

2020 Annual Impact Report

Serving our Community Through COVID and Beyond

Cortland County Community Action Program

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



**Energy Audits * Insulation
Heating * Doors/Windows
Community Action Angels
SNAP * Healthy Families
Youth & Adult Literacy
Family Essentials**



Helping People, Changing Lives since 1974

www.capco.org



Cortland County Community Action Program



A Message from Lindy Glennon, Executive Director

2020 will be a year to remember - for a number of very challenging things and just as many or more positive things. As we think about 2020, the one thing that everyone talks about is COVID. And, unfortunately, that continues to be a significant challenge. But, as I reflect on where we were in March of 2020 when the world turned upside down I find myself coming to a place of hope. When I think about how, literally overnight, we had to change the way we meet the needs of our community, the way we deliver the services that so many depend on for food, housing, education, health and nutrition, personal care, transportation and so much more the one consistent feeling I have is humble. I continue to be humbled by the amazing outpouring of concern from all of our staff. Each of them had their own challenges and families to be concerned about. But, they continued to meet the needs of our community every single day.

We had to focus on how to provide these important services while not being able to be in person, having to do the majority of our work virtually. This meant getting technology (much of which we didn't have readily available) to our employees. It meant adding phone lines and cell phones so that staff, working remotely, could be in touch with the community, respond timely to calls and needs. It meant looking at our sites, offices, buildings and determining what needed to be done so that we could put a plan in place that kept our employees and community as safe as possible. It meant purchasing significant amounts of personal protective equipment, foggers and sanitizers, hand sanitizers, thermometers. It meant developing a health and safety assessment that employees would do DAILY to determine if they could come to work. It meant staying in constant contact with the CDC and the NYS Health Department to keep up with the guidance and requirements that changed daily, sometimes hourly. I'm humbled by the unwavering support shown and given by our amazing Board of Directors. And, humbled by the way our community came together. We worked to identify what the needs were, what were the resources we could put together to meet them and what were the resources lacking. It was humbling to be a part of this Agency and this community as we pulled together to address a global pandemic. There were no guidelines, no playbooks, we had to figure it out as we went. We were "building the plane while we were flying it". But, we did it and continue to do it everyday. And, as we continue to work together, focusing on the good of everyone, we will get through this and be stronger as a result.

This report is a snapshot of what 2020 looked like for Cortland County Community Action Program, Inc. (CAPCO) and our community. Thank you for your support and role in what we were able to accomplish in 2020. Here's hoping for a stronger, safer 2021.



Cortland County Community Action Program, Inc. CAPCO

▶ Community Action Programs

- ▶ More than 1000 Community Action Agencies serve every County in the Country
- ▶ CAPCO is the designated Community Action Agency serving Cortland County since 1974

▶ Promise of Community Action

- ▶ 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.

▶ Mission of CAPCO

- ▶ 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.



CAPCO

- ▶ Annual Agency budget \$10,483,467
- ▶ More than 375 employees
- ▶ Serving more than 3800 individuals, 1500 families in Cortland County in 2020.
- ▶ Major Program Areas
 - ▶ Consumer Directed Services
 - ▶ Energy Services
 - ▶ Family Development
 - ▶ Head Start/Early Head Start
 - ▶ WIC
 - ▶ Administration



CAPCO HEAD START / EARLY HEAD START



In 2020, Head Start served 196 children and their families. Eighty-three Early Head Start children and their families were served. Children and families received educational, social, emotional, health and nutrition, supports. These were provided in classrooms, virtually when needed. Parents participated in their children's experiences via classroom volunteers, participating on the HS/EHS Policy Council and participating in activities planned by the Family Services component.

