

Ulster County Community Action Committee, Inc.



2021 Annual Report

70 Lindsley Avenue
Kingston NY 12401
www.uccaa.org

MISSION ★ VISION ★ VALUES

Agency Mission

To empower lives through community programs and partnerships that promote individual and community enrichment.

Agency Vision

To be an organization that promotes self-sufficiency and strives to end poverty.

Agency Values

- C > Collaboration**
- O > Open**
- R > Respect**
- E > Empowering**

"Taking Action. Improving Lives"

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Ginny Botero, Secretary
Lynn Formica, Treasurer
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Pamela Wenner, Early/Headstart Director
Mark Beaumont, Weatherization Services Director
Carole Furman, EmPower Services Program Director

COMMUNITY OUTREACH SERVICES

The Outreach staff assists the needs of the low-income community during difficult economic times. They are advocates for low-income persons, providing a wide range of services such as emergency food, fuel, rental, and utility assistance and focuses on assisting families to achieve self-sufficiency. Our programs are designed to further our mission and provide much needed services for our community. UCCAC Community Outreach Program has three (3) Outreach Offices in Ulster County located in Ellenville, Highland and Kingston and one (1) Outreach office in Sullivan County located in Monticello; Suzy Hinchey, CSBG Program Director, oversees all Centers. Our Outreach Centers provide a wide range of services and resources to the low-income community such as: Information & Referrals, Emergency Food Pantry, Home Energy Assistance Program (LIHEAP), Rental Assistance, Mass Distribution of Fruits & Vegetables, Mobile Food Pantry, Free Farm Stand, Holiday Baskets, Back to School Supplies, Notary Assistance, Immigration Assistance, Safe-link Wireless Cell Phone, Free Tax Preparation, Free Thrift Store, assistance with SSI/SSD and Food Stamps. Through a \$10,000 grant from the Dyson Foundation, we provide 824 children age's birth to 18 years of age with personal hygiene items, clothing, and shoes.

Ulster & Sullivan counties were part of the NYS Executive Moratorium Order issued by Governor Cuomo on evictions during the COVID -19 Pandemic; landlords were not allowed to evict a tenant during this crisis. With many of our families facing loss of income, they were struggling to pay their rents and utilities, many had to make the decision on not paying rent/utilities and falling behind. Children had to do virtual learning from home. It was a big learning curve for staff and clients to figure out how to get by during these difficult times. It was critical during this COVID-19 pandemic that each of our Outreach sites have available PPE for use by our staff and clients; cleaning supplies and a professional cleaning service to properly disinfect the office/building inside areas, packages etc., was necessary and required by the NYS reopening procedures. A supply of gloves, facial masks, disinfectant, soaps, and proper dispensers were necessary to achieve safety for all.

Through the CSBG CARES Act grant, we are assisting our families who have been affected by the COVID-19 Pandemic with housing arrears to avoid eviction or foreclosure; utility arrears to avoid shut-off of service, prescription co-pays as well as emergency food assistance and prepared hot meals. We have spent \$115,663 assisting our families with these services.

The COVID-19 Pandemic has changed the way we serve our families; we hold our Farm Stands & Mass Distributions outside as a 'Drive-up & Go' with little to no contact, clients coming to our Centers are assisted at the front door and necessary documentation is received electronically whenever possible. We collaborated with Ulster County Resilience to provide emergency food

assistance to those affected by the pandemic as well as holding Disaster Relief Food Distributions once a week at our Centers.

Our volunteers play a very significant role in the success of Agency programs and services. The Agency depends on volunteers to implement all our projects. Their services are greatly appreciated.

The Outreach Program partners with local and state government agencies, social services, civic organizations, and charities. They design and administer programs that provide comprehensive and coordinated services to provide short- and long-term assistance.

With the Community Service Block Grant (CSBG), Ulster County Legislature Grant, Sullivan County Legislature Grant & United Way Funds, UCCAC was able to assist 54 families who were struggling with first months' rent, back rent or mortgage assistance through our Housing Assistance Program. Our Housing Assistance Program has assisted families in obtaining safe and affordable housing while preventing eviction or foreclosure. We also assisted 17 families with utility assistance to avoid termination of services.

