

# Cortland County Community Action Program, Inc.

*2023 Annual Report*



# Reflecting on 2023

Greg Richards, Executive Director



2023 was a year of great growth, success, and impact in our community and beyond as we continued to reestablish services and overcome the intricate challenges coming out of the COVID-19 pandemic. All CAPCO services returned to full programming as we adopted new ways of offering resources and programs to better meet the evolving needs of our community and the surrounding communities that we serve. Our Head Start & Early Head Start infant/toddler and preschool rooms returned to full capacity with staffing patterns stabilizing and our ability to work through program structural changes to best meet the needs of our community today. Our multiple home visiting and family work programs returned to in-person offerings while providing hybrid flexibilities that work to keep family connections and provide support for the heightened demands and challenges that families are facing in our community and the surrounding communities that we have grown to serve.

This past year concluded with CAPCO's expansion into Chenango County to serve as the WIC provider in addition to being the longstanding WIC provider in our home county of Cortland. With a new office in Norwich, this expansion came with great anticipation as we were identified as a model New York State WIC program to enhance service delivery and overall reach to Chenango County communities. We continued to offer high quality weatherization services through our Energy Services Program in Cortland while building upon our expansion in 2021 to provide services in Tompkins County. Our Family Development unit persisted to offer deeply impactful supports and services to our Cortland community, enriching established programming while adding critical services that build upon approaches rooted in trauma-informed care and whole-family strategies. CAPCO's role as Cortland's Fiscal Intermediary for essential Consumer-Directed Services programs, including CDPAP in-home health services and Volunteer Transportation offerings, has remained critical to the health and well-being of vulnerable populations in our community.

None of what CAPCO does would be possible with the dedication of our esteemed staff, leaders, administrators, volunteers, and our governing Board of Directors as well as our Head Start/Early Head Start Policy Council. It is the dedication of caring and passionate people that makes the difference, and I am humbled to have the privilege to work alongside the incredible individuals that work at & with CAPCO and our surrounding stakeholders.

The upcoming year of 2024 marks CAPCO's **50-year anniversary**, and we are excited to celebrate throughout 2024 as we educate our community on our resources & services and illuminate the evolving barriers to opportunity and stability that families are facing. We are excited to build upon the legacy of the last 50 years while looking to the future with great anticipation & invigoration.

*Greg Richards*



# Who We Are

# Cortland County Community Action Program, Inc. (CAPCO)

*Greg Richards, Executive Director*  
*Kirsten Parker, Deputy Director*



Cortland County's  
federally-designated  
*Community Action Agency!*

Annual Agency Budget \$10,829,109

More than 300 individuals on payroll – 120 Agency employees & 175+ Personal Assistants employed by Consumers in our Consumer-Directed Program(s)

Serving more than 3,400+ individuals, 1,350+ families in Cortland County in 2023

## Major Program Areas:

- Consumer-Directed Services
- Energy Services
- Family Development
- Head Start & Early Head Start
- Women, Infants & Children (WIC)



## CAPCO 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.



## Community Action Promise

*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.

# Strategic Primacies

Rooted in the **National Community Action Theory of Change**



CAPCO's current **Strategic Plan 2023-2027** was finalized in 2022 with the facilitation of the *New York State Community Action Association (NYSCAA)*. The new Strategic Plan was developed based on our ongoing **Community Needs Assessment(s)** with input from community members, Program participants, Board of Directors, Policy Council, staff, volunteers, and community partners. The full Strategic Plan can be found at

[www.capco.org](http://www.capco.org).



# Board of Directors



Shelley Warnow, *President*

Billie MacNabb, *Vice President*

Douglas Bentley, *Treasurer*

Lynne Sypher, *Secretary*

Sandra Aloï

Melissa Alvord

Mary Bliss

Terry Coon

April Dennison

Ella Dilorio

Jeanette Dippo

Mary Beth Mathey

Penny Prignon

Patricia Schaap

Larry Woolheater

## Tripartite Board Structure

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

*\*Represented expertise in Early Childhood, Legal, Housing, Healthcare, Public Policy, Social Services, Financial , Higher Education & much more!*

