



ACCORD
A Community Action Agency

ANNUAL IMPACT REPORT 2022

Celebrating our Past, Present, and Future

EDUCATE

ENCOURAGE

EMPOWER

From the Executive Director

ACCORD's 2022 annual report offers comprehensive details and data demonstrating our actions and impact during this third year of uncertainty and unprecedented change. We extend an invitation to you, dear reader to dig into the complete report and encourage you to connect with us for any questions or remarks.

The repercussions of the pandemic, coupled with reduced childcare availability, continue to profoundly affect our community's children, parents, businesses, and employers.

Throughout the year, our Child Care Services team introduced a third year of expanded and innovative services for both parents and childcare providers. New and existing providers received grants, facilitating the initiation, enhancement, and expansion of daycare businesses to cater to families' needs.

Additionally, our initiatives made a significant impact in various areas: 24 small businesses benefited from our small business training program, 29 unhoused families secured safe housing, and 21 foreclosures were averted. We distributed food to over 6,000 households at risk of hunger, encompassing 4,309 children and 4,880 senior citizens. Furthermore, 197 children received holiday packages to brighten their festivities.

Addressing the critical issue of domestic violence, our dedicated team assisted survivors in devising 117 safety plans, providing 954 bed nights in our secure shelter. Moreover, our advocates promptly responded to 1,110 domestic violence hotline calls, offering crucial support to those in distress.

Despite challenges, our Head Start program successfully rebuilt a team that had been significantly impacted by the teaching shortage and COVID-related closures. They ensured that early education services continued uninterrupted, encompassing comprehensive health and family support services. These efforts included updated screenings, dental care, referrals to specialized services, and high-quality early education, thereby enriching the lives of children.

The unwavering commitment of our staff and volunteers, coupled with the steadfast support from the community, alongside the courage exhibited by those we assist, enables us to accomplish our mission. We express our heartfelt gratitude for the opportunity to create a positive impact. At the core of Community Action lies the transformative power of helping people and changing lives.



Shelley Gooch-Christman

Strategic Priorities



Board of Directors

Carrie Whitwood, President
Bernie Riley, Vice President
Anne Campbell, Director
Joseph Damiano, Director

Rebecca Fanton, Director
Edna Kayes, Director
Ellen Matla, Director
Debra Miller, Director
Reita Sobeck-Lynch, Director

Our Mission

As a Community Action Agency we believe in the strength, dignity, and potential of all people. We offer access to opportunities, resources, and services to strengthen individuals, families and communities. We are committed to improving the community's response to rural poverty and giving a voice to the unheard.

Our Vision

**Educate
Encourage
Empower**



As a Community Action Agency we believe in the strength, dignity, and potential of all people. We offer access to opportunities, resources, and services to strengthen individuals, families and communities. We are committed to improving the community's response to rural poverty and giving a voice to the unheard.

Our Values

Compassion, Dignity, and Diversity

We care for all people as unique human beings worthy of compassion, dignity, and respect. We value diversity in families, our agency, and our community.

Advocacy and Empowerment

We believe in advocating for social justice through education and empowerment.

Commitment to Excellence

We are committed to the highest standards of excellence by fostering continuous improvement and innovation in response to the changing needs of our community.

Professional Development

We value each employee and provide an environment that fosters professional development through continued education, sharing of knowledge and experience, and opportunities for challenging work.

Partners and Collaborations

We recognize that strong collaborations and partnerships are the foundation of community mobilization and change.

Accountability and Responsibility

We take responsibility for our attitudes, actions, and judgments and expect to be held accountable for them. We take great care to protect the resources entrusted to us.

Trauma-Informed Care

We are committed to providing services from a strength-based approach that embraces the principles of safety, choice, collaboration, trustworthiness and empowerment, and demonstrates awareness and respect to gender, culture and history, in all interactions, while promoting resilience in the individuals and the communities we serve.



Helping People. Changing Lives.

Program Impact Highlights

Food Pantry

The food pantry operated by ACCORD serves as a crucial lifeline, offering essential aid to families and individuals facing hunger in times of crisis. It provides nourishing food to those struggling with financial challenges, including those with low or fixed incomes, individuals dealing with illness or unemployment, and single parents managing their families on a single income. Our food pantry plays a vital role in supplying nourishing meals to babies, children, seniors, veterans, and families facing financial hardship in Allegany County.

Reporting Period: 10/1/2021-9/30/2022

1,099
Emergency Food Boxes Distributed



547

Households
Served

878

Adults
Served

534

Children
Served

112

Seniors (65+)
Served

108

Food Boxes
Delivered

Pop-Up Pantries



In collaboration with Foodlink, ACCORD hosts Pop-Up Pantry events twice a month to aid up to 300 households in Allegany County. These mobile pantries provide perishable and non-perishable food items to individuals and families facing food insecurity. Unlike traditional food distribution programs, these Pop-Up Pantries have no income restrictions and operate on a first-come, first-serve basis until supplies last. Participants need only to provide their zip code and the ages of household members to be eligible.

**Due to the limited information required for registration, data reports may include duplicated number of households and individuals served.*

Reporting Period: 10/1/2021-9/30/2022

6,411
Households
Served

6,960
Adults Served

4,309
Children Served

4,880
Seniors (65+)
Served

25
Mobile Food Pantries Hosted



Community Action Angels

The Community Action Angels program is part of a statewide initiative driven by volunteers who represent all corners of Allegany County. The program's dedicated advisory committee is committed to helping and bringing hope to individuals who are experiencing unfortunate circumstances. This initiative offers additional services that aid individuals and families where traditional services and programs fall short. The Community Action Angels program is known for providing assistance to community members in need of housewares, school supplies, personal care items, and holiday support.

Reporting Period: 10/1/2021-9/30/2022

Distributed

197

Holiday Packages

Distributed

142

Pet Food Product's

Distributed

115

Packages of Diapers

Distributed

91

Personal Care Packages

Distributed

46

Gas Cards





Distributed

25

**Home
Furnishings**

Distributed

19

**Clothing
Items**

Distributed

16

Bus Tokens

Distributed

3

**School
Supplies**

About the Community Action Angels Warehouse

Located at 5823 State Route 417. Allentown, NY 14707, the warehouse welcomes everyone on the 1st and 3rd Thursday of each month from 10 am to 2 pm.