For much of the year, we were dealing with the significant challenges of COVID-19. We responded by:

- Using supplemental funds awarded for one-time actions or activities to prevent, prepare for, and respond to COVID-19. As we focused on safely serving children and families, we had to include:
 - Equipment and supplies needed to support remote delivery or program services such as cell phones and hot spots for staff and families, computers and internet access for staff so they are able to provide remote learning, attend zoom meetings for program support, professional development, communicating with families;
 - Equipment and supplies associated with re-opening centers for in-person services with the appropriate preventative health measures. This included PPE supplies such as face masks, hand sanitizers and disposable full-length face shields for staff, children, and families. Additional items were necessary to enforce and practice social distancing. Other supplies needed included aprons for staff, disposable gowns, thermometers for families and staff, touchless toilets and sinks for agency owned buildings, as well as hand sanitizing stations to be installed in all classrooms and items needed to keep classrooms and offices clean and disinfected.



CAPCO HEAD START / EARLY HEAD START



As we addressed the challenges of COVID, we focused on:

- Educational supplies for all service delivery for in-person services in classrooms, home based settings, and remote learning were purchased. The supplies ordered were to assist in delivering virtual learning to the families who chose not to return in-person, as well as educational supplies for the children who returned in-person.
- We expanded the playground and put in a garden at our S. Main location.



- The challenges of the past year were significant, but, we kept our focus on the children and families we serve and how to support them, our staff and expand our options and offerings for what comes next.



Energy Services

This year saw Energy Services providing Weatherization Assistance Program (WAP), HEAP, EmPower NY programs to all of Cortland County. In addition, we expanded services to provide WAP to Chenango County in collaboration with Opportunities of Otsego.

- COVID brought significant challenges to Energy Services - no in-home production could be done for 3+ months. Staff focused on professional development, maintaining and updating equipment. Six staff received 12 certifications during COVID during 3 months. After being able to resume, 2020-21 production is on schedule.
- Even with the challenges, families received services making their homes safer and more secure. One example is a family with 5 household members: 2 Elderly, a Disabled Veteran, 3 teenage children (2 disabled), HEAP, Medicaid and SNAP recipients.
 - Before: No heating system- pipes froze and were damaged inside the walls throughout the home. Pellet stove was then red tagged by fire department. Uninsulated 2,000 square foot home.
 - After: Installed new propane furnace with new distribution; Insulated all walls, 2- attic spaces and rim joists; Air sealed, Portal sealed and door sweeps on 5 doors; Installed new electric water heater; Installed smoke and CO detectors; Installed a new kitchen range hood and vented to outside.

WAP funds:

- Materials: \$4,436.33
- Labor: \$5,437.70 (230 man hours)
- Overhead: \$3,450.00
- Total: \$13,324.03



Energy Services - Maintenance

During 2020, we were able to maintain and make improvements to our sites. These included:

- North Main facility:

- New vinyl floor in the north main kitchen.
- Addressing concerns related to Health and Safety during COVID by installing auto flush toilets, motion sensor sink faucets, and sensor lights. Purchased and utilized for all CAPCO facilities sanitizing supplies, equipment (foggers), and PPE needed to accommodate COVID-19 protocols.
- Repair of deteriorating mason blocks on West side of building.
- Replaced all cast iron plumbing in basement with PVC piping to eliminate sewer blockages.

- South Main facility:

- Patching and repainting classrooms, shampooing and disinfecting 50+ classroom carpets. Renovated children's bathrooms.
- Focused on outside repairs including installation of a new roof on the shed, Installed 4 outside faucets, repainted outside of front building.
- Completed a Head Start garden 40' x 60' fenced in area with 5- 4'x20' raised beds.
- Addressing concerns related to health and safety during COVID by installing auto flush toilets, motion sensor sink faucets and lights.
- A new 24' x 60' (4-bay) storage garage built to accommodate Head Start, Family Development, Maintenance workshop, and Energy Services.



