

ANNUAL REPORT 2021



ACCORD CORPORATION

ALLEGANY COUNTY'S COMMUNITY ACTION AGENCY

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.

VISION

EDUCATE ● ENCOURAGE ● EMPOWER

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.

EXECUTIVE DIRECTOR MESSAGE



ACCORD's 2021 annual report is a true testimonial to the extraordinary dedication and commitment of ACCORD staff and volunteers. While some aspects of daily life returned to what we consider normal, long-standing issues, such as lack of affordable childcare and safe housing, worsened. Staffing shortages, ongoing waves of COVID-19 outbreaks and lack of necessary supplies and resources added stress to the second year of meeting community needs during an ongoing pandemic.

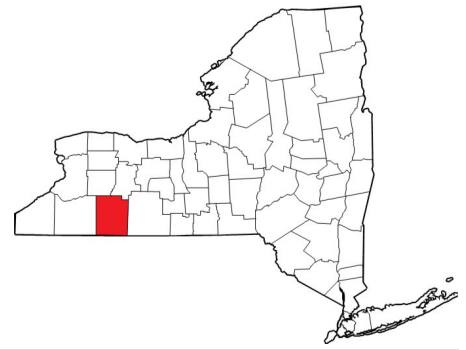
In 2021, the resources our Child Care Services Division was able to provide to childcare providers had a tremendous impact, keeping childcare slots available for families and assuring providers had the financial resources, training and support needed to provide quality childcare. This included financial support for childcare costs for our essential workers, the addition of mental health consultant services and financial support for providers to cover the extra costs of doing business during the pandemic.

52 of our small business received assistance, 19 families that were homeless families found safe housing, over 5,000 families at risk of hunger and malnutrition received food and 488 children received a holiday package. Domestic violence victims completed 195 safety plans and 718 bed nights were provided in our safe shelter. That same team of advocates also responded to 950 domestic violence hotline calls. Our Head Start team adjusted to staffing changes due to COVID and teaching shortages daily, keeping as many classrooms open as possible to provide consistent, quality early learning for the children in program.

The full report provides much more detail about our impact in 2021 and insight into the needs of our community, needs that we will continue to address in everyway we can. It shows what happens when a team of committed and passionate people show up every day to give everything they can to make our community a better place for us all.

POVERTY REPORT

ALLEGANY COUNTY 2021



16.9%

**Allegany County
Poverty Rate**

County Population:

46,688

Population for whom poverty
status is determined:

Overall
41,742

Population Under 18
9,194

Population 25 & Over
29,587

Population over 65
8,338

Living In Poverty

Individuals
16.9% (7,047)

Children (Under 18)
26.8% (2,459)

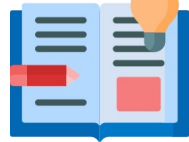
Adults 25+
13.0% (3,835)

Senior Citizens 65+
7.6% (634)

Education & Poverty

Education Attainment for Adults 25+ (29,587)

Total Population



No Degree 9.2%
High School 36.4%
Associate 33.4%
Bachelors + 21.1%

Living in Poverty

No Degree 28.9%
High School 14.9%
Associate 11.5%
Bachelors + 5.1%

Employment & Poverty

Living Wage for 1 Adult, 1
Child Hourly Wage for FMR,
2BR Apt Median Income
Median Income w/ HS Diploma
Male Median Earnings
Female Median Earnings

\$28.01
\$13.73
\$32,966
\$30,040
\$38,036
\$20,422



Health & Poverty



No Health Insurance

Employed 7.2%
Unemployed 19.5%

Free/Reduced Lunch Program **71%**

Gender & Poverty

Male 15.2%
Female (3,190) 18.6%
(3,857)

Of those families with
Female Heads of Household
and Children Present

45.4%

Live in Poverty

Race & Poverty

White 16.8% (6,796)
African American 23.0% (31)
Hispanic/Latino 44.4% (166)

Report Published by New York State Community Action Association -

www.nyscommunityaction.org

AGENCY FINANCIALS

FISCAL YEAR MARCH 1, 2020-FEBRUARY 28,2021

OPERATING REVENUES

Contributions	\$6,557,765
In-kind revenue	\$1,485
Management fees	\$135,499
Program revenue	\$17,129
Other	\$28,420
Net assets released from restrictions through satisfaction of program restrictions	\$844

