

2020

ADAPTING, TOGETHER



ANNUAL IMPACT REPORT

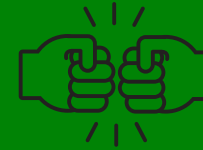
ACCORD CORPORATION

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

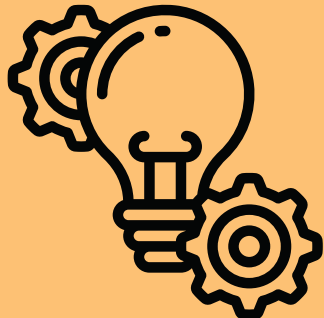
We care for all people as unique human beings worthy of compassion, dignity, and respect. We value diversity in families, our agency, and our community.

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 COLLABORATION

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.

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Sharing our community impact in our annual report is an important opportunity to reflect on the enormity of what we all, every single one of us, experienced this past year. 2020 reminded us of exactly why Community Action remains an essential community partner, a dependable neighbor, an ally, an advocate for the most vulnerable and a place to turn when the road ahead cannot be seen. It reminded us how meaningful it is to live in a community where people step up for each other in hard times. Those hard times came, in ways we never imagined and we pulled together, like we always do.

ACCORD delivered essential services throughout the shut-down and we shall be forever grateful to every staff member that showed up to keep things operational, whether we were processing payments to our vendors (including some local mask makers), making food boxes, teaching in virtual classrooms to our smallest learners or assisting small business owners to reopen, we kept our services going. We continue to expand and modify as necessary to make sure the resources available in response to the pandemic get to the people and businesses most in need.

To our many amazing partners, school counselors, our heroes at the Health Department and Office for the Aging, our family day care providers that made sure our essential workers had quality care for their children and our local elected officials who put our health and safety first, we were proud to work with you and grateful for your commitment and courage. Our volunteers made so much possible, we could not have done the food drives without you!

We are very proud of the help we were able to provide during this extraordinary time and we are grateful for those who support us and what we do every day. We are energized by the courage and resilience of this community.



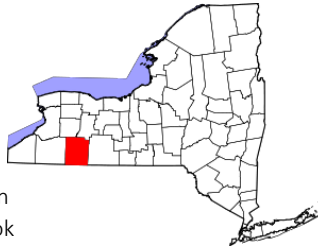
“
*We are energized
by the courage
and resilience of
this community.*
”

ALLEGANY COUNTY POVERTY REPORT 2020

47,025

County Population

*The New York State Community Action Association (NYSCAA) publishes an annual New York State Poverty Report. The report provides a statewide look at poverty in each county across New York State. The full publication can be found by visiting <https://www.nyscommunityaction.org/poverty-reports>



17.0%

COUNTY POVERTY RATE

LIVING IN POVERTY

Individuals	17.0% (7,146)
Children (Under 18)	26.3% (2,454)
Adults 25+	12.9% (3,818)
Senior Citizens 65+	8.1% (661)

EMPLOYMENT & POVERTY

\$25.47	\$28,180	\$13.46	\$32,076
Living Wage for 1 Adult, 1 Child Household	Median Income w/High School Diploma	Hourly Wage for FMR, 2BR Apartment	Median Income

RACE & POVERTY

White	16.9% (6,875)
African American	15.7% (24)
Hispanic/Latin	40.4% (135)



VALUES REPRESENT THE PERCENT OF POPULATION IN POVERTY BY RACE

HEALTH & POVERTY

No Health Insurance	70%
Employed 8.1%	Unemployed 15.0%
	Free/Reduced Lunch Program

GENDER & POVERTY

Median Earnings
High School Diploma Only

Median Earnings \$36,250	Median Earnings \$19,482
	

Of Those Families with
Female Heads of
Household
and Children Present
45.7%
Live in Poverty

EDUCATION & POVERTY

EDUCATIONAL ATTAINMENT

No Degree	High School	Associate	Bachelors or Higher
10.0% TOTAL	36.5% TOTAL	33.1% TOTAL	20.5% TOTAL
26.9% LIVING IN POVERTY	14.3% LIVING IN POVERTY	12% LIVING IN POVERTY	4.9% LIVING IN POVERTY

FISCAL YEAR 2020 FINANCIALS

FISCAL YEAR MARCH 1, 2019 – FEBRUARY 29, 2020

OPERATING REVENUES

Contributions	\$7,255,971
In-kind revenue	\$