# Head Start/Early 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.*

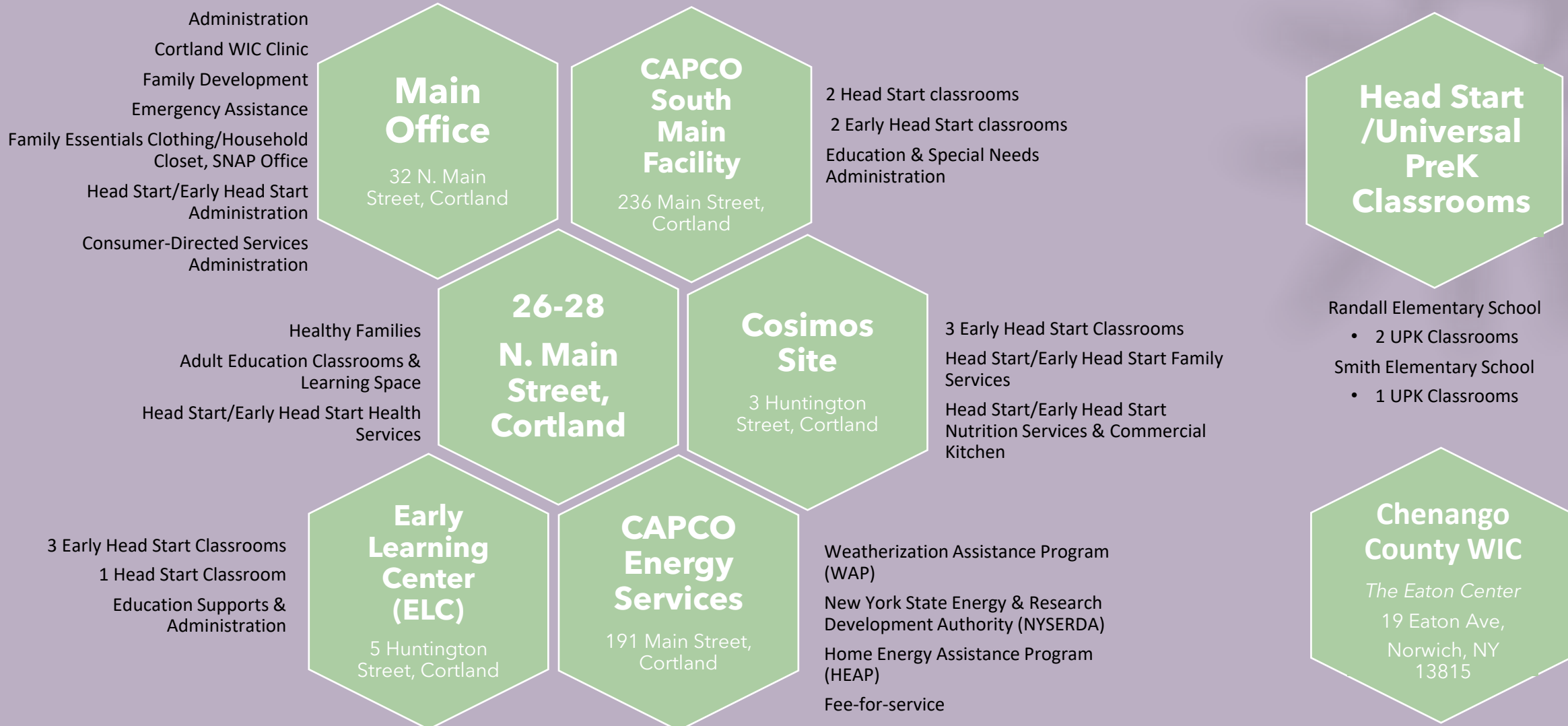


- April Dennison – *Chairperson*
- Linda Archange
- Meredith Bassett
- Kristen Beard
- Christopher Carmen
- Joelene Cooper
- Paul Cortez
- Ocean Libby
- Jennifer Mrozowski
- Katy Mowers
- Micki Mudge
- Ianthe Warner
- Alicia Warren
- Anne Withers
- Tim Yereshkin





# Our Locations *A Widespread Approach*





# Facilities & Grounds

# Enhancements in 2023



## South Main Facility

(236 Main Street, Cortland)

- Pavilion upgrades (electric, lighting, ceiling and 2-closets).
- LED outside lighting
- Replacement of the entire parking lot
- Installation of outside surveillance cameras (5)
- Window replacements in Johnson 1 and Johnson 2 Head Start Classrooms
- New foyer carpet

## Main Office

(32 North Main Street, Cortland)

- Repainting of the building exterior front & sides- doors & walls
- Resealing of driveway.

## Challenges-

- Custodial Substitutes needed for coverage
- Identification of funding streams for future planning & infrastructure replacements and upgrades.