Total revenue	\$6,741,144
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OPERATING EXPENSES

Program Services:	
Housing development	\$303,333
Youth services	\$66,361
Child care services	\$839,204
Infant and child care services	\$3,505,254
Business and community development	\$317,299
Family development	\$144,388
Domestic Violence	\$253,726

Total program services	\$5,429,565
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Management and general	\$1,149,586
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Total expenses	\$6,579,151
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The above information was extracted from ACCORD Corporation's February 28, 2022 financials statements which were audited by EFPR Group, CPA. Readers of this statement may obtain a copy of ACCORD Corporation's audited financial statements from ACCORD Corporation.

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

FOOD PANTRY

Providing nutritional food, information and referrals on food budgeting to individuals and families in crisis or at risk of hunger and malnutrition.

1,302

EMERGENCY FOOD BOXES

22

MOBILE FOOD DISTRIBUTIONS

5,075 HOUSEHOLDS
5,691 ADULTS
3,587 CHILDREN
3,577 SENIORS (65+)

COMMUNITY ACTION ANGELS

Responding to the needs of the low-income community by organizing and coordinating community response to increasing the availability and access to resources through a volunteer corps.

488

HOLIDAY PACKAGES FOR CHILDREN



84

PERSONAL CARE PACKAGES



22

SCHOOL SUPPLIES



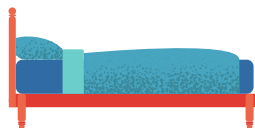
109

EMERGENCY CLOTHING/DIAPERS



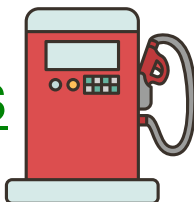
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HOME FURNISHINGS



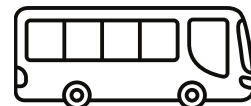
39

GAS CARDS



7

BUS TOKENS



108

BAGS OF PET FOOD



BUSINESS SERVICES

ACCORD's Allegany Business Center is the local chapter of New York State's Entrepreneurial Assistance Program. Our program provides technical assistance and training opportunities to Allegany, Cattaraugus, and Steuben counties (and other nearby areas).

52 **BUSINESSES ASSISTED**

500 **INSTANCES OF PANDEMIC RELATED ASSISTANCE**

180 **PANDEMIC FUNDING APPLICATIONS SUBMITTED**

HOUSING

WE BELIEVE EVERYONE HAS THE RIGHT TO SAFE, DECENT, AFFORDABLE HOUSING

19 **FAMILIES EMERGED FROM BEING HOMELESS**

219 **FAMILIES ASSISTED BY SECTION 8**

4 **OWNER OCCUPIED REHAB & REPAIR PROJECTS**

10 **FAMILIES HOUSED AT KALTHOFF HOUSE**

3 **FORECLOSURES PREVENTED**

CHILD CARE SERVICES

Increases access to services and benefits to ensure a comprehensive approach to support self-sufficiency.

2021 CHILD CARE SERVICES BUDGETS

Child Care Resource and Referral	- \$231,985
Day Care Registration	- \$106,575
Legally-Exempt Enrollment Services	- \$218,535
Infant Toddler & Mental Health Services	- \$75,000
Child Care Stabilization (3 Years)	- \$200,000
Invest in Child Care Deserts (3 Years)	- \$152,343
Child and Adult Care Food Program (Closed Out 12/1/2021)	- \$69,552
	<u>\$1,053,990</u>



CHILD CARE RESOURCE AND REFERRAL PROGRAM

Assists families by providing parents/guardians information on child care options in their area which includes education on high quality child care and how to evaluate their child care arrangements.

REFERRAL REQUESTS

ALLEGANY	36
CATTARAUGUS	28
WYOMING	18

TOTAL: 72

PARENT ONLINE PORTAL SEARCHES

ALLEGANY	55
CATTARAUGUS	10
WYOMING	4

TOTAL: 69

BASIC TECHNICAL ASSISTANCE

services to a provider/program on such topics as, but not limited to, best practices for providing child care, indicators of quality child programs, information on business administration practices, health and safety issues that are not part of health care consultancy services, program documents, training, and regulations governing program compliance issues specific to that program, delivered by telephone, email, in person and through quarterly newsletters.