Throughout the year UCCAC Outreach staff completed Civil Rights Training; Food Safety; Roma Training; Harassment Awareness Training; CSBG webinar; Training for HEAP and Central Hudson webinar.

UCCAC Outreach Program is outcome-oriented in that we focus on the changes that happen in people's lives because of the service(s) provided. The work plan is regularly reviewed and evaluated to ensure that strategies are effective in helping people achieve expected outcomes.

Following are additional highlights from Fiscal Year 2021:

Ellenville Outreach Services Office

Amanda Ellsworth, Care Manager for Ellenville Outreach office, continues to collaborate with the Ellenville Regional Hospital with our free Farm Stand; this allows the FARMacy to distribute fresh produce to their clients and other community residents from 4:00pm -7:00pm. During the Holidays, 50 families received turkey baskets for Thanksgiving and for Christmas 25 families received ham dinners and 32 children received toys, hats, scarves & gloves.

Ellenville Outreach provided emergency food to 527 Households serving 1,109 Individuals and provides a mobile food pantry to shut-ins in the area.

Ellenville continues holding their 'Thursday Food-Giveaways' where they distribute meats, fresh produce, and canned goods which is donated by Walmart & Shoprite. These distributions are from 12 pm to 1 pm and approximately 25-30 families are served.

Highland Outreach Services

Jan Cross, Care Manager for Highland Outreach, provides emergency services throughout the Southern Tier of Ulster County. Highland Outreach distributed 552 emergency food pantries serving 952 individuals and provides a mobile food pantry to shut-ins in her area.

Throughout the year we receive donations from various churches, and organizations in our community. Sawyers Bank, Highland Rotary, Board of Realtors, Town of Lloyd, Town of Lloyd Police, Highland Hannaford, Cub Scout Pack 70 and Boy Scout Troop 193; VFW, Highland Library and the many private residence of Highland and surrounding area; donating over \$ 45,000 to be used for emergency needs. Partnerships and referral are utilized to provide services to client's needs: NOEP offers clients Stay Healthy Programs; St. Augustine Thrift provides Free clothing for clients of UCCAC referral program. Free extra hand help to anyone in need of services provided by the Missionaries of the Latter-Day-Saints including delivery of food.

The National Food Drive was held in November and Cub Scout Pack 70 and Boy Scout Troop 193 collected over 2400 cans of food and donated all their proceeds to Highland Outreach Services Emergency Food Pantry. The Highland Rotary generously donated 50 brand new winter coats which were disbursed to families in need. They also filled our freezer with meat, and microwave dinners. Office of the Aging attended our Farm Stand and distributed 25 Farm Market Coupons for eligible seniors.

The Highland Office distributes bread, bakery items and produce throughout the year on a weekly basis donated from Hannaford in Highland and Freihofer's in New Paltz, serving on average 45 families / 115 individuals weekly. We also offer Free Farm Stand and Mass Distribution biweekly on Thursday and Friday food we received from the Regional Food Bank.

During the Holidays, 30 families received a Thanksgiving dinner and 20 shut-ins received a Holiday meal through donations by the Highland Rotary, Board of Realtors, and Laurie Andretti; Christmas 31 families received ham dinners and 28 children received toys; Highland Outreach assisted 30 children K-12 with backpack filled with school supplies through the Backpack Program.

Highland Outreach assisted 10 families utilizing Cares Act funding for Covid Emergency relief with Rental; mortgage; and utility assistance to avoid eviction; foreclosure and utility arrears.

UCCAC Outreach care manger completed; Harassment Awareness; 2020 Censes strategies; CSBG webinar; Central Hudson webinar; ACE training; Realign Round Table Community series; Food Safety; Roma Training.