## Cosimos Site

(3 Huntington Street, Cortland)

- Breakroom upgrades
- Nutrition office flooring
- Upgraded classroom exterior doors
- Roofing replacement & repairs
- Security camera and door system

## Early Learning Center (ELC)

(5 Huntington Street, Cortland)

- Driveway patching & repairs
- Fencing maintenance
- Brush and landscaping clean-up





# Creating Environments to Serve our Community





# Our Major Program-Areas

A Year's Look



# Family Development





# FAMILY DEVELOPMENT 2023

## A YEAR IN REVIEW



### Food Assistance

- 103 Children received a Snackpack on the weekends
- 118 families applied for SNAP benefits
- 34 families used EBT at the Farmer's Market
- 26 Individuals received Emergency Food



### Emergency Assistance

- 615 Families visited Family Essentials
- 31 Individuals received CAPCO Cares Bags
- 48 families received utility/household assistance
- 23 Individuals received transportation assistance
- 15 Individuals received assistance to start a job
- 5 Individuals received medical assistance
- 63 Individuals received services in Marathon



### Adult Education

- 104 students enrolled in the program
- 25 students had more than 12 hours of instruction
- 12 students matched with a one-on-one tutor
- 9 students attended CNA certification
- 14 students received their High School Diploma/GED



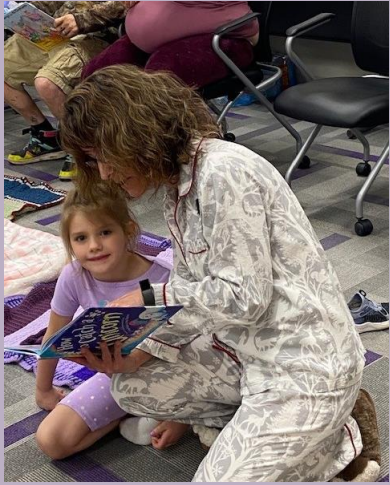
### Family/Community Supports

- 58 families enrolled in the Healthy Families Program
- 765 home visits provided to families
- Over 3,000 Individuals were referred to resources
- \$514,536.00 in donated goods accepted
- Over 200 children received a gift for the holidays
- 125 children received clothing to go back to school
- Over 3000 volunteer hours given





# OVER 1,200 PEOPLE HELPED IN CORTLAND COUNTY





## Successes

- Fully staffed at the end of 2023!
- Received \$12,000 from NYS Senator Lea Webb to support Adult Education
- Secured funding to help people sign up for Affordable Connectivity Program
- Secured funding for upcoming Diaper Distribution Program
- Received the Community Action Innovation Award for our CAPCO Cares Bags



## Challenges

- Increased need for emergency assistance
- Increase in homeless population
- Increased individuals with mental health and substance abuse challenges
- Decrease in funding for Back-to-School Assistance
- Enrollment capacity in Healthy Families Program



