

Cortland County Community Action Program, Inc. (CAPCO) *Annual Report 2018*

Transportation * Energy Audits * Insulation * Community Action Angels * SNAP * Healthy Families * Youth & Adult Literacy * Family Essentials

Cortland
County
Community
Action
Program




Helping
People,
Changing
Lives Since
1974

Early Childhood Development * Health * Breastfeeding Education/Support * Nutrition * Parent Support * Home Care Support * SnackPacks

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.

32 N. Main Street
Cortland, NY 13045
607-753-6781

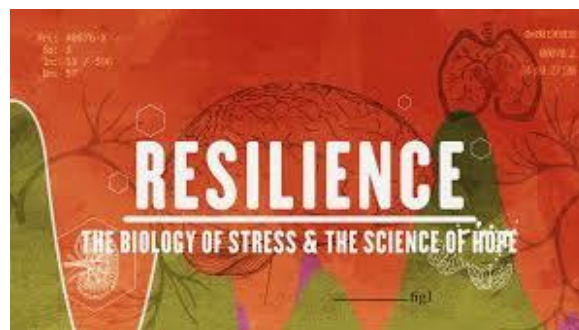
www.CAPCO.org

 Cortland County Community Action Program

Cortland County Community Action Program, Inc. (CAPCO) has been helping people, changing lives since 1974. For the past 45 years, CAPCO has been the designated Community Action Program serving Cortland County, New York. In 2018, we were able to respond to the challenges of people struggling in our community with new opportunities. These included:

- **Resilience** - In 2018, CAPCO began to look intentionally at the areas of Trauma Informed Care, understanding ACEs (Adverse Childhood Experiences) and how that understanding could inform efforts to build Resilience. These areas have a growing body of research and support and CAPCO recognized that this should be the foundation on which we build our efforts, provide supports for people in the community. It informs the work we do, the areas of self-care for staff and how we work with children, adults and families struggling in poverty as well as our partnerships and collaborations in the community. **Trauma** occurs when a person is overwhelmed by events or circumstances and feels overwhelmingly hopeless and helpless. The experience of extreme, toxic stress overwhelms an individual's capacity to cope. These stresses are often referred to as **Adverse Childhood Experiences (ACEs)** These are the serious childhood traumas that result in toxic stress that negatively impacts a child's brain and physical development. This toxic stress often impacts a child's ability to learn, play, build healthy relationships and can result in long-term health problems including heart disease, diabetes, poor mental health. But, there is hope. Building **Resilience** is the ability to return to being healthy, rebuilding hope. The research shows that caring adults can rebuild healthy environments for children. CAPCO is committed to helping parents rebuild this hopeful, supportive environment for themselves, their children and our community.

CAPCO began this process with resources including viewing the movie "Resilience", purchasing the rights and sharing the movie with the community, using other resources including the movie, "Healing Neen". We built professional development opportunities for staff using these resources during two All Staff Days. We have joined in building a community cohort with other partners including Family Counseling Services, Cortland YWCA, Seven Valleys Health Coalition and the United Way to organize a community response to addressing trauma and building resilience. This will be a primary focus for 2019.



- ***Healthy Families Cortland County*** – The Healthy Families home visiting program matches parents with knowledgeable and caring workers who provide information and support during pregnancy and early childhood. Services include helping families access community resources and services, educating families on parenting and child development, connecting families with medical providers, and assessing children for developmental delays. In 2018, CAPCO introduced the Healthy Families Program to Cortland County. Employing eight staff, one program director, one supervisor and four family workers, Healthy Families served 80 families in the first year.
- ***NOEP***- The Nutrition Outreach and Education Program offers free, confidential, one-on-one services that help food insecure people in the community get nutrition assistance. NOEP Coordinators help applicants gather documentation for, fill out, and send in the SNAP application and works to increase participation in the School Breakfast Program and the Summer Food Service Program, which provide nutritious meals to school-aged children. Beginning in August 2018, the NOEP program provided outreach, education and assisted 80 individuals in applying for and receiving SNAP (Supplemental Nutrition Assistance Program) benefits. The Coordinator is available at the CAPCO Main Office as well as other community locations including summer lunch sites, local food pantries and local DSS office.
- ***Volunteer Transportation Program***-In response to supporting Medicaid participants in accessing reliable transportation to medical appointments, CAPCO started the Volunteer Transportation Program. Volunteers provide transportation and are reimbursed for their mileage. This is a more supportive option for transportation and saves significant Medicaid resources.
- To assist with better communication and education about programs, supports and services for the community, CAPCO introduced our newly updated website – www.capco.org. The new website provides easier access to program/services available, opportunities to apply for these supports, general information about CAPCO and the ability to learn about employment opportunities.