Kingston Outreach Services

Manuela Coddington, Care Manager for the Kingston Outreach office, continued to provide a Mobile Food Pantry in which emergency food is distributed to 115 shut-ins on a monthly basis. During the holidays, 200 turkeys were donated by Laurie Andretti and the Board of Realtors made 200 baskets. 150 families received a Thanksgiving dinner, and 115 shut ins received a Thanksgiving meal; 104 children received Christmas presents, 59 families and 115 shut ins received a Holiday dinner. Alex Mainetti, Board President from Mainetti & Mainetti P.C., donated 80 hams during the holiday season. During the COVID pandemic Disaster food was distributed to families. Kingston Outreach assisted 30 Children K through 12th with backpacks filled with school supplies through the Backpack Program.

During the pandemic, UCCAC continued to provide emergency food to 1820 Households serving 3425 Individuals; they also received sandwiches, fresh fruit, salads, desserts and yogurt from Hannaford every Tuesday and Thursday. Freihofers in New Paltz donated bread every Tuesday. The Rondout Valley Growers donate apples, corn on the cob, squash, zucchini, lettuce and tomatoes when in season. In addition, we received pastries and bread from Deisings Bakery and fresh produce from the Bruderhof Community. The Kingston Outreach Office followed safety guidelines for COVID and provided contactless drive through Mass Distribution and free Farm Stand bi-weekly alternating week. Mass Distribution and the Farm Stand are funded by the Regional Food Bank. Kingston served between 65-120 Individuals at each Farm Stand and Mass Distribution event.

With the Community Service Block Grant (CSBG), Ulster County & United Way Funds, UCCAC was able to assist 15 families who were struggling with first months' rent, back rent or mortgage assistance through our Housing Assistance Program. Our Housing Assistance Program has assisted families in obtaining safe and affordable housing and prevented eviction or foreclosure. We also assisted 5 families with Utility assistance to avoid final termination of services.

In addition, Cares Act funding was used for COVID related Housing/ Utility assistance to help with back rent, termination notices. Kingston Outreach assisted 35 families with rent, 8 families with utilities and 1 family with prescription coverage. Cares Act funding was utilized to provide a Mobile Food pantry to our Shut-ins on a monthly basis. 117 received the Mobile food pantry

food. The Care Manager underwent Civil Rights, Food Safety, Ace, ROMA, Sexual Harassment and Census training as well as Vegetable Symposium, CSBG, Cares Act Reporting webinars.

During the months of February thru April, AARP provided a free tax preparation service at the Kingston Outreach site located at Lindsley Ave., and 182 families received assistance with this service.

Monticello Outreach Services

Bryan Warren, Care Manager for Monticello Outreach office, was hired in June 2021 and Libertad Rodriguez, also a Care Manager for Monticello Outreach office, was hired in July 2021. Both have created new partnerships within the community and have steadily increased cliental and service counts for the community. Being bilingual, Libertad has been able provide outreach to parts of the Spanish speaking community which was previously underserved in Sullivan County. Monticello Outreach distributed 972 emergency food pantries serving 2,558 individuals. In addition, Cares Act funding was used to assist 62 families with COVID related Housing assistance, 5 families with COVID related Utility assistance and 87 families for COVID related Emergency Food assistance. We also received \$15,000 from the Sullivan County Legislature where we assisted 10 families with housing and 2 families with utilities.

The Sullivan Outreach Office provides services that range from rental assistance, utility assistance, walk-in food pantry, mobile food pantry, produce distribution, referrals to other agencies, and transportation services throughout the county. Partnerships have been made with Catholic Charities, Cornell Cooperative Extension, the Department of Social Services (DSS), Sullivan County Head Start (Monticello & Woodbourne locations), the Livingston Manor Central School District, Hudson Valley Community Services (HVCS), Maternal Infant Service Network (MISN), Sunriver Health, the Kartrite, Resort Word, United Way, and the Monticello Central School District.

During the Holidays, 50 families received turkey baskets with all the trimmings for Thanksgiving and for Christmas 45 families received ham dinners and 91 children received toys. In August, we distributed backpacks with school supplies to 49 children.

The Monticello Center holds a Mass Distribution and Farm Stand twice a month and assist over 150 families at each event.