# Women, Infants & Children (WIC)



# WIC Program Metrics



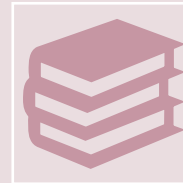
Average monthly enrollment: **1,125**



Average monthly participation: **1,064**



Farmers Market Checks Issued: **991**



New Peer Counselor Assignments: **144**





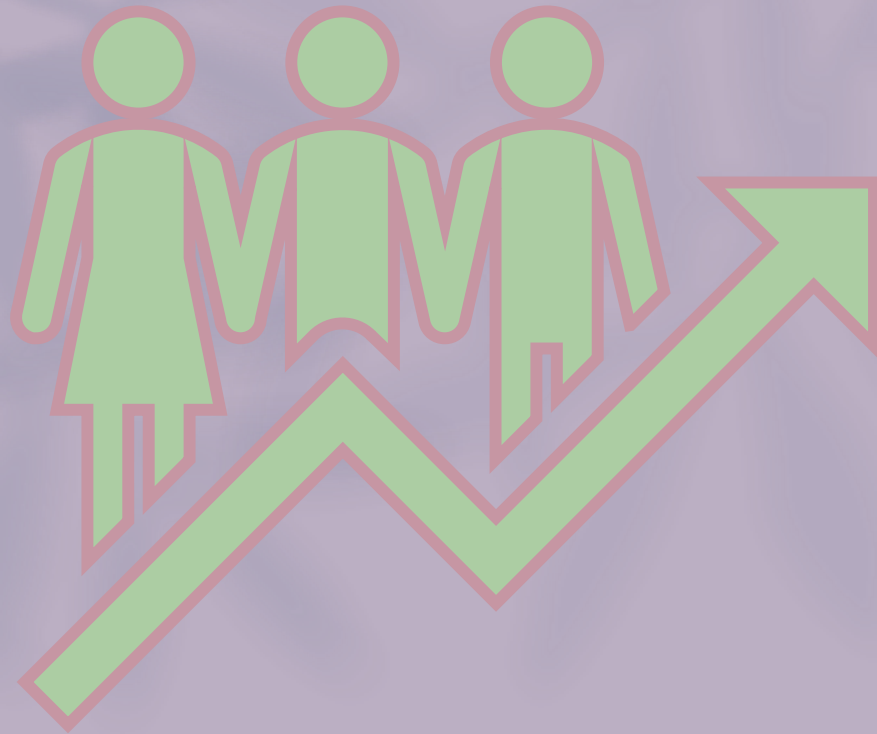
# 2023 Brought Success & Growth

- CAPCO was awarded both Cortland **and** Chenango Counties for the next five (5) year funding period, 2024-2028.
  - NYS selects CAPCO for service expansion to Chenango County.
  - WIC provider for Cortland County since **1979**.
- Worked closely with NYS Dept. of Health Regional and Central Offices and transitioning staff to successfully locate, set-up, staff, and transition services to a new permanent office in Norwich.
  - Services in Chenango County began October 1<sup>st</sup>, 2023!





# Our Challenges are Our Opportunities!



- Staffing and training: staffing shortages have improved, but we continued to struggle with full staffing in 2023 with subsequent training challenges.
- Formula shortages: we continued with intermittent shortages throughout the year, we were able to work well with CAPCO Family Development and our Vendor Management Agency to get formula to families that were in need.
- The overall planning and development of the Chenango County service-area expansion.



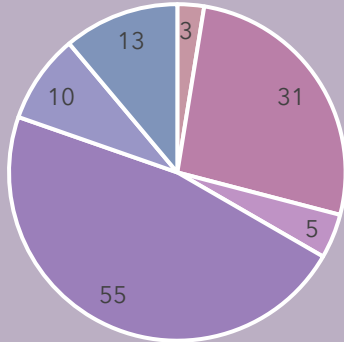
# Head Start / Early Head Start

# HS/EHS In Cortland County



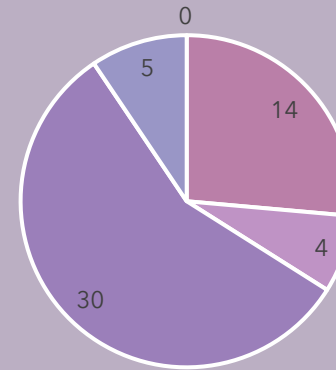
- Children served in Head Start (preschool ages 3-4): **117**
- Children served in Early Head Start (infant/toddler ages 0-2): **88**