ALLEGANY	2,212 TIMES
CATTARAUGUS	2,412 TIMES
WYOMING	1,081 TIMES

TOTAL: 5,705 TIMES

TYPE OF CARE REQUESTED

CHILD CARE CENTER	68
FAMILY CHILD CARE	79
GROUP FAMILY CHILD CARE	61
SCHOOL AGE PROGRAM	2
CAMP	0
PRESCHOOL PROGRAM	0
IN HOME	0
OTHER	1

TOTAL: 211

CHILD CARE PLAN CONSULTATIONS

ALLEGANY	7
CATTARAUGUS	8
WYOMING	2

TOTAL: 17

INTRO TO CHILD CARE CLASSES

Free technical assistance on the process of starting a child care business. Services include, but are not limited to, providing education and resources on the NYS Regulations, meeting regulation requirements, residence compliance, ordering and completing the day care business application.

ALLEGANY	2
CATTARAUGUS	5
WYOMING	2

TOTAL: 9

INTENSIVE TECHNICAL ASSISTANCE

Child Care Providers, program space, furnishings, personal care routines, and learning environments are observed and assessed to ensure a safe, healthy-learning environment. As part of the assessment process, providers are eligible to receive a Quality Improvement grant to purchase items to implement their professional development and program goals.

IN-PERSON:

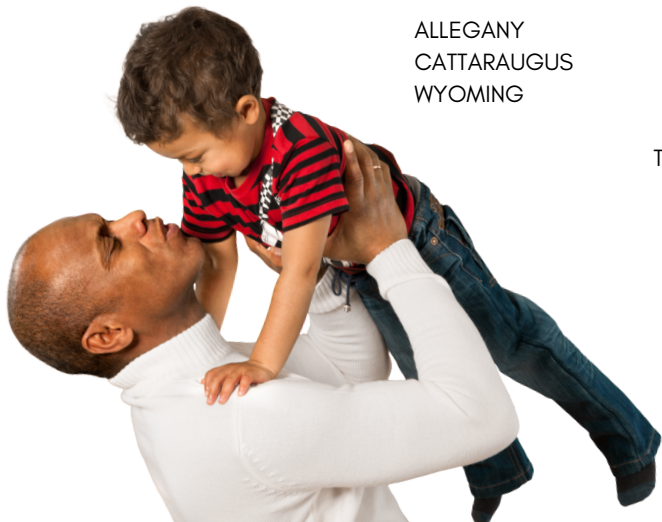
ALLEGANY	28 HOURS, 15 MINUTES
CATTARAUGUS	9 HOURS
WYOMING	5 HOURS

TOTAL: 42 HOURS, 15 MINUTES

VIRUTALLY:

ALLEGANY	0 HOURS
CATTARAUGUS	3 HOURS
WYOMING	5 HOURS

TOTAL: 8 HOURS



TRAINING

Free technical assistance on the process of starting a child care business. Services include, but are not limited to, providing education and resources on the NYS Regulations, meeting regulation requirements, residence compliance, ordering and completing the day care business application.



Total of 223 providers attended training in 2021

- 15 Hours of Health and Safety= 5 providers
- ACES 101= 54 providers
- ACES 201= 7 providers
- CACFP= 42 providers
- Regulations training = 33 providers
- STEAM training = 4 providers
- Tax prep training (virtual) = 5 providers
- FDC- 7 agency staff were instructed in FDC in 2021
- Child Development Associate Credential observations and reviews 2021
 - 3 child care professionals received their Child Development Associate Credential in 2021; 2 ACCORD staff and 1 Group Family Day Care provider

CCR&R QUALITY CHILD CARE COMMUNITY SPECIFIC STRATEGIES

START UP HEALTH & SAFETY GRANTS (\$300)

Start-up Health & Safety Grants are provided to new child care programs. Grants are awarded and based on low-income criteria. Items awarded include but are not limited to, health and safety supplies, materials for home to comply with regulations and any other expense that meets the need of health and safety compliance.