- ***Getting Ahead Cortland County*** – Through funding received from the Alliance for Economic Inclusion (part of the CNY Regional Economic Development Council (REDC)), CAPCO developed and implemented *Getting Ahead Cortland County*. This included direct supports and resources for low-income people in our community. Getting Ahead groups include working through a 16-session curriculum that helps individuals in poverty build their resources for a more prosperous life for themselves, their families, and their communities. To address the barriers to employment many people face, CAPCO was able to assist with work clothes, work boots, car repairs, purchase of necessary tools and materials for work. During this first year, planning began on the Opportunity Community. The Opportunity Community model builds a comprehensive, connected, poverty-informed approach that brings all sectors of the community together to remove obstacles to success for all members of the community, focused on low income individuals. As this process is moving forward, the community is responding and working together in many new ways. Beginning in March 2019, sixty community leaders including public officials, non-profit and local Department of Social Services leaders, leaders in the health care, mental health, drug/alcohol services, faith based leaders, and others participated in the Leadership Summit led by Dr. Donna Beegle. More than 200 participated in the Prosperity Summit. The process to include Navigator training and the Opportunity Conference continues in 2019.

Cortland County Community Action Program, Inc. (CAPCO) is a community based human services not-for-profit located in Cortland, New York and is the second largest human service provider in the county. CAPCO was incorporated in 1974 and designated as a Community Action Agency under the provisions of the Economic Opportunity Act of 1964 signed by President Lyndon Johnson in his declaration of the war on poverty. Since 1974, CAPCO has worked extensively with low income people in the community, providing a broad range of programs and resources.

Our 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.

We Value

- The voices and experiences of the people we serve, and their full participation in our community.
- Respect for ourselves and all those we come in contact with in our work.
- Accountability for our resources and results to our participants and our community.
- Cooperation and partnership within CAPCO and with the individuals and organizations that support our mission.
- A commitment to understanding our own and others' strengths, and using these strengths to support our program, management and governance activities.

Strategic Priorities

- **Individuals and Families**
CAPCO will provide access to services and supports for people in Cortland County who want to increase their self-reliance, improve their economic circumstances and strengthen their connections to family and community. *Priority: People with low incomes are stable and have economic security.*
- **Community Condition and Opportunities**
CAPCO's programs, advocacy and leadership role in the community will result in improved conditions and greater influence for individuals and families in community-wide initiatives to change the public's response to poverty in Cortland County.
Priority - Community Conditions and Opportunities: The communities that people with low incomes live in are healthy and offer economic opportunities.
Community Engagement: People with low incomes are active in building opportunities for themselves and others in the community.
- **Agency Capacity and Partnerships**
CAPCO will increase its capacity to manage its human and financial resources and strategic partnerships, as an effective leader in Cortland County's efforts to break the cycle of poverty. *Priority: CAPCO has the human and financial resources, partnerships and influence to assure positive individual, family and community outcomes.*

Poverty in Cortland County. According to the NYS Annual Poverty Report prepared by the New York State Community Action Association (NYSCAA) and published March 2019, **14.7% of the population in Cortland County lives in poverty.**

New York State Community Action Association • www.nyscommunityaction.org



32 N. Main Street
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County Population:
48,334

Population for whom poverty status is determined:

Overall

44,726

Population Under 18

9,192

Population 25 & Over

29,756

Population over 65

7,159

14.7%
COUNTY
POVERTY
RATE

Living In Poverty

Individuals

14.7% 6,573

Children (Under 18)

16.7% 1,532

Adults 25+

9.8% 2,929

Senior Citizens 65+

8.8% 627

Cortland County

CAPCO Cortland County Community Action Program, Inc.

www.capco.org

Race & Poverty

White	14.3% (6,085)
African American	19.4% (131)
Hispanic/Latino	23.9% (281)



Education & Poverty



Adult Population 25+: 29,756

Educational Attainment

No Degree	High School	Associate	Bachelors or Higher
9.2% (2,738)	34.0% (10,126)	30.6% (9,093)	26.2% (7,799)
Total*	Total*	Total*	Total*
24.4% (668)	10.9% (1,105)	8.8% (804)	4.5% (352)
Living in Poverty	Living in Poverty	Living in Poverty	Living in Poverty

*DUE TO ROUNDING, PERCENTAGES MAY NOT ADD UP PRECISELY TO 100%.