Head Start



Homeless TANF/SSI Foster Care  
Income Eligible 130% Over Income

Early Head Start



Homeless TANF/SSI Foster Care Income Eligible 130%



# A Comprehensive, Whole-Family Program

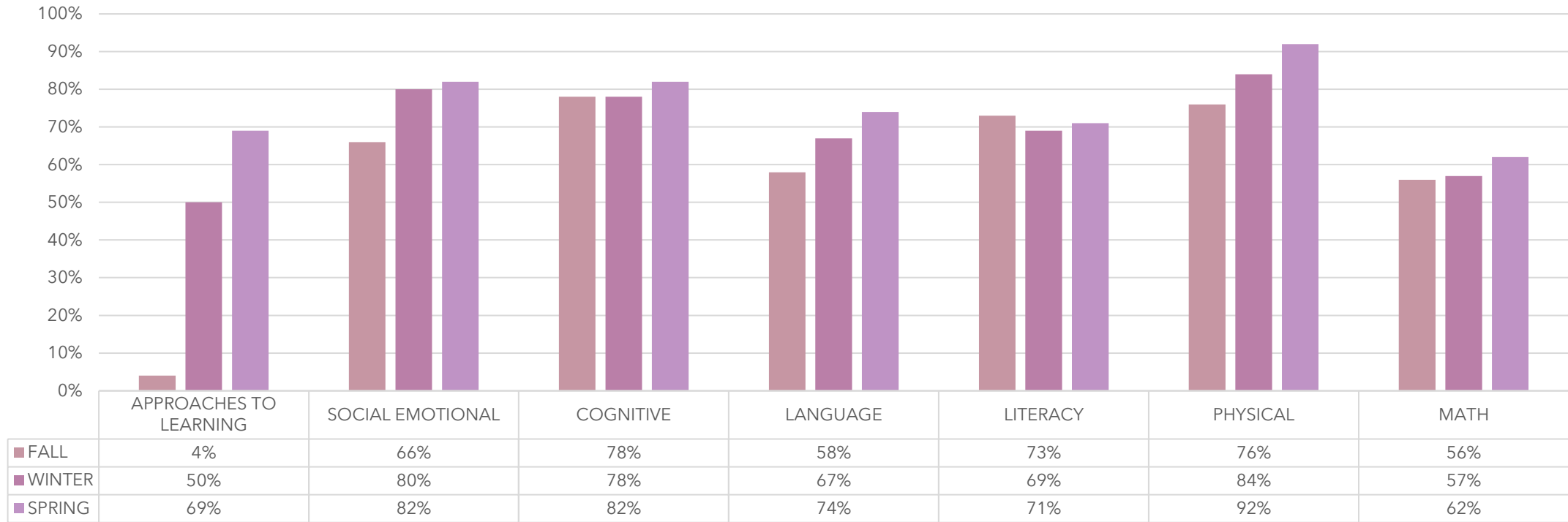


- Families received 98 referrals to community agencies
- All children receive health and developmental screenings, which includes hearing and vision, social emotional and speech screenings
- Mental Health specialist (LCSW) provided counseling to 14 children
- 41% HS children had an IEP and 24.5% EHS had an IFSP (special education services)
- Breakfast, lunch and afternoon snack provided daily
- Creative Curriculum, Number Plus, ECHOS, Conscious Discipline
- Participate in NYS Pyramid Model Implementation
- Child outcome assessments are completed 3x yearly for HS and 4x yearly for EHS