ALLEGANY	3
CATTARAUGUS	3
WYOMING	1

TOTAL: 7

LEGALLY-EXEMPT HEALTH & SAFETY GRANTS (\$220)

Awarded to legally exempt providers to ensure compliance with the health and safety program requirements noted on the enrollment.

ALLEGANY	3
CATTARAUGUS	3
WYOMING	1

TOTAL: 7

QUALITY IMPROVEMENT GRANTS (\$400)

Awarded to providers/programs based on a demonstrated commitment to meet any or all components of QualityStarsNY standards. The provider/program goals and outcomes in a quality improvement plan (QIP) are documented in order to support the justification for the grant.

ALLEGANY	8
CATTARAUGUS	11
WYOMING	11

TOTAL: 30

SANITATION GRANTS (\$375)

Awarded to providers/programs in need of PPE supplies to support sanitation efforts within their programs.

ALLEGANY	10
CATTARAUGUS	10
WYOMING	10

TOTAL: 30

CHILD ADULT CARE AND FOOD PROGRAM (CACFP)

EMERGENCY OPERATIONAL COST REIMBURSEMENT PROGRAM FUNDS

Licensed, Registered, and Legally-exempt child care provider were granted Emergency Operational Funds to support efforts in the area of health and nutrition for children in care.

30

FAMILY BASED CHILD CARE PROGRAMS RECEIVED A TOTAL OF

\$14,118.29

IN ADDITION REIMBURSEMENT FOR FOOD SECURITY



DAY CARE REGISTRATION

Assists to recruit new Family Day Care providers, educates, and provides technical assistance to applicants and registered providers on regulations, training, roles and responsibilities and obtains required clearances for registration. Conducts inspections for registered providers as well as address complaints regarding illegal child care operations. This program serves Allegany and Cattaraugus Counties.

REGISTERED DAY CARE PROVIDERS

ALLEGANY	7
CATTARAUGUS	11
TOTAL:	18

8

COMPLAINTS OF ILLEGAL CARE OPERATIONS

21

ON-SITE INSPECTIONS FOR COMPLIANCE

LEGALLY EXEMPT ENROLLMENT

Child Care specifically for subsidized families when they do not choose a regulated day care option.

**Home inspections were not conducted due to the COVID-19 Pandemic.*

ALLEGANY	21
CATTARAUGUS	35
WYOMING	7

TOTAL: 63

INFANT TODDLER MENTAL HEALTH SPECIALIST

Intensive technical assistance and technical assistance provided to childcare providers specifically around children from 0 to 3 years old. Training and educational grants provided to allow programs to grow and meet OCFS requirements for registration. Consultation provided to assist providers and children with social emotional growth and problem-solving throughout their programs.

GRANTS DELIVERED

general care questions and needs that arise, sharing of resources and forwarding opportunities provided by phone, e-mail and/or face to face to Child Care Provider Community.

4 Baby Doll Circle Time

1 Pathways to Literacy

MENTAL HEALTH CONSULTATION

new service being offered began in July of 2021, providing opportunities to providers to focus on the social emotional needs of staff and children

2 cases
in
Allegany County



BASIC TECHNICAL ASSISTANCE

general care questions and needs that arise, sharing of resources and forwarding opportunities provided by phone, e-mail and/or face to face to Child Care Provider Community.

226

basic technical assistance
opportunities were provided

INTENSIVE TECHNICAL ASSISTANCE

Depending on childcare provider needs, children, learning spaces, and providers are observed and assessed (using a variety of tools) and developmentally appropriate practices are shared to be implemented. Often, new programs and learning curriculum are taught/demonstrated and learning spaces upgraded/improved.

57.75 hours

hours of intensive technical assistance were
provided to Child Care Providers serving children
0-3 years old

CHILD CARE STABILIZATION GRANT

The Child Care Stabilization Grant is to provide financial relief to child care providers to help cover unexpected business costs associated with the COVID-19 pandemic, and to help stabilize their operations so they may continue to provide care. The Portal for this grant then opened on August 4th, 2021 and closed on November 30, 2021.