Employment & Poverty

Living Wage for
1 Adult, 1 Child
Household
\$25.38

Hourly Wage for
FMR, 2BR Apartment
\$15.08

Median Income
\$36,018

Median Income
w/High School Diploma
\$30,806

Health & Poverty

No Health Insurance

Employed
6.4%
Unemployed
13.6%

Free/Reduced Lunch Program

57%

Gender & Poverty



Median
Earnings
\$36,329



Median
Earnings
\$25,240

**High School
Diploma Only**

Of Those Families with
Female Heads of Household
and Children Present

42.3%
Live in Poverty

US Poverty Rate: 14.6% • NYS Poverty Rate: 15.1%

For 45 years, since being incorporated in 1974 as the designated Community Action Program serving Cortland County, CAPCO has responded to the challenges facing low income people in many ways. This is done by building on the strengths in the community, partnering and collaborating with others, leading efforts to identify and address the causes of poverty in our community and with maximum feasible participation of low income people.

In 2018, Cortland County Community Action Program, Inc. (CAPCO) made a difference in the community by:

Providing services, supports and resources for 3742 individuals, 1540 families. 1052 of those families were at or below the Federal Poverty Level.

- **Volunteers spent 9181 hours supporting CAPCO efforts to the community:**
- **WIC served an average caseload of 1,011 people per month. On average, 50 new participants were added each month.**
- **Approximately 78% of WIC prenatal participants initiate breastfeeding**
- **133 children received SnackPacks – healthy foods for the weekends, while out of school.**
- **299 children from 270 families served in HS/EHS**
- **896 individuals benefitted from Family Essentials- access to clothing, household items, personal care items**
- **325 individuals living in rural areas of the county (Marathon, McGraw, Cincinnatus) utilized CAPCO's Family Success Center in Marathon.**
- **115 consumers lived independently with support of Consumer Directed Personal Assistance Program (CDPAP). More than 200 aides are employed for this program.**
- **185 Households served through Energy Services – Weatherization Assistance Program (WAP), NYSEERDA, EmPower, No Heat Emergencies**
- **Over 350 people received emergency assistance through CAPCO's Community Action Angels Program**
- **112 Adults were enrolled in CAPCO's Adult Education/HSE program and 27 adults received their high school equivalency diploma.**

CAPCO responds to poverty in Cortland County with these resources:

Family Development - Head Start/Early Head Start – Energy Services

Women, Infants and Children (WIC) - Consumer Directed Services



Family Development works with low income people in the community to develop and provide resources and supports to encourage strong, healthy families. Resources include:

- **Health/Nutrition Education & Programs** – to address the needs of low income families in accessing and affording healthy food, CAPCO provides:
 - **SnackPacks** –food packages were sent home with 133 elementary school children on Fridays during the school year so they had food for the weekends
 - **CSA (Community Supported Agriculture)**– in collaboration with a local farmer, SNAP recipients purchased CAPCO subsidized CSA shares
 - **Nutrition Outreach and Education Program (NOEP)** was a new program for the community through CAPCO in 2018. People in the community are educated about SNAP and other benefits and assisted in applying for and receiving these benefits. In the first quarter of the program (Aug.-Oct.), 28 individuals received SNAP benefits.