NUMBER OF HOUSEHOLDS SERVED:

10,621 FAMILIES - ASSISTING 14,469 INDIVIDUALS

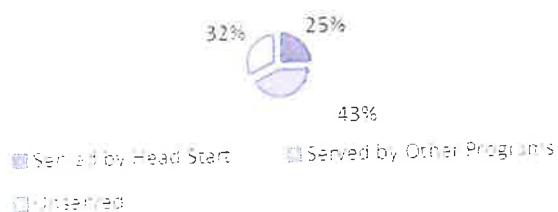
Head Start/Early Head Start Program 2020-2021

UCCAC Head Start & Early Head Start Data 2019-2020	Head Start	Early Head Start
Total Children Served	117	32
Total Families Served	113	31
Percentage of eligible children served	25%	4%
Average (%) monthly Enrollment	42.3%	72.7%
% Of enrolled children that received medical exams	100%	100%
% Of enrolled children that received professional dental exams	77.8%	
Early Head Start children up to date on age-appropriate preventive and primary oral health care		100.0%
# Of families experiencing homelessness during the year	15	10
# Of children experiencing homelessness during the year	15	11
# Of families experiencing homelessness that acquired housing	9	3
# Of children with a disability & receiving services	23	10

Estimated Community Need for Head Start

- 603 Head Start eligible children (Ages 3 & 4) in Ulster County
- 25% of the eligible children served through Head Start enrolled slots
- 43% additional children served through other child development programs
- 32% un-served

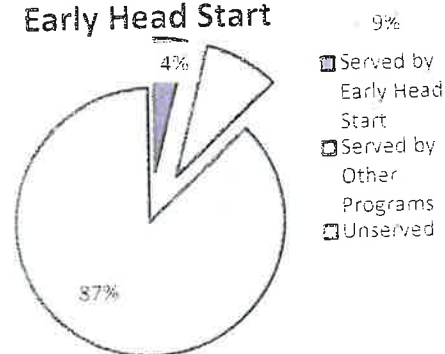
Unmet Need for Head Start



Estimated Community Need for Early Head Start

- 904 Early Head Start eligible children (birth -3) in Ulster County
- 4% of the eligible children served through 32 Early Head Start enrolled slots
- 9% additional children served through other child development programs
- 87% un-served

Unmet Need for Early Head Start



Child Development and Education:

The program continues the following strategies for High Quality Teaching and Learning to Achieve Established School Readiness Goals and Prepare Head Start children for birth-five, for kindergarten, including:

- Research-based High Scope curricula and assessment and the Pyramid Model for Promoting Social and Emotional Competence in Infants and Young Children.
- High quality teacher/child interactions to support children's emotional and intellectual growth daily.
- Well organized learning environments with stimulating and purposeful materials focus instruction to meet differentiated learning styles of students. Data is used to individualize learning experiences to improve outcomes for children.
- Early Head Start once again utilized the ITERS Environmental Rating Scale as a guide for high quality classroom environment and teaching practices.
- School readiness skills taught within daily activities in a developmentally appropriate manner are meaningful to children and promote skill acquisition and positive outcomes.



- Staff facilitate higher level thinking skills by scaffolding and asking questions, creating longer feedback loops during activities that the child has planned. Children absorb and retain the information better as it is relevant to their interests.
- Children are assessed 3 times each year in eight domains of child development using the Child Observation Record (COR) Advantage. Each domain is further broken down and allows us to individualize for children. The program returned to center-based services in September 2020 following a five-month COVID pandemic closure.

The program reopened earlier than schools resumed in person services. We incorporated learning activities through an investment in outdoor classroom environments. Children continued to show progress on their school readiness goals between rounds, although consistent attendance was interrupted somewhat due to the continued pandemic.

- The program promoted home language and English Language Acquisition using Planned Language Approach to support increased child outcomes for DLL. Staff are more aware of need to address home language, using bilingual staff for child developmental screenings and parent contacts. Ongoing training and materials were provided to staff and families around benefits of bilingualism. Monthly Planned Language Approach trainings began in 2021 to support staff understanding of Alphabet Knowledge and Early Writing; Background Knowledge; Book Knowledge and Print Concepts; Oral Language and Vocabulary; and Phonological Awareness.

Parent, Family, & Community Engagement:

Throughout COVID, our Family Services staff have engaged families through TEAMS, met with families outdoors, and continued to provide our parenting curriculum, *Positive Solutions for Families*.