25 Allegany County Providers received 6 monthly payments totaling about **\$1,154,800.00**

39 Cattaraugus County Providers received 6 monthly payments totaling about **\$1,910,200.00** with **2** Cattaraugus County Providers receiving partial payment totaling **\$14,150**

20 Wyoming County Providers received 6 monthly payments totaling about **\$760,600.00**, **1** provider received a partial payment totaling **\$27,333.33** from the Stabilization Grant and 1 provider received a payment totaling **\$38, 083.33** from the Stabilization Grant before closing.

17 SACC (School Aged) Programs that received **\$1,000,666.67**

22 GFDC Programs that received about **\$840,583**

25 FDC Programs that received about **\$466,416.67**

24 DCC programs that received about **\$1,591,500.00**

2021 COVID-19 RESPONSE FUNDS:

CARES 3 ESSENTIAL WORKERS CHILD CARE SCHOLARSHIPS

(AMENDED PERIOD TO 8/31/2021)

Child care costs covered with \$30 million in federal CARES Act funding to essential staff whose income is less than 300 percent of the federal poverty level – or \$78,600 for a family of four. Essential workers used the funding to pay for their existing care arrangement and are also linked to CCR&R services if needing childcare. Funding for the CARES Scholarship Project is administered through The New York State Office of Children and Family Services.

78 out of 133

ESSENTIAL WORKER APPLICATIONS WERE APPROVED

\$328,361.41

DISTRIBUTED TO 78 ESSENTIAL WORKERS TO COVER CHILD CARE EXPENSES

DOMESTIC VIOLENCE



Trained staff are available 24-hours a day, every day of the year to provide free and confidential services for victims of domestic violence. Our services are available to men, women, and children regardless of income, marital status, sexual orientation, age, race, color, religion, national origin, veteran status, disability, citizenship, or criminal arrest or conviction record.

950

HOTLINE CALLS RECEIVED

195

SAFETY PLANS COMPLETED

98

FAMILY OFFENSE PETITIONS PREPARED

187

FAMILY COURT ACCOMPANIMENTS

32

IDV COURT ACCOMPANIMENTS

RESIDENTIAL SHELTER SERVED

8 ADULTS

8 CHILDREN

718 TOTAL BED NIGHTS

HEAD START

Head Start and Early Head Start programs promote children's development through services that support early learning, health, and family well-being.

HEAD START FUNDS RECEIVED

\$4,039,677 - HS/EHS 3/1/21-2/28/22


\$311,090 - American Rescue Plan (COVID Relief Funds)

\$162,495 - CACFP 10/1/20-9/30/21

BUDGETARY EXPENDITURES & PROPOSED BUDGET

The 3/1/22-2/28/23 total operating budget for HS/EHS is \$4,088,178 in federal funds. The largest expenditures include staff salaries, fringe benefits, rent/space, and transportation services (bus leasing).

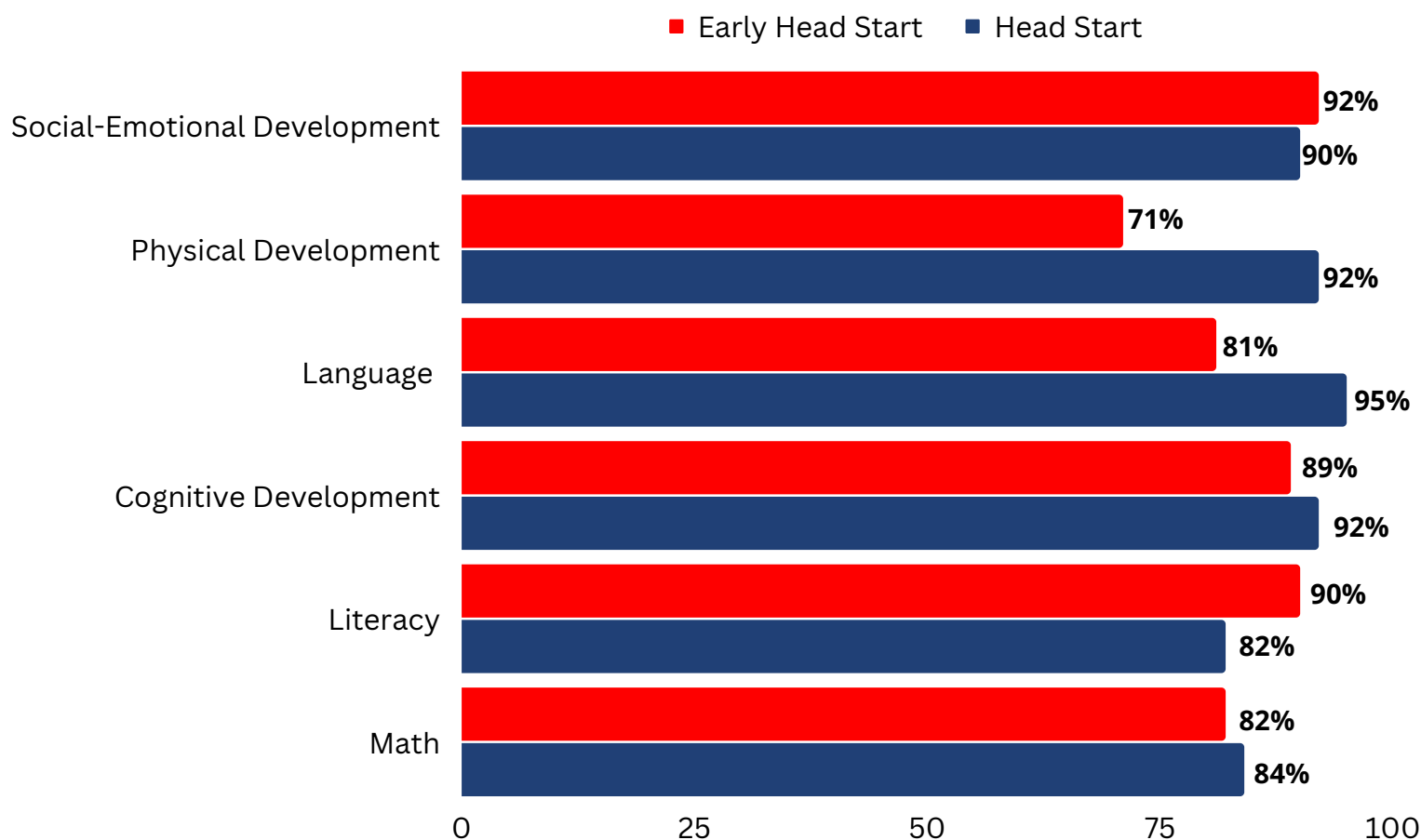


NUMBER OF FAMILIES SERVED	138 HEAD START FAMILIES	152 EARLY HEAD START FAMILIES
NUMBER OF CHILDREN SERVED	134 HEAD START CHILDREN	166 EARLY HEAD START CHILDREN
ELIGIBLE PERCENTAGE SERVED	41%	
AVERAGE MONTHLY ENROLLMENT	98 HEAD START CHILDREN 9/1/20-6/30/2021	88 EARLY HEAD START CHILDREN 9/1/20-8/31/21
ENROLLED CHILDREN THAT RECEIVED MEDICAL EXAMS	78% HEAD START CHILDREN	53% EARLY HEAD START CHILDREN
ENROLLED CHILDREN THAT RECEIVED DENTAL EXAMS	45% HEAD START CHILDREN	

Ready for kindergarten



All program activities are focused on high quality school readiness efforts including education activities with children, screenings and assessments, health, disabilities, nutrition, wellness, and mental health services. The program conducts developmental assessments three times per year: fall, winter, and spring. Spring 2021 assessments indicated children were meeting or exceeding development expectations at the rates shown.



The program also works in collaboration with school districts and parents to ensure that districts have all of the required paperwork for their transition to Kindergarten and that children are ready to enter Kindergarten successfully.



Parent engagement

Head Start provides numerous ways for parents to engage in program activities ranging from volunteer opportunities, at home educational activities to extend learning, adult education and training classes, shared governance participation via Parent Committee or Policy Council involvement, etc. From March 2020 on, parent participation was limited to virtual services due to the COVID-19 global pandemic.



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our website!

www.accordcorp.org