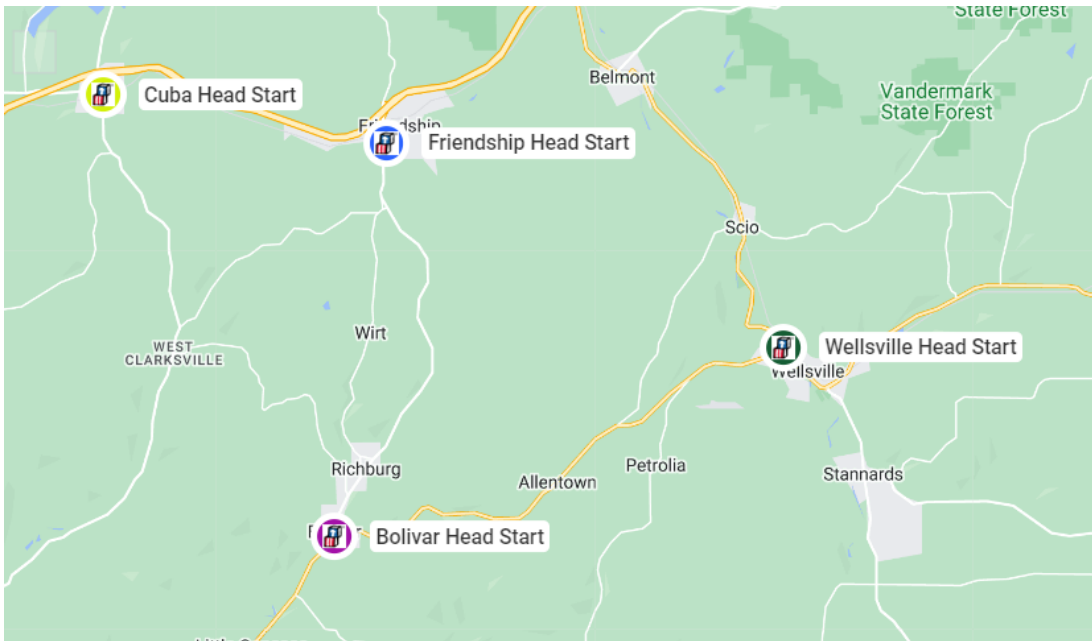
Providing a range of essential household items, including kitchen utensils, plates, cups, silverware, small kitchen appliances, dining tables and chairs, bed frames, nightstands, curtains, lamps, bookcases, desks, sheets, blankets, comforters, couches, end tables, TV stands, and chairs.

Please note that items cannot be reserved or guaranteed due to the rotating stock. Everything is made available through the generous donations of community members. The warehouse is operated by volunteers who are dedicated to assisting those in need.

Head Start & Early Head Start

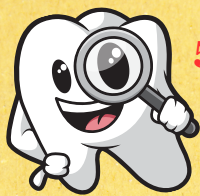
The Early Head Start and Head Start initiatives are federally funded programs tailored to children aged from birth to 5 years. These programs enhance children's development through comprehensive services emphasizing early learning, health, and family well-being.

ACCORD operates four centers across Allegany County, located in Bolivar, Cuba, Friendship, and Wellsville, as well as a Home-Based program.



Upon enrollment, children undergo essential screenings such as vision and hearing tests, developmental assessments, social-emotional and sensory evaluations, and a wide array of family support services.

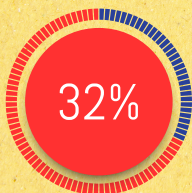
Reporting Period: 9/1/2021-8/31/2022



52.7% of the children enrolled in the Head Start program underwent dental examinations.



60% of the children enrolled in Head Start and **27.3%** of the children enrolled in Early Head Start were up-to-date with preventative and primary health care, such as medical exams.



32% of income-eligible children in Allegany County were served by the Head Start and Early Head Start program.

