarah Euler

Justina Farris

Heather Fretto

Dawn Garvey

April Glass

Jodi Gregory

Rick Hagadorn

Marcy Holmes

Ed Hurn

Becky Kennison-Foland

Kim Lacko

Jackie LaLonde

Beth Matter

JoAnn McCann

Norman McHargue Jr.

Carlina Morales

Debbie Palmatier

Everett Palmer III

Melissa Pawlak

Kelly Pitt

Sara Schulz

Amber Shultes

Adam Smith

Brianna Smith

Jeannette Spaulding

Ted Strobeck

Rhonda Wilty

Kimberly Witkowski

Colleen Wojcik

Thank you!

***SCCAP thanks our donors, volunteers,
employees, board members and
corporate supporters!***

*With your help, SCCAP continued
its work toward building a stronger
community and empowering families
during 2019.*

*We appreciate your support and
look forward to another
great year in 2020.*

Donate to Support SCCAP's Work — 2 easy ways!

1. Mail a check to SCCAP at 795 E. Main Street, Cobleskill, NY 12043.
2. Visit our website at www.sccapinc.org and click the donate button.