- **Parent Education and Healthy Families**
 - **Healthy Families** was a new program available to our community through CAPCO in 2018. Six staff provided support and education to 80 families.
 - **Everybody's Baby Shower** – 21 new and expectant moms received infant necessities and new parent education and support.
 - **Pajama Party** - 31 children received a new book and brand new pajamas
- **Heat Share Energy Assistance Program** – provides grants toward heating costs in partnership with
 - Project Share (NYSEG)
 - Care & Share (National Grid)

- **Family Success Center (Marathon)** – provided access to supports and resources in a rural area of the county (Marathon, McGraw, Cincinnatus) to 325 families.
- **Community Action Angels**
 - **Family Essentials** – provides clothing, household and personal care items to people in the community. Donations from the community provided access to important essentials to 896 people in 2018.
 - **Coat Giveaway** –Children and adults received more than 200 coats, boots and other warm clothing.
 - **Holiday Extravaganza** – 225 children received a gift for the holidays
 - **Nickel Store**
 - **Emergency Assistance** –
 - 43families received assistance with emergency home improvements, food and utility assistance.
 - 10 individuals received prescription assistance, transportation assistance.
 - 35 children received supplies to go back to school.



- **Adult Education (TASC & Literacy Volunteers)** - Provides tutoring and education support to young adults 16-21 who have dropped out of school and want to earn their High School Equivalency diploma. Since the beginning of this CAPCO program, more than 100 young adults have earned their High School Diplomas. In 2018:
 - 112 students enrolled
 - 26 students with more than 12 hours of attendance
 - 15 low level learners paired with an individual tutor
 - 27 young adults received their diplomas



Head Start/Early Head Start is a comprehensive program designed to foster the healthy development of children birth to age 5 from low-income families. Head Start /Early Head Start (HS/EHS) provides children with daily nutritious meals and many opportunities for social, emotional, and intellectual growth which can prepare them for success in school and life. The

program connects children to health care sources such as finding medical and dental homes, as well as provides vital support services to their families. The cornerstone of the program is parent and community engagement which has made it a very successful early childhood program. Classrooms are strategically located in the City of Cortland, as well as the rural parts of the County. CAPCO HS/EHS is fortunate to have strong collaborations with many of the local school districts with Head Start classrooms in all the Elementary Schools in the City of Cortland, Homer, McGraw and Marathon. These collaborations help foster the children's transition into kindergarten. The CAPCO Head Start/Early Head Start Program provides early, continuous, intensive, and comprehensive child development and family support services. The services are always responsive to each child and family's ethnic, cultural, and linguistic goals.

In 2018, CAPCO HS/EHS had 13 HS and 6 EHS classrooms. HS served 217 3-4 year old children, and 200 families. EHS served 82 infants and toddlers, 70 families. Parents were offered many opportunities to be involved in our program through Parent Committee meetings and Family Engagement activities/events. Parents of enrolled children were invited to be participate in Parent Committee meetings throughout the program year. During these meetings the parents were able to advise staff members and assist in developing program wide family engagement events. Three such family engagement events were offered to all families with currently enrolled children, while utilizing our collaborations with community partners. Classroom staff planned monthly family activities, allowing families the opportunity to visit the classroom and engage with their children. More than 160 of the families participated in three or more of these opportunities.





The **Energy Services** department utilizes a staff of highly trained individuals to install energy saving measures for income eligible households. The resources available to address this for low-income housing includes:

- insulation in floors, walls, and attics
- repair and replace heating systems (clean and tune)
- air sealing to reduce drafts (caulking and weather stripping)
- repair and replace water heater tanks
- inspect and adjust other combustion appliances (i.e. stoves, dryers, and space heaters)
- cooling such as an air conditioner for a medical condition prescribed by a doctor
- replace inefficient refrigerators
- install CO detectors and smoke detectors
- minor repairs
- health and safety check of the home



McGraw

Before	After	
		Work Scope: <ul style="list-style-type: none"> • New Boiler installed through HEAP HERR • Insulated exterior walls & foamed the rim joist • Added 10" insulation to the attic and installed 8 recessed light covers • Installed kitchen range hood
		Costs: HEAP HERR: \$7,200 WAP: <u>\$6,556</u> Total: \$13,756 38 % projected savings on heating costs Fixed income & HEAP recipient 2 Elderly Individuals

In 2018, improvements for households (HH) included:

- 56 HH served thru the Weatherization Assistance Program
- 58 HH served thru the NYSEDA EmPower NY program
- 40 HH served by HEAP Cooling program
- 12 HH served by the HEAP Clean and Tune
- 9 HH served by the HEAP Heating Repair & Replacement program
- 10 HH served by Energy Savers Fee for Service program
- New certifications met for funding source and renewed certifications completed by all staff.