## EHS - Meeting/Exceeding within GOLD Widely Held Expectations 2022-2023

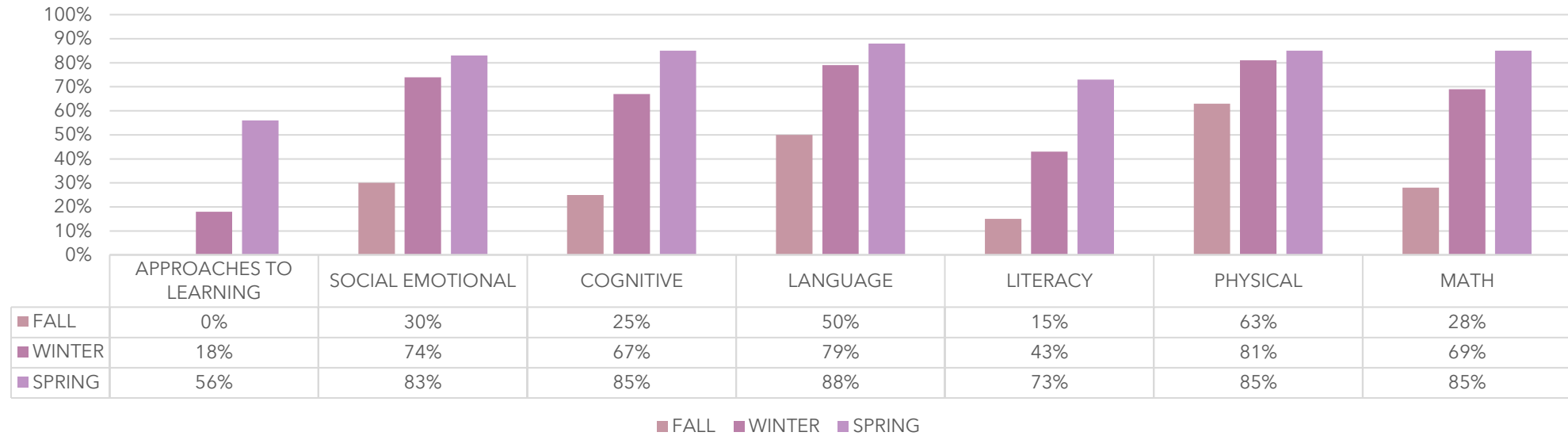


■ FALL ■ WINTER ■ SPRING

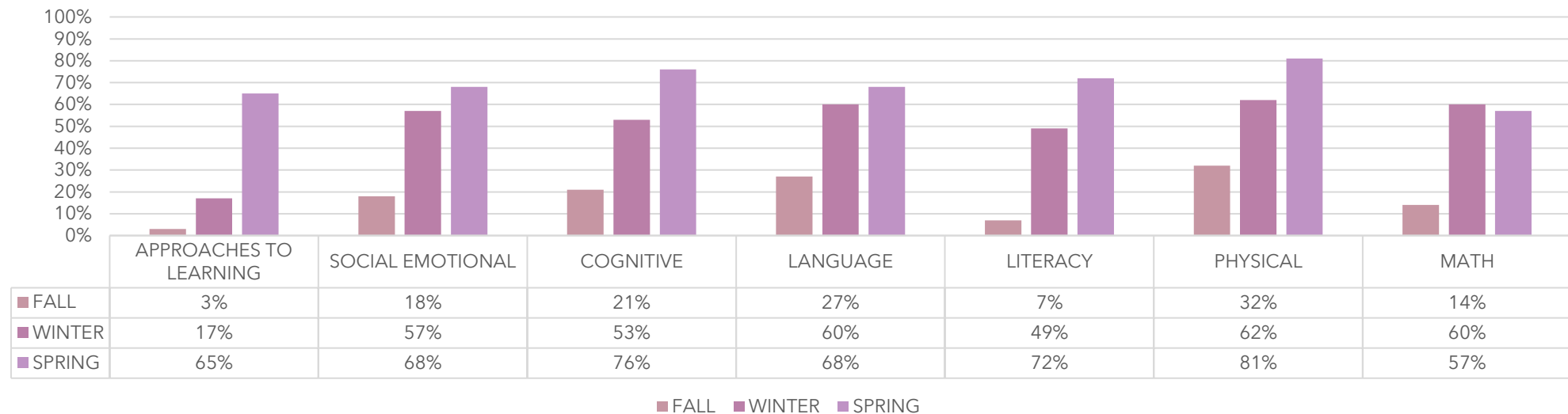
\*Includes Home Based



### 3 Year Olds - Meeting/Exceeding within GOLD Widely Held Expectations 2022-2023



### 4 Year Olds - Meeting/Exceeding within GOLD Widely Held Expectations 2022-2023

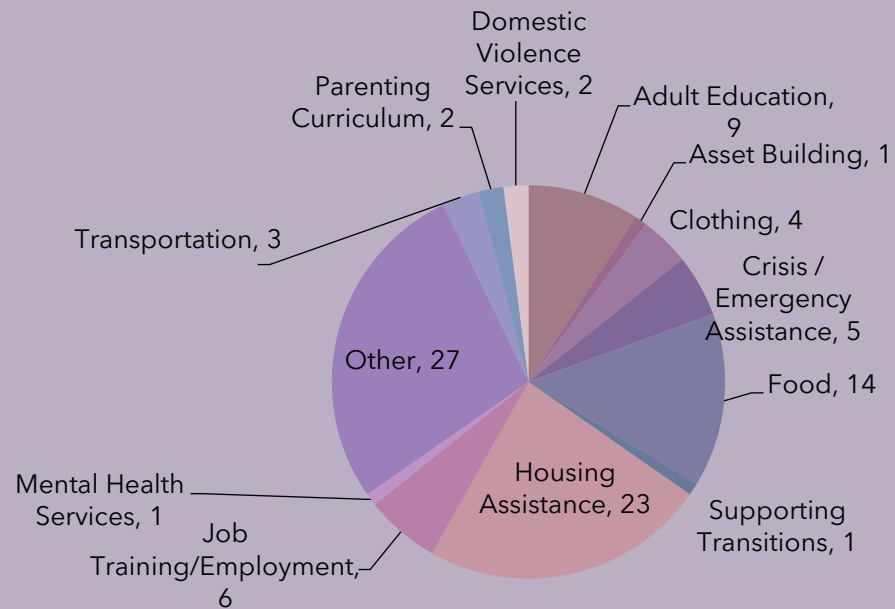




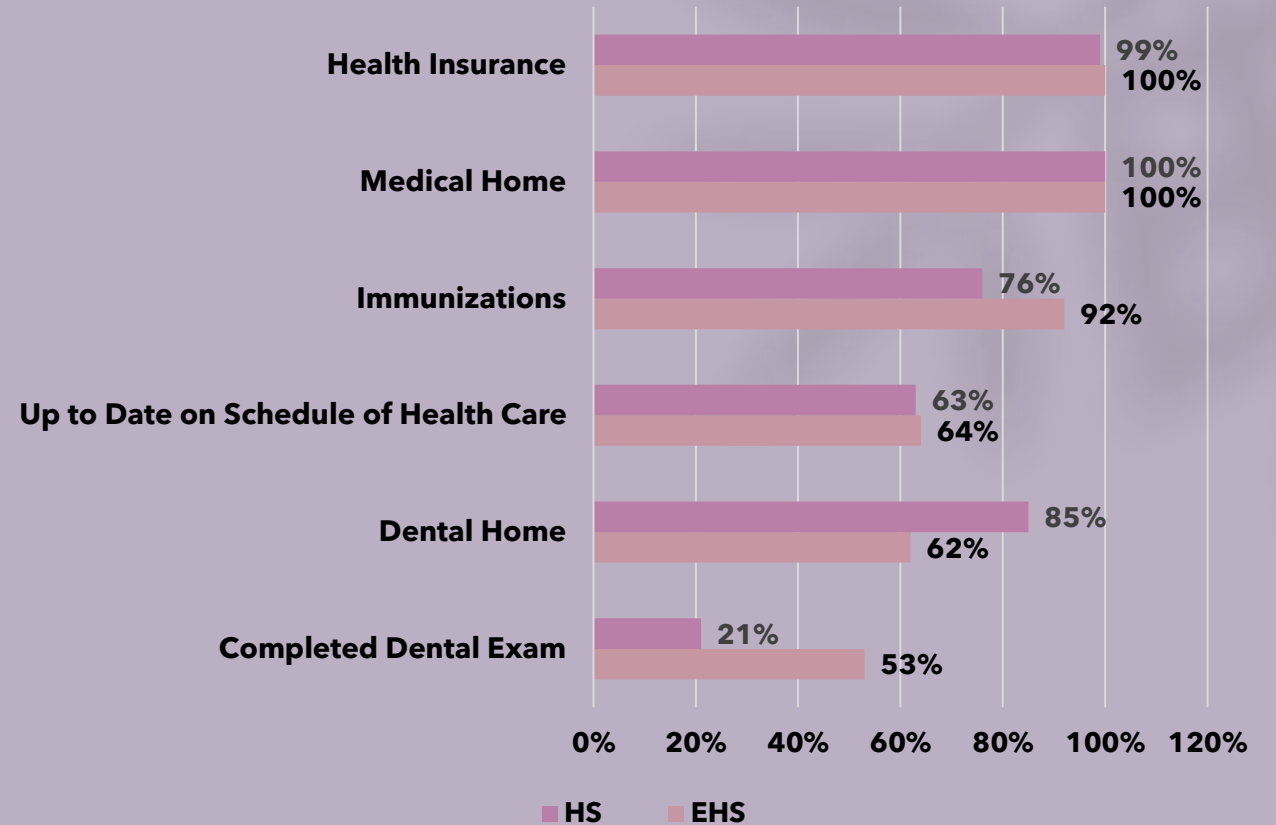


## 22/23 Family Referrals

- Adult Education
- Clothing
- Food
- Housing Assistance
- Mental Health Services
- Asset Building
- Crisis / Emergency Assistance
- Supporting Transitions
- Job Training/Employment
- Other



## 22/23 Health Data









# Energy Services



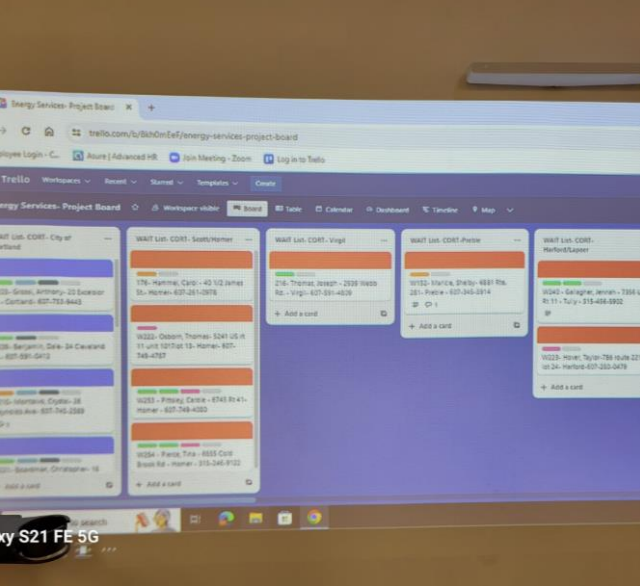
*Weatherization  
Works*

# 2023 By the Numbers



Homes	Program	Revenue	Program Income
69	WAP	\$ 880,197.00	N/A - grant funded
	Weatherization		
18	BIL	\$ 435,269.00	N/A - grant funded
	Weatherization		
4	ARPA	\$ 220,000.00	N/A - grant funded
	Electrification		
33	NYSERDA- EmPower NY	\$ 164,928.00	\$ 44,338.00
	Weatherization	(Expense with profit)	
81	HEAP	\$ 66,018.00	\$ 19,805.00
	Cooling/C&Tunes/Furnaces	(Expense with profit)	
5	Energy Savers	\$ 3,302.00	\$ 990.00
	Fee for Service	(Expense with profit)	
<b>210</b>		<b>\$ 1,769,714.00</b>	<b>\$ 65,133.00</b>
	***244 work days a year/ average job takes 2 days to complete.		
	** 7- Field staff and 5- Office staff		
	** Cover Cortland and Tompkins Counties- 978 sq.miles		





# A Year of Successes

- Department structure & reorganization.
  - Asst. Director, Admin Asst., Account Clerk, Senior Auditor, QCI staff & Field Crew.
- Training opportunities through our New York State Weatherization Directors Association (NYSWDA).
- Technology upgrades to accommodate client files with cloud-based storage and location accessibility—*Trello Board!*
- Needed utility vehicle upgrades!
- Materials and Inventory delays have improved with stock steadily available from suppliers.
- Program Expansion for HEAP and EmPower NY into Tompkins County.



# Challenges & Opportunities



- Department structural reorganization to accommodate growth and staff needs.
- NYS 2030 Electrification Initiative
  - Cost challenges
  - Special certifications required for in-house staff and subcontractors.