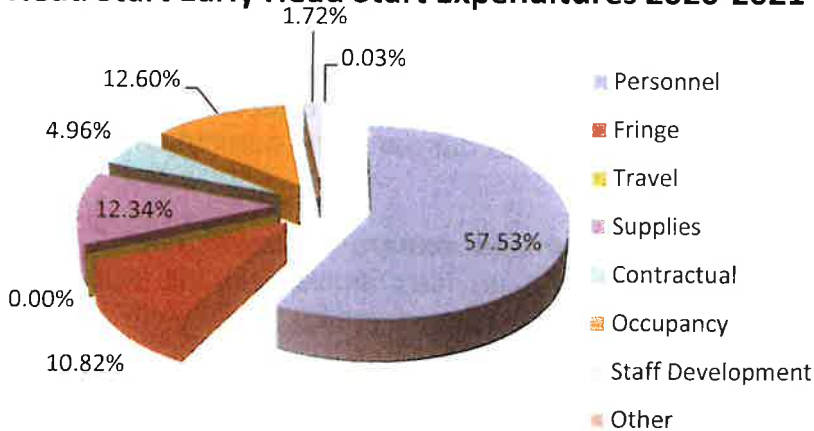
We utilized *ReadyRosie*, an **evidence-informed** and **research-based** family engagement tool and early learning resource that provides families with the skills to support their children's development and school readiness goals.

Children in the program are all insured and have medical homes. All children are up-to date on their immunizations or have received all that are possible at this time. Family Services staff works with families to establish dental homes for all the children and get them on a schedule of 6-month visits.

Family Services staff support families with their individual goals by providing them with community resources that will support them in achieving their goals.

Public Funds- Department of Health & Human Services	
Head Start & Early Head Start Program Services	\$3,184,918
Head Start & Early Head Start T & TA	\$42,171
CACFP- New York State Department of Health	\$83,529
Private Funds	
Total Public & Private Funds	\$3,310,618

Head Start Early Head Start Expenditures 2020-2021



Head Start/Early Head Start Proposed Budget 2021-2022

Line Item	Federal	Non-Federal Share	Total
Personnel	\$2,205,519		\$2,205,519
Fringe	\$444,136		\$444,136
Travel	\$2,046		\$2,046
Equipment			
Supplies	\$73,320		\$73,320
Contractual	\$138,922		\$138,922
Other	\$402,002	\$235,000	\$637,002
Total	3.265.945	\$235.000	\$3.500.945

External Monitoring & Reviews...

A Focus Area 1 Federal Monitoring Review was conducted in 2000 found the Head Start Program to be in compliance with Federal Regulations. A Focus Area 2 Monitoring Review is anticipated in 2022.

A copy of the Agency's Financial Audit report will be posted on the agency website upon receipt: <http://uccac.org>

WEATHERIZATION SERVICES

UCCAC has the honor of being part of the NYS weatherization Assistance Program (WAP), the largest residential energy conservation program in the country. WAP assists income-eligible homeowners and renters in Ulster County by reducing heating and cooling costs through energy-conservation measures, while also addressing health and safety issues in their homes. Program services are available to both homeowners and renters who qualify. Energy conservation measures are identified via an on-site energy audit of each home. These measures are then weighted by the amount of energy savings they yield, and the measures that return the highest energy savings are installed utilizing industry-proven methods and best-practices.

The COVID-19 Pandemic brought us many challenges. Building supply shortages, extended lead times on material orders and deliveries, sharp material cost increases, the continued risk of contracting or transmitting the virus continue to be obstacles affecting production goals. Despite these difficulties, Weatherization was able to safely deliver energy conservation services to **53** Ulster County households.

Summary of Households Served by Age and Status

Native American: 0
Disabled: 23
Elderly: 25
Age 6-17: 12
Age 3-5: 5
Age 2 or younger: 2

Summary of Households Served by Assistance Received

SSI: 14
SNAP: 3
HEAP: 36

Through energy conservation measures such as attic and wall insulation, heating system improvements and replacements, and window replacements, WAP realized a combined energy savings of 3173 MMBTU's in heating fuel, equivalent to a reduction of 16,817 tons of CO2 emissions.