100

Head Start families served

143

Early Head Start families served

91

Head Start Children served

139

Early Head Start Children served

Average Monthly Enrollment

63
Head Start

83
Early Head Start

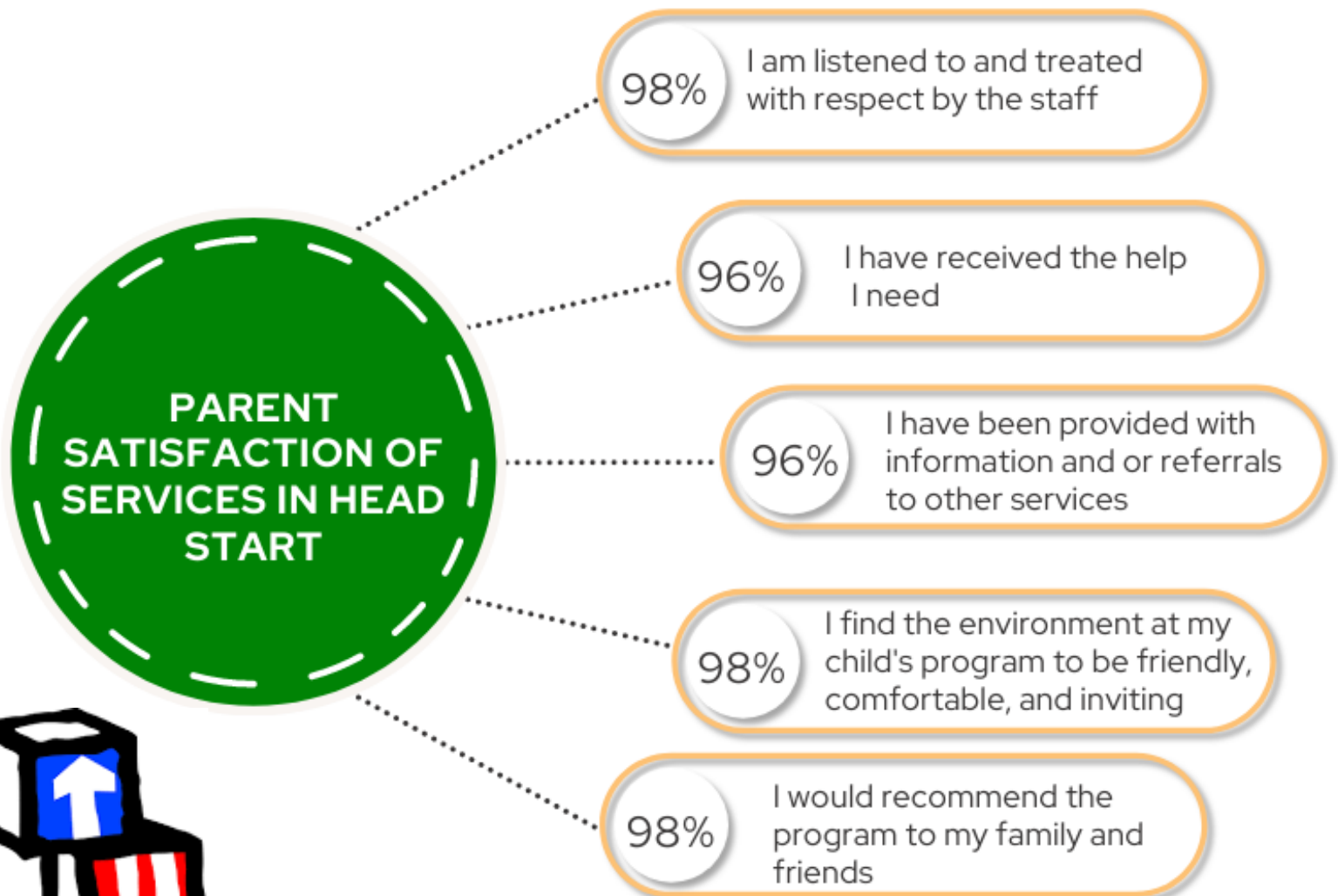
“

I currently have two children enrolled in the ACCORD's Bolivar Early & Head Start programs and I previously worked for the agency as well. ACCORD has truly been a lifesaver for me with child care; everyone in the program is so friendly and helpful at all times. Every time I drop my children off they make not only them feel so welcomed and at home, but the parents, too. The agency as a whole has so many different programs for helping the community and people who reside within it and I'm truly thankful for the company and every staff member at Bolivar Head Start.

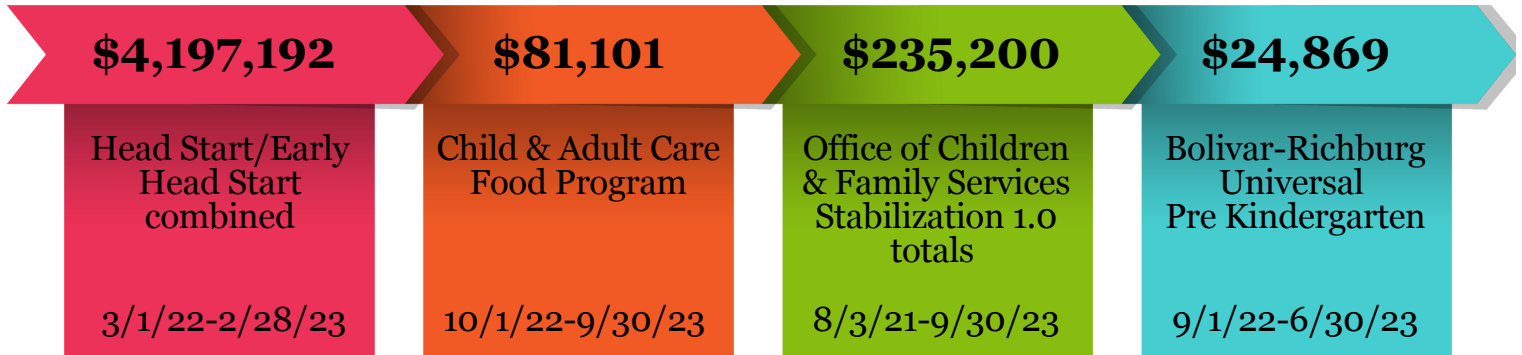
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PARENT SATISFACTION

AT ACCORD HEAD START



Funds Received



Budgetary Expenditures & Proposed Budget

The Head Start/Early Head Start operating budget for 3/1/23-2/29/24 is \$4,521,082. The largest expenditures include staff salaries, fringe benefits, space, and transportation costs.

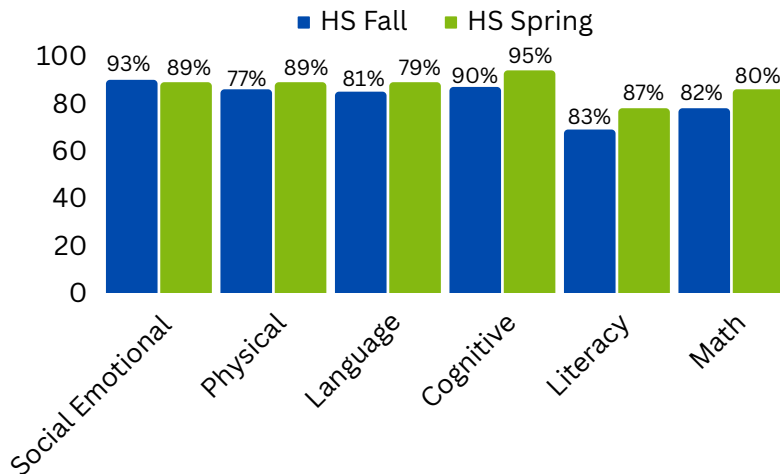


Preparing for School Success

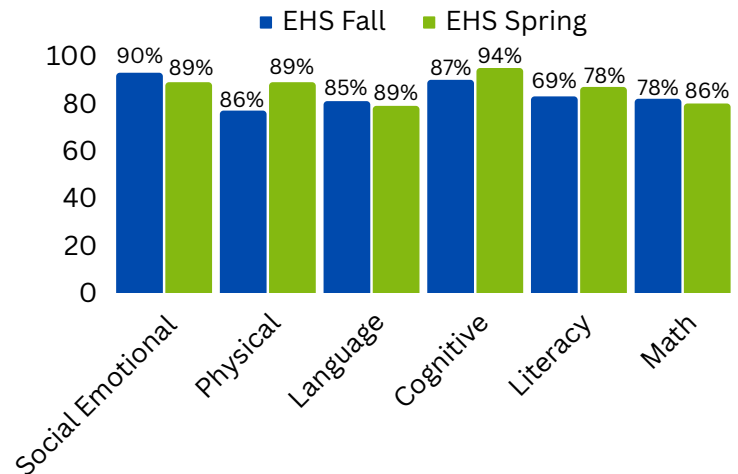
The Head Start and Early Head Start program is dedicated to ensuring high-quality school readiness through a range of activities, including educational interactions with children, various screenings and assessments, health, disability support, nutrition, wellness, and mental health services. Developmental assessments are conducted thrice annually – in fall, winter, and spring.