Family Development Year in Review 2020

2,168 People Served

829
Individuals
received
food
assistance

- * Snackpacks
- * SNAP Assistance
- * Farmers Market EBT
- * Emergency Assistance
- * Food Deliveries

712
Individuals
received
clothing &
household
items

- * Family Essentials
- * Annual Coat Giveaway
- * CAPCO Cares Bags
- * COVID prevention bags

288
Children
received a
gift
through
our
Holiday
Giveaway

24
Individuals
received
assistances
related to
household
needs,
transportation, or medical assistance

17
Individuals
received
supports
to begin a
job

104
Students
enrolled in
Adult
Education

- * High School Equivalency
- * Literacy Volunteer
- * Project Getting Ahead

165
Students
received
clothing and
supplies to
go back to
school

288
Children
received
gifts
through the
Holiday
Giveaway

29
Families
enrolled in
our Healthy
Families
Program

- * Educated in child development and less likely to abuse or neglect their child

793 Home Visits

885 Referrals made to other services in the Community

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Family Development Year in Review 2020

COVID presented a number of Challenges that we worked through and responded to:

- **SnackPacks** ended abruptly due to school closure
 - Contactless pick and delivery began for Snackpacks
- **In-person Adult Education** classes needed to stop due to CDC restrictions
 - Students and instructors communicated virtually, by phone, and work was mailed back and forth.
- **Healthy Families Home Visits** could not take place in-person
 - Home Visits became virtual
- **Family Essentials** could not remain open due to CDC restrictions
 - We took clothing request by phone and set up contactless pick up, set up Family Essential Days in the driveway so people could “shop” outside
- **NOEP SNAP** applications could no longer be completed in-person
 - NOEP services became available by phone and internet, electronic applications
- **Emergency Assistance** has been difficult to access given CDC guidelines, closures, limited in-person contacts
 - Emergency Assistance became available by phone, contactless pick-up, and delivery
- Our annual **Coat Giveaway** could not be held at Suggett Park due to COVID restrictions.
 - We held an outdoor Coat Giveaway with masks and social distancing requirements.



Helping People, Changing Lives



Consumer Directed Services

▶ Consumer Directed Personal Assistance Program

Provided in home-care for more than *175 consumers*, hiring more than *250 Personal Aides*. Consumers received assistance with housekeeping, cleaning, personal care, shopping, doctors appointments, medical care. COVID made the challenges more significant. Consumers and Aides were provided with education about how to keep themselves safe. PPE including masks and gloves were made available for consumers and aides.

▶ Volunteer Driver Program

Provided non-emergency transportation to medical appointments for Medicaid recipients. Transportation was available within Cortland County and from Cortland County to surrounding counties, including Onondaga, Broome and Tompkins. COVID brought a shut-down to the program for 5 months. But, by the end of the year, we were recruiting and training new drivers and providing rides again. As we work to rebuild the program, drivers are needed. Interested people who are able to meet these requirements should contact CAPCO at 607-753-6781.

- ▶ Volunteer Drivers are reimbursed per mile at the Federal mileage reimbursement rate - currently \$.57.5 cents per mile.
- ▶ Must be at least 18 years of age.
- ▶ Must have a clean and valid NYS driver's license.
- ▶ Must have the minimum vehicle insurance requirements: (both bodily injury and property damage) and proof of a minimum policy for liability coverage of \$100,000 per person/\$300,000 per accident. Proof of such insurance is required and must be maintained.
- ▶ Must show proof of vehicle registration.
- ▶ Must be approved to drive by CAPCO's vehicle insurance carrier (via DMV Check).



WIC (Women, Infants and Children)

During 2020, WIC served an average of 975 participants per month. Even having to make the changes necessary due to COVID which meant moving to an entirely virtual system, there were not disruptions to participants, no breaks in service. WIC participants received full WIC financial resources and nutrition education. This move to a virtual system meant changing the way we provide services overnight. To meet program requirements, policies and procedures had to be rewritten and staff trained for a completely different way of operating the program. And, they did it!

Other accomplishments for 2020 included:

- Issued 732 booklets of Farmers Market Coupons. (\$14,640)
- Current staff completed more than 50 trainings to support professional growth.
- Initiated an advertising campaign including bus ads, paid Facebook ads, and billboards.