EMPOWER (NYSERDA) SERVICES

The EmPower Program is a Fee-For-Service program for UCCAC, allowing the profits to be used to support other programming at our Agency. Our Program Year 2021 starts 09-01-21 and goes through August 31, 2022.

Of the 52 homes we audited for this program year 2021 homes were selected to include both an Electric Reduction audit as well as a Home Performance Audit (HP). Of those homes 44% or 23 were mobile homes or manufactured homes. The subsequent work scope we create is designed to both reduce their electric usage as well as their utility usage (oil, kerosene, natural gas, propane, wood pellets). We include the Electric Reduction (ER) as part of the HP unless an ER had been previously completed by us or someone else. The HP program allows us to air seal and insulate the home, vent existing bathroom fans and dryers so they perform better and seal duct work for furnaces to prevent leaks of the heat in the ductwork going to the various rooms. Through these measures, UCCAC-EmPower was able to reduce the utility usage for these 52 homes by **1271 MMBTU's** of fuel usage and **28091 KWH** electric usage

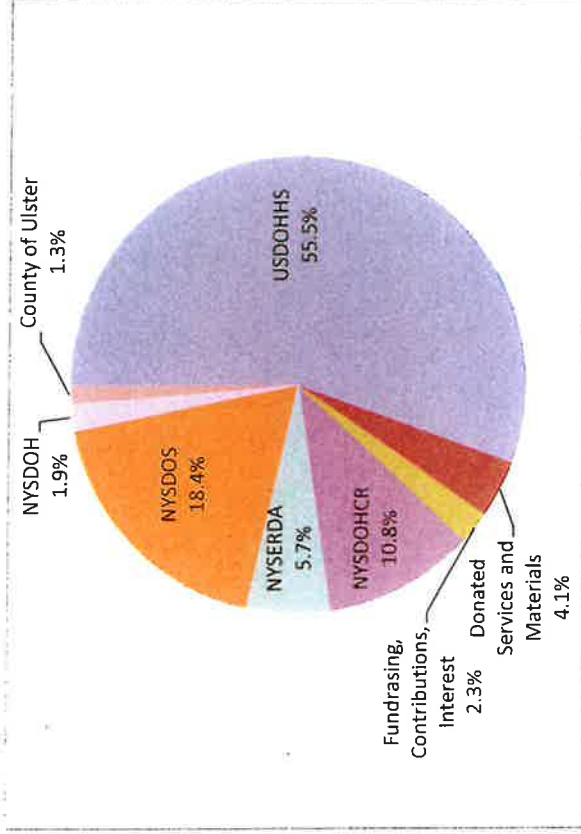
We are educating our families and keeping them healthier, safer and more comfortable in their homes.

Part of our energy audit focuses on savings on electrical usage, allowing us to replace energy inefficient lighting with LEDs and to replace refrigerators that are not functioning properly and using an excess of electricity. We also provide a health and safety review of the home, including reviewing the hot water heater with the home owner (checking on the temperature it is set at and the safety features of that unit) and furnace/boiler (checking the filter and other safety features) and provide CO and Smoke detectors where needed. At the end of the audit, we review with the homeowner the various ways they could further reduce their electric load. We are responsible for leaving the home healthier and safer.

Financials

2021 REVENUE

USDOHHS	55.54%	\$	3,117,747
Donated Services and Materials	4.12%	\$	231,303
Fundraising, Contributions, Interest	2.27%	\$	127,627
NYSDOHCR	10.76%	\$	603,898
NYSERDA	5.73%	\$	321,840
NYSDOS	18.36%	\$	1,030,592
NYSDOH	1.91%	\$	107,096
County of Ulster	1.30%	\$	72,938
	100%	\$	5,613,040



2021 EXPENSES

Community Services	19.63%	\$	1,112,905
Early/Head Start Program	61.57%	\$	3,491,469
Weatherization	11.34%	\$	643,019
Other	5.68%	\$	322,193
Management and General	1.79%	\$	101,262
	100%	\$	5,670,848