The spring 2022 assessments demonstrated that children were meeting or surpassing developmental expectations, as indicated by the provided charts.

EHS Fall to Spring Comparative



HS Fall to Spring Comparative



Additionally, the program collaborates closely with school districts and parents to ensure that the districts receive all necessary paperwork for a smooth transition to Kindergarten. This collaborative effort ensures that children are well-prepared and equipped to enter Kindergarten successfully.

Parent Engagement

Early Head Start and Head Start programs underscore the crucial role of parents as their child's primary educators. Head Start provides diverse opportunities for parental involvement in program activities.

These encompass volunteering opportunities, educational activities designed for home-based learning, adult education and training classes, and participation in shared governance through engagement in the Parent Committee or Policy Council, among other choices.



“
Parents are a child's
first and most
important teacher
”



1-800-593-5322

Domestic Violence Services

ACCORD's Domestic Violence Program offers a range of confidential and trauma-informed services tailored to meet the specific needs of survivors of domestic violence. These services include a 24-hour crisis hotline, emergency shelter, re-housing assistance, advocacy, and support groups.

Our dedicated advocates go above and beyond, not only assisting individuals in unhealthy relationships, but also actively participating in community awareness initiatives. These initiatives aim to educate the public about accessible resources, various forms of domestic abuse, indicators of abuse, ways to support survivors, and the complex issues and repercussions of domestic violence on individuals, children, and communities.

Reporting Period: 10/1/2021-9/30/2022

1,100

**Calls Answered
by 24-Hour
Crisis Hotline**

117

**Safety Plans
Written**

84

**Family Offense
Petitions
Written**

231x

**Advocates
accompanied a
client to family
court**

41x

**Advocates
accompanied a
client to
Integrated DV
court**

954

**Total Bed Nights
at Safe Dwelling**

14

**Families
Housed**

13

**Adults
Housed**

13

**Children
Housed**

Child Care Services

ACCORD's Child Care Services division is dedicated to a twofold mission: first, to empower child care providers by offering strong support and advocacy, enabling them to excel; and second, to pave the way for a better future for children and families in the communities it serves. Driven by the belief that every child deserves the chance to flourish and every family should have access to outstanding care, Child Care Services ensures that families and providers have access to a range of resources and opportunities.

Grants Distributed

Stabilization 2.0 Child Care Workforce Supports Grant

The Stabilization 2.0 Workforce Supports Grant assists existing child care providers with staff recruitment and retention efforts, benefiting programs that missed out on the initial Stabilization 1 grants. The grant sustains and enhances the child care workforce, running from July 5, 2022, to present.

**68 providers
approved and
\$859,000
disbursed**

Deserts RFA 1 Grant for New Providers

The Invest in Child Care Deserts Grant RFA 1 offered funding to community members to establish childcare businesses in areas lacking sufficient childcare. The application portal was open from April 11th to May 19th, 2022, with \$251,000 disbursed to date. New programs are expected to meet the required grant deliverables before receiving payments.

	APPROVED	DENIED	PENDING	AMOUNT(\$)
SCHOOL-AGED CHILD CARE	1	2	-	\$50,000
CENTER BASE CHILD CARE	2	3	1	\$150,000
FAMILY DAY CARE	1	3	-	\$10,000
GROUP FAMILY DAY CARE	1	2	-	\$41,000

Deserts RFA 2 Grant for Existing Providers

The Invest in Child Care Deserts RFA 2 Grant has two components. Component A supports center-based child care and school-aged programs to expand their services. Component B encourages Family Day Care and Group Family Day Care providers to offer childcare during non-traditional hours. Providers must meet grant requirements and deliverables to qualify for payments. Bonuses are also available for providers who enroll children with special needs and infants/toddlers.

	APPROVED	DENIED	PENDING	AMOUNT(\$)
SCHOOL-AGED CHILD CARE	-	-	1	-
CENTER BASE CHILD CARE	-	-	-	-
FAMILY DAY CARE	-	-	1	-
GROUP FAMILY DAY CARE	1	1	3	\$3,286

2022 Child Care Services Budgets

\$232,009 - Child Care Resource and Referral

\$106,575 - Day Care Registration

\$218,535 - Legally-exempt Enrollment Services

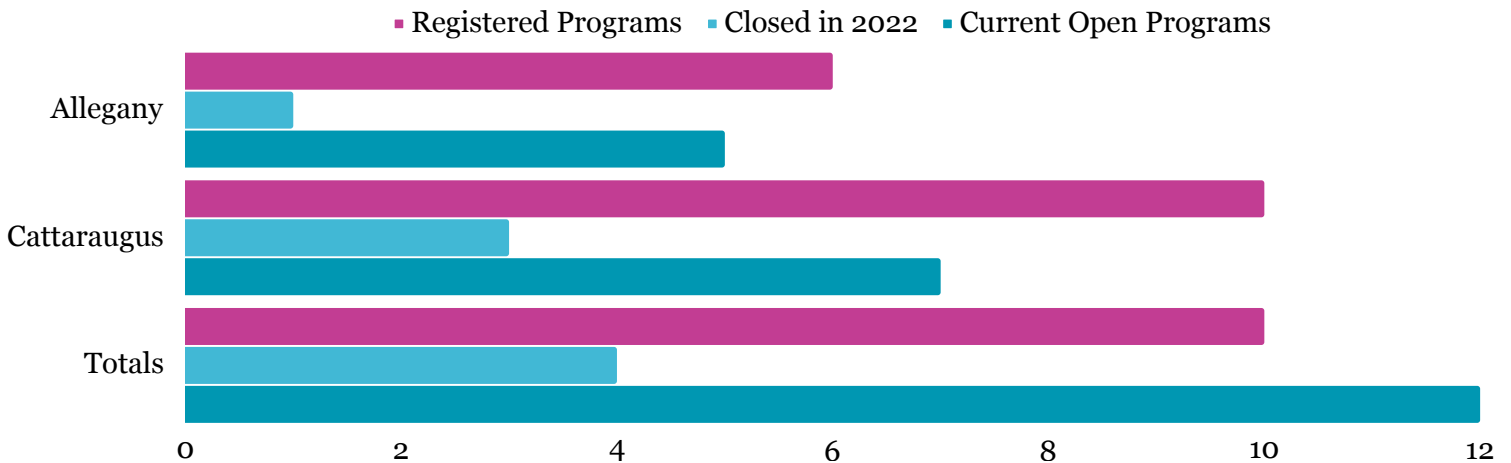
\$82,425 - Infant Toddler and Mental Health Services