A WIC participant shared this:



CAPCO Administration - Human Resources and Fiscal

- ▶ CAPCO HR and Fiscal offices serves our 375+ employees and manages more than fifteen contracts for federal, state and local funding. This includes managing:
 - ▶ Group Benefit Plans for Health, Dental, Life Insurance Programs
 - ▶ Voluntary Benefit Elections: Flexible Spending Accounts (FSA's), AFLAC options
 - ▶ 401(K) Retirement Savings
 - ▶ Employee Assistance Program (EAP)
 - ▶ Staffing & Recruitment, and Onboarding
 - ▶ IT System
 - ▶ Payroll
 - ▶ Accounts Payable/Receivables
 - ▶ Audits
 - ▶ In-kind
 - ▶ Contracts
 - ▶ All Insurances - General Liability, Worker Compensation, UI, Auto, Directors & Officers





Drive-through
All Staff Day -
celebrating and
recognizing staff for
Years of Service



2020 YEARS OF SERVICE AWARDS

30 YEARS

Denise Peroulakis

25 YEARS

Kristi Coye

20 YEARS

Melody Ladd

15 YEARS

Brandy Strauß

Dawn Dewitt

10 YEARS

Gail Bundy

Ashley Abbatiello

Mmselle Sonnacchio

Bobbi Ludlow

5 YEARS

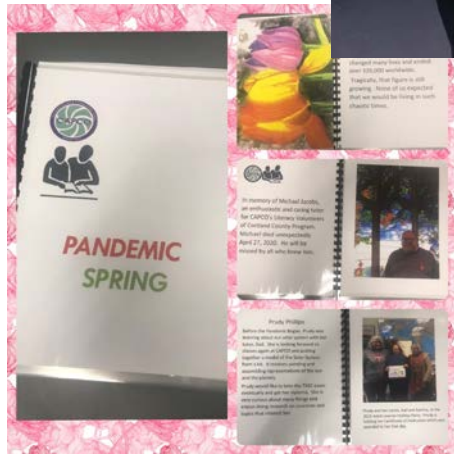
Greg Richards

Heidi Albro

Stephanie Lyon



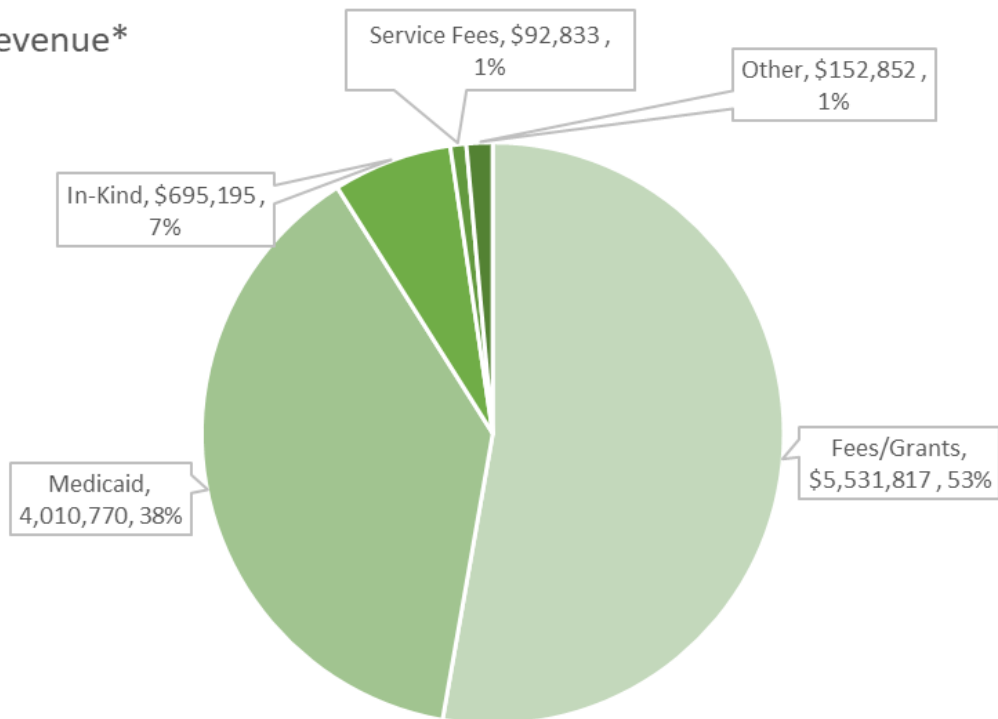
Responding to COVID, Supporting our Community