## Further Community Needs

- i.e.- roofing, plumbing, electrical, structural, etc
  - Assessing pursuit of *Weatherization Readiness Funds (WRF)*.
  - Increased needs and jobs across counties leads to wait times for families.





The logo for the Consumer Directed Center is a circular emblem. It features a green stylized leaf or fan shape in the center, surrounded by a purple border. The text "HELPING PEOPLE • CHANGING LIVES" is written in a small circle around the central graphic. Below the graphic, it says "SINCE 1974". The words "Consumer Directed Center" are written in a large, purple, stylized font around the entire emblem.

# Consumer-Directed Services



# Consumer-Directed Personal Assistance Program (CDPAP)



- CAPCO serves as Fiscal Intermediary for Consumer employment of Personal Assistants.

Funded by  
**Medicaid**

Most consumers are required to choose a **Managed Long Term Care (MLTC)** Company.

**134** Consumers

**155** Personal Assistants

CAPCO works with Fidelis, iCircle, Nascentia (VNA), and direct-Medicaid.





# Consumer-Directed In-Home Services

(*EISEP* Services through the Cortland County Area Agency on Aging)

- **16 Consumers**
- **20 Personal Assistants**

## CDPAP & EISEP Program Challenges

- Consumers struggling to hire personal assistants/aides
- Nominal MLTC rate increases compounded by large increases to NYS minimum wage for home health care workers.



# Drivers Needed!



CAPCO's Volunteer Transportation Service is a rewarding opportunity with a host of benefits

- Earn DOOR to DOOR mileage reimbursement while you drive  
\*not taxed by CAPCO, no 1099 issued
- Set your own schedule/route
- Meet new people
- Stay connected to the community

NEIGHBORS HELPING NEIGHBORS



For more information

contact CAPCO

607.753.6781

[info@capco.org](mailto:info@capco.org)

32 N. Main Street, Cortland

[www.capco.org](http://www.capco.org)

## Volunteer Transportation Program

- Medicaid funded
- Transportation to and from essential medical appointments.
  - 173 rides in 2023
  - 467.25 volunteer hours
  - 3 volunteer drivers
- Ongoing efforts to recruit more drivers.
- Contracting directly with MAS and drivers will be required to use GPS app.





# **Connecting with our Community & Beyond**





- **4 *State of Poverty Simulations*** conducted for our community and beyond.
  - Tompkins Cortland Community College (TC3) faculty & staff
  - Cortland County Department of Social Services
  - Cortland County Office of Mental Health, Department of Health & Area Agency on Aging
  - Tompkins County Community Action (TCAAction)





# Certified N.E.A.R Science Trainers on Adverse Childhood Experiences (ACEs)



- Trainings conducted for our community, including our neighboring community and sister Community Action Agency, TCAction



# In Our Community







# CAPCO's 3<sup>rd</sup> Annual Golf Tournament

- 21 Teams
- Over 60 Sponsors, including Title Sponsors: **Cortland Self-Storage, Goetzmann & Associates, Complete Construction Concepts & VanParys Associates**

**2024 Tournament Save the Date: May 18, 2024**





**Serving our Communities**  
**with *Spirit & Passion***









# A Member of the Community Action Network



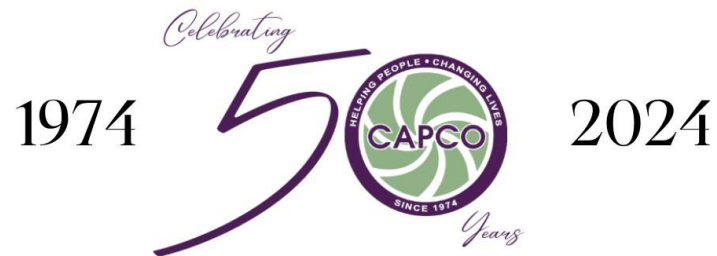


# Looking Ahead

# CAPCO Celebrates *50 Years* in 2024!

Community Action in the United States turns 60-years-old with the **War on Poverty** declared on January 8, 1964, and the signing of the **Economic Opportunity Act** on August 20, 1964, creating Community Action Agencies across the country and paving the way for CAPCO's establishment in 1974!

Head Start ♦ Early Head Start ♦ Energy Services ♦ WIC ♦ Consumer Directed Services ♦ Family Development



**Cortland County Community Action Program, Inc.**

...with additional service offerings in Chenango & Tompkins Counties





**607-753-6781**



**info@capco.org**



**[www.capco.org](http://www.capco.org)**

**[www.facebook.com/CAPCO1974](https://www.facebook.com/CAPCO1974)**