\$200,000 - Child Care Stabilization (3 Years)

\$152,343- Invest in Childcare Deserts (3 years)

Day Care Registration

The Day Care Registration program recruits and educates Family Day Care providers, ensuring they meet necessary standards through inspections and addressing complaints. It covers aspects such as regulations, training, roles, and responsibilities, serving the Allegany and Cattaraugus Counties communities.



Number of Onsite Compliance Inspections: 41

Legally-Exempt Enrollment

Legally-Exempt Enrollment child care services are specifically tailored for subsidized families who opt for unregulated day care alternatives. Please note that home inspections were temporarily halted during the COVID-19 Pandemic, prioritizing the safety and well-being of all involved parties.

63 Total Providers
2021/2022

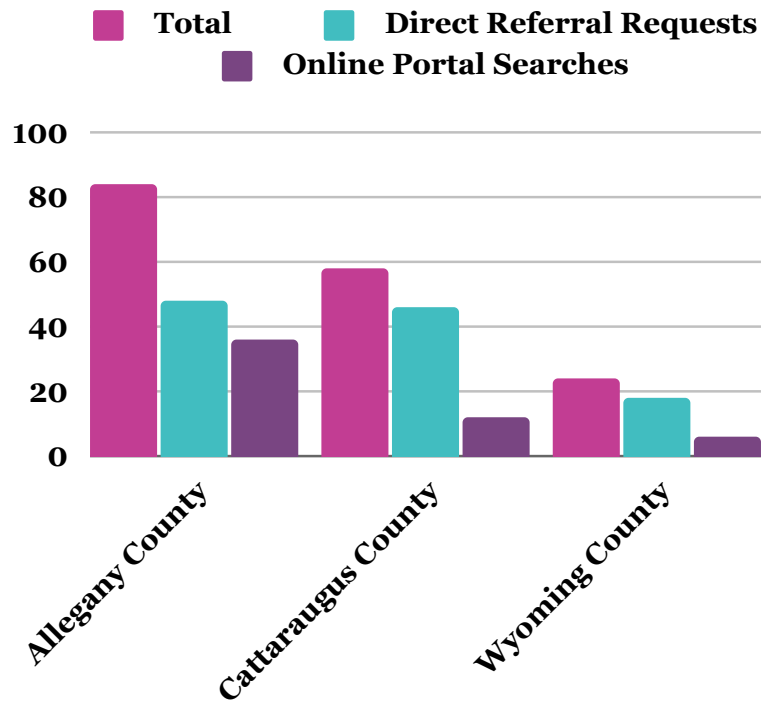
124 Total Providers
2022/2023

Child Care Resource & Referral Program

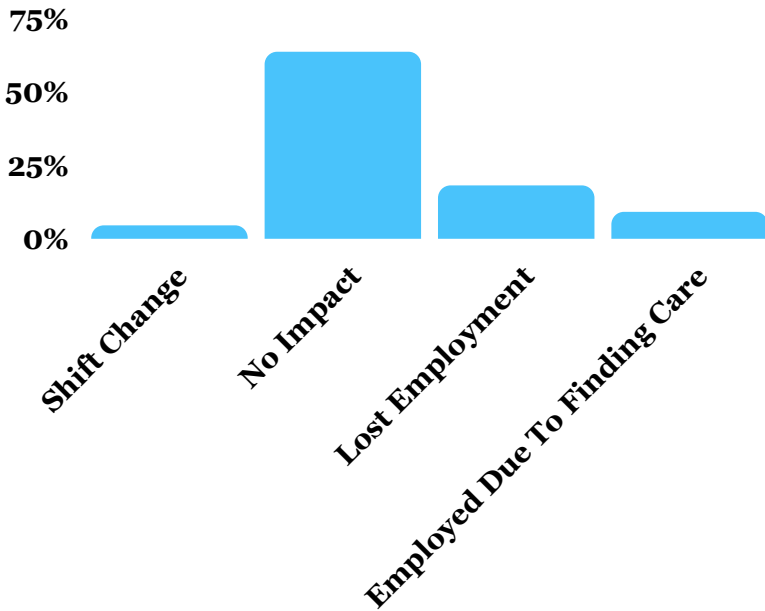
Child Care Referrals

ACCORD's Child Care Resource and Referral Program serves Allegany, Cattaraugus, and Wyoming Counties. The program offers information and referral services to low-income families, helping them access regulated childcare and childcare subsidy funds. Additionally, the program offers training and technical assistance to child care providers, ensuring high-quality childcare services in the service areas.

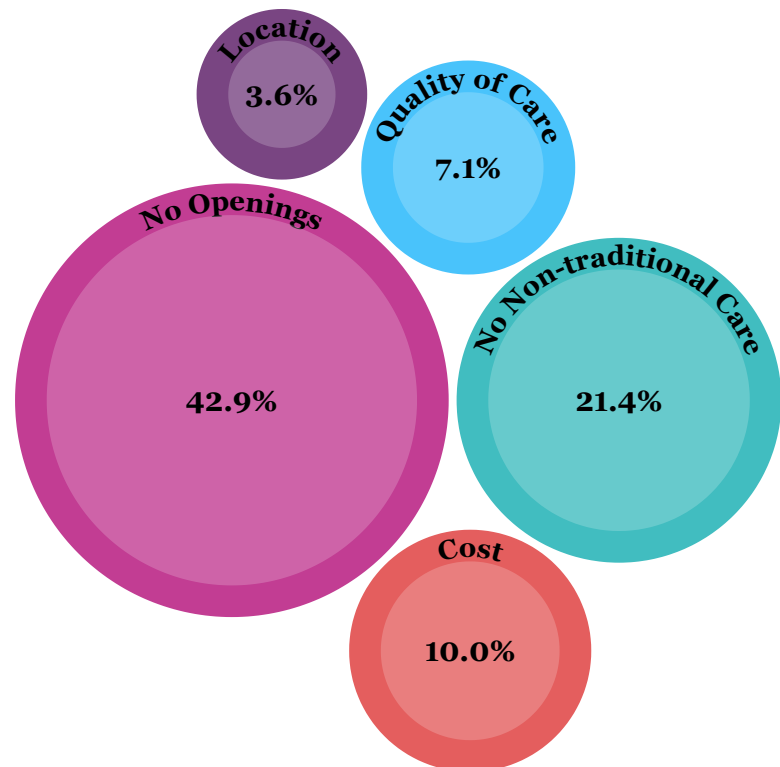
The program facilitated a total of 166 child care referrals in Allegany (84), Cattaraugus (58), and Wyoming (24) Counties. These referrals, originating from both direct requests and online searches by parents and guardians in search of high-quality child care, led to the following outcomes:



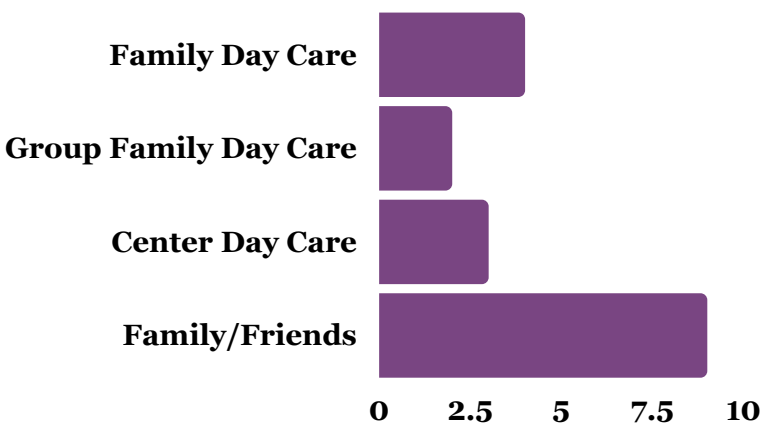
EMPLOYMENT OUTCOMES



CHALLENGES IN FINDING CARE



TYPE OF CARE ARRANGED



Introduction to Child Care Classes

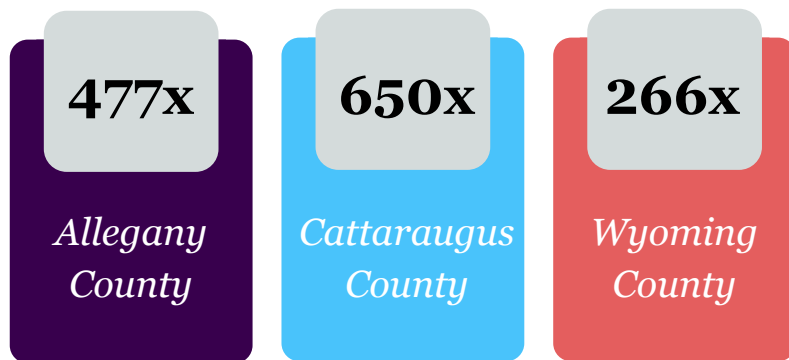
The Child Care Resource & Referral program conducted **26** Introduction to Child Care Classes, offering free technical assistance to **12** clients interested in initiating a child care business. This support is provided bi-weekly, accessible both online and in person, with the convenience of website registration.

The services offered encompass a wide range, including but not limited to, educating individuals on New York State Regulations, ensuring compliance with regulations, addressing residence requirements, and assisting in the process of ordering and completing the daycare business application.

Basic Technical Assistance

Basic technical assistance provides specialized support to individual providers or programs, covering various topics such as best practices, quality child programs, business administration, and health and safety concerns. It can also assist with program documents, training, and compliance with regulations.