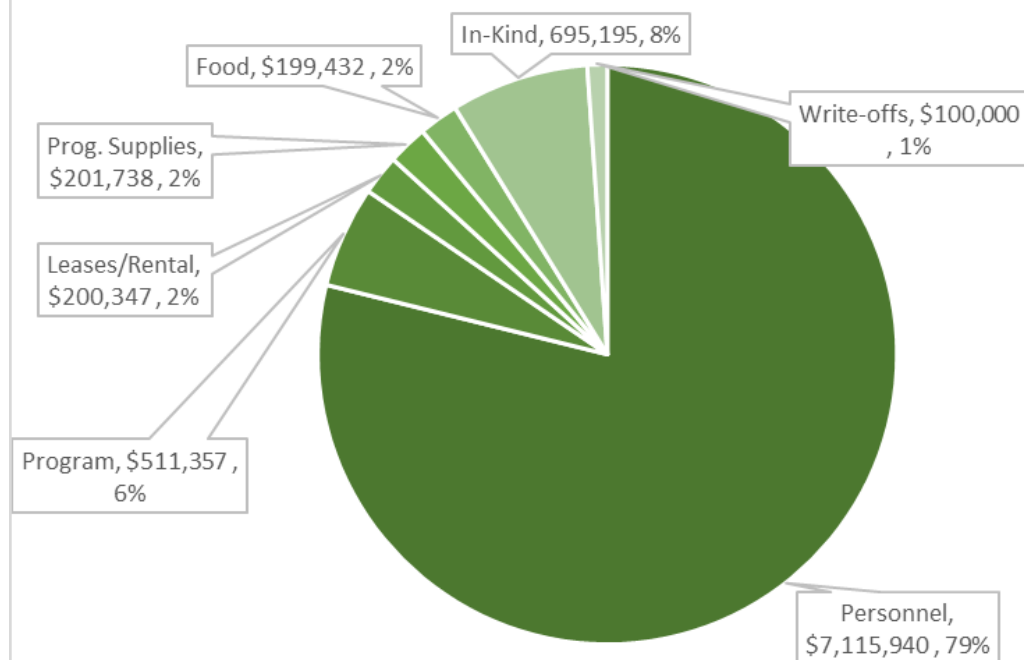
All CAPCO Staff Received this certificate to recognize them as Essential Employees

Financial Report - 2019 Fiscal Year

Revenue*



Expenses*



For more information on CAPCO Programs/Resources, contact:

- ▶ Consumer Directed Services - Merwin Greene, merwing@capco.org, 607-753-6781
- ▶ Energy Services - Denise Peroulakis, denisesperoulakis@capco.org, 607-753-6781
- ▶ Family Development - Brandy Strauf, brandys@capco.org, 607-753-6781
- ▶ Head Start/Early Head Start, Bethann Wieder, bethannf@capco.org, 607-753-6781
- ▶ WIC - Kirsten Parker, kirstenp@capco.org, 607-753-6781
- ▶ Administration
 - ▶ Executive Director, Lindy Glennon, lindyg@capco.org, 607-753-6781
 - ▶ Fiscal Director, Martha Allen, marthaa@capco.org, 607-753-6781
 - ▶ Human Resources, Greg Richards, gregr@capco.org, 607-753-6781



For more information about CAPCO Programs, please visit us at:

<https://www.youtube.com/watch?v=k0qmGleesiE>