Building Maintenance- To address the increasing building maintenance issues at

CAPCO sites, in January 2018 a full-time maintenance/janitorial employee was hired. This allowed the completion of a number of needed projects including: upgrades of fixtures to LED lighting, renovation of a child's bathroom, repainting, installation of 4 new doors, landscape work, reconditioning of tile floors, outside repairs on buildings, clearing property line of trees, and continuous repairs to roof leaks. More than 300 work requests were addressed. As the needs have continued to grow, 2019 will include adding staff to this department.



WIC (*Women Infants and Children*) is a short-term intervention program designed to influence lifetime nutrition and health behaviors in a targeted high-risk population. WIC is available for income eligible pregnant and breastfeeding women and children birth to 5 years old and provides:

- Quality, nutrition education and services
- Breastfeeding promotion and education
- Vouchers to purchase a monthly food prescription
- Access to maternal, prenatal and pediatric health services and/or referrals.

In Cortland County, CAPCO WIC serves approximately 1,011 people per month (pregnant women, breastfeeding mothers, children birth-5 years old) at three clinics in Cortland, Marathon and Cincinnatus. WIC participants redeem about \$70,000 in vouchers for WIC foods at local grocery stores each month. This is beneficial to the women and children and the local economy.

WIC benefits women and children. Numerous studies have shown that pregnant women who enroll in WIC have longer pregnancies leading to fewer premature births; have fewer low birth-weight and very low birth-weight babies, experience fewer fetal and infant deaths seek prenatal care earlier in pregnancy and consume more of such key nutrients as iron, protein, calcium and Vitamins A and C. Medicaid participants on WIC have on average 29% lower Medicaid costs for infant hospitalization compared with those not participating on WIC.

In 2018, the WIC program switched from paper vouchers to an internet based system and electronic benefit cards. This is the first major change in how WIC participants use their benefits since August, 1999. The new system allows participants more confidentiality and flexibility at the store and is easier to use. There is also a downloadable app that accompanies the new system that helps participants track their appointments and makes shopping easier. To date, CAPCO has issued over 750 cards.

CAPCO WIC works to support families. In 2018, WIC staff helped a mother with breast cancer whose premature baby suffered an anoxic brain injury to make renovations to their home in order to be able to bring the baby home. They also helped at Christmas time in accessing some resources the family needed. The baby has now been home almost a year. She celebrated her first birthday in March.





In 2018, the **Consumer Directed Services** department was created to include the Consumer Directed Personal Assistance Program (CDPAP), the newly created Volunteer Driver Program and EISEP.

The **Consumer Directed Personal Assistance Program (CDPAP)** allows Medicaid recipients in need of personal care, home health and nursing services to recruit, hire, train, supervise and terminate their own personal assistants. Under CDPAP, people with long-standing illnesses

or disabilities have much greater control and freedom over their own care than under traditional home care services. They are able to hire friends or loved ones to work for them, thus eliminating potential stress from strangers in the home or language/cultural barrier issues. CDPAP consumers allocate weekly hours on a flexible day-to-day basis, rather than following a daily schedule of hours set by a third party. The program ultimately provides consumers the opportunity for dignity and independence.



I endorse Consumer Directed programs like CAPCO. These programs allow individuals with disabilities to be self-directing and lead independent lives. Making possibilities realities!" Frances Pizzola

CAPCO began working with the Cortland County Area on Aging using the CDPAP model to provide **Expanded In-Home Services for the Elderly Program (EISEP)** aides. EISEP provides supports and services within a person's home to ensure that they can safely remain in their home as long as possible. The services available through the EISEP program include case management, non-medical in-home services, help with housekeeping and respite.

The **Volunteer Transportation Program**-In response to supporting Medicaid participants in accessing reliable transportation to medical appointments, CAPCO started the Volunteer Transportation Program. Volunteers provide transportation and are reimbursed for their mileage. This is a more supportive option for transportation and saves significant Medicaid resources.

In 2018 CDS supports included:

- CDPAP served more than 115 participants.
- Employed more than 200 Personal Assistants.
- Hired a Coordinator for the Volunteer Driver Program and began efforts to implement the program by development policies and procedures, recruiting volunteer drivers and communicating access to the resource to the community.