BASIC TECHNICAL ASSISTANCE INSTANCES PROVIDED



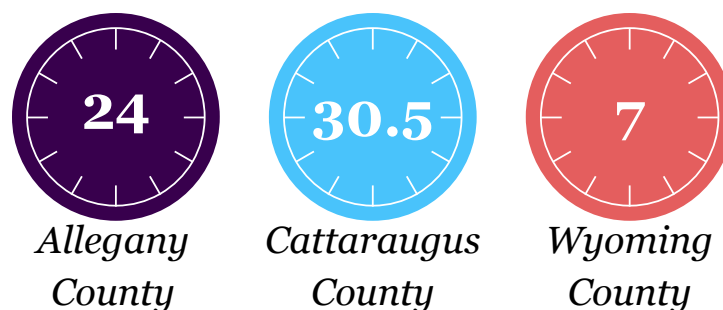
TECHNICAL ASSISTANCE COMMUNICATION CHANNELS



Intensive Technical Assistance

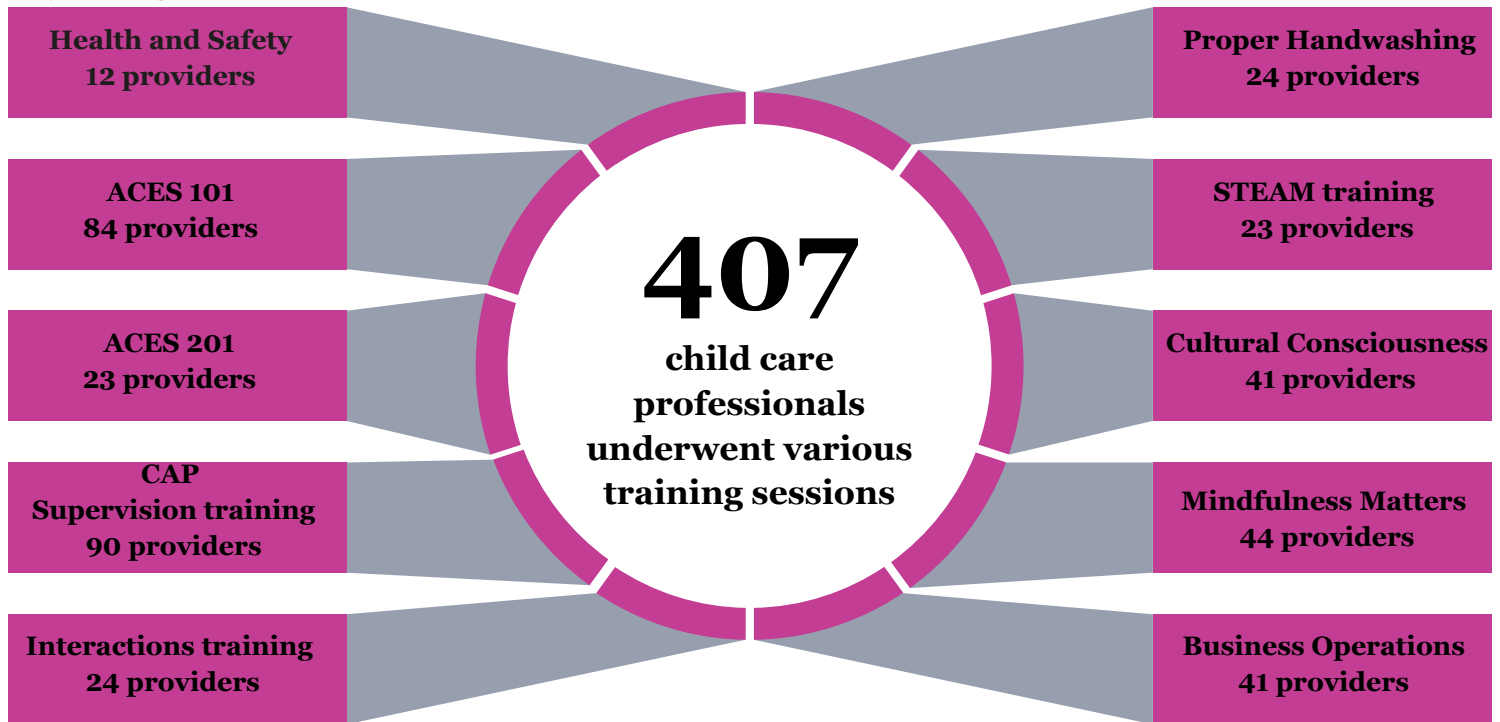
Childcare providers are evaluated to ensure a safe and healthy learning environment, with assessments covering program space, furnishings, personal care routines, and learning environments. Those who qualify may receive a Quality Improvement grant to acquire resources for professional growth and program development.

IN-PERSON INTENSIVE TECHNICAL ASSISTANCE HOURS



Training & Professional Development Services

We provide thorough training and professional development services to early childhood professionals and parents. Our services are carefully designed, organized, and delivered in full compliance with quality assurance standards throughout Allegany, Cattaraugus, and Wyoming Counties.



Additionally, 7 child care professionals successfully obtained their Child Development Associate (CDA) certification after completing the necessary observations and reviews.

Quality Child Care Community Specific Strategies

Start-Up Grants (\$600)



Grants provide funding for new child care programs that meet low-income criteria. The grants cover expenses related to health and safety compliance, including supplies and materials needed to meet regulations and ensure a secure environment for children.

Allegany- 3
Cattaraugus- 2
Wyoming- 3

Quality Improvement Grants (\$500)



Grants are awarded to providers and programs that demonstrate a commitment to meeting specific components of the QualityStarsNY standards. To qualify, providers/programs must outline their goals and outcomes in a detailed Quality Improvement Plan (QIP), which justifies the funding allocation to initiatives enhancing quality standards in early childhood education.

Allegany- 8
Cattaraugus- 8
Wyoming- 6

Legally-Exempt Health & Safety Grants (\$350)



Grants are provided to legally exempt providers to ensure they meet health and safety program requirements outlined in enrollment guidelines, enhancing the safety of children under their care.

Allegany- 10
Cattaraugus- 11
Wyoming- 2

Sanitation Grants: (\$450)



The grants are given to providers and programs needing Personal Protective Equipment (PPE) supplies to enhance sanitation efforts in their facilities, promoting rigorous hygiene standards and ensuring a safer environment for those they serve.

Allegany- 12
Cattaraugus- 15
Wyoming- 8

Infant Toddler Mental Health Specialist

An Infant Toddler Mental Health Specialist provides intensive technical assistance and support to childcare providers for children aged 0-3. This role offers specialized training, educational grants, and consultation services to promote social-emotional growth and problem-solving skills for both providers and children.

Basic Technical Assistance

The Infant Toddler Mental Health Specialist provides assistance for general care questions and needs, facilitating the sharing of valuable resources and forwarding opportunities. This support is offered through phone consultations, email correspondence, and face-to-face interactions within the Child Care Provider Community.

70

hours of intensive technical assistance were dedicated to childcare providers catering to children aged 0-3 years.

Intensive Technical Assistance

Childcare providers receive tailored support based on their specific needs. This includes observation and assessment of children, learning spaces, and providers using a diverse range of tools. Developmentally appropriate practices are then shared for implementation. Furthermore, new programs and learning curricula are introduced and demonstrated, with a focus on upgrading and improving learning spaces.

Mental Health Consultation

This program offers valuable opportunities for providers to concentrate on the social and emotional needs of their staff. It helps in developing coping strategies, fostering self-care and wellness, and improving staff-child interactions.

- **1 open case in Allegany County**
- **1 case is being handled in Cattaraugus County**
- **1 case has been completed in Genesee County (regional coverage)**

3

Quality Spaces Grants were delivered to qualifying programs looking to enhance their infant and/or toddler programs.

124

basic technical assistance opportunities were extended to offer essential support to the Child Care Provider Community.

Business Center

ACCORD's Business Center is a local chapter of New York State's Entrepreneurial Assistance Program, providing technical assistance, training opportunities, and a formal entrepreneurship course twice a year. The course covers various business topics such as marketing, networking, record keeping, and tax, legal, and insurance matters.

ACCORD's Business Center is committed to helping entrepreneurs succeed by providing them with the necessary resources and support to start and grow their businesses.

Reporting Period: 10/1/2021-9/30/2022

9

**Business
plans
developed**

8

**New
Businesses
started**

24

**Businesses
participated
in training
classes**



Housing Services

ACCORD Corporation is a certified Housing Counseling Agency that provides various services to the community. These services include homebuyer education, pre- and post-home purchase counseling, support for renters, financial guidance, advocacy in fair housing matters, and services for the homeless population. They also have programs that offer housing vouchers, grants for home improvement and rehabilitation, and rapid rehousing for homeless individuals and families. Genesee Valley Improvement Corporation, a subsidiary of ACCORD Corporation, manages multiple rental units for low-income, elderly, and disabled individuals and families.

Reporting Period: 10/1/2021-9/30/2022

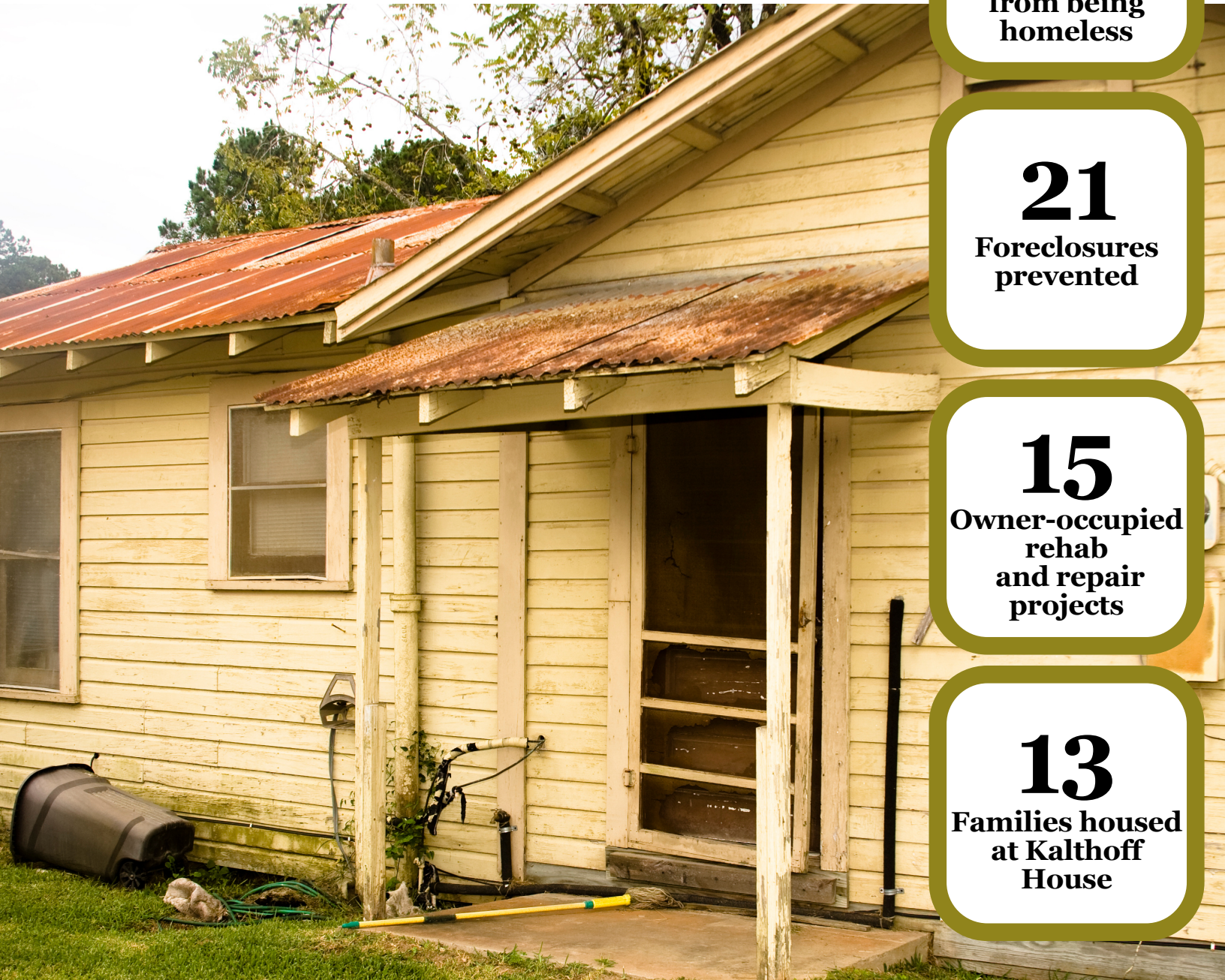
189
Families
assisted
by Section 8

29
Families
emerged
from being
homeless

21
Foreclosures
prevented

15
Owner-occupied
rehab
and repair
projects

13
Families housed
at Kalthoff
House



Fatherhood Connection

The absence of a father in a child's life has serious consequences. Data shows that children in father-absent homes are almost four times more likely to live in poverty and are at greater risk for substance abuse and aggressive behaviors. Children without present fathers are more than twice as likely to die by suicide. On the other hand, a father's involvement in their children's education and academic pursuits is linked to higher academic performance.

The Fatherhood Connection program aims to establish a solid foundation for men in the community by offering facilitated parenting and personal development groups. Through these sessions, men can increase their self-awareness and self-sufficiency. Each 13-week cohort is geared towards helping men embrace their role as a father, and accept the responsibilities that come with it for the betterment of their child. The program provides a non-judgmental and supportive atmosphere that encourages fathers to share their experiences and explore different approaches to parenting.

Reporting Period: 10/1/2021-9/30/2022

2
13-week
cohorts were
held
in 2022

10
participants
attended a
13-week
cohort

2
participants
graduated
from a 13-
week cohort





Agency Financial Report

Statement of Activities

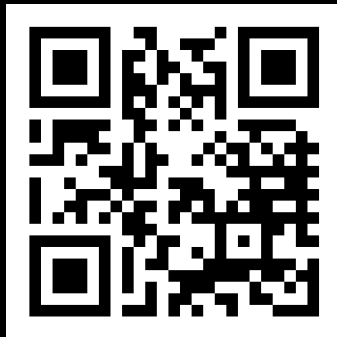
Fiscal Year March 1-2022 to February 28, 2023

Revenue

Contributions	\$7,193,595
Management Fees	\$36,000
Program Revenue	\$29,616
Other	\$31,919
Total Revenue	\$7,291,130

Expenses

Housing Development	\$1,067,974
Youth Services	\$73,967
Child Care Services	\$492,733
Infant and Child Care Services	\$3,601,323
Business and Community Development	\$172,071
Family Development	\$113,169
Domestic Violence	\$575,734
Total Program Services	\$6,096,971
Management and General	\$1,010,284
Total Expenses	\$7,107,255



Board Approved: November 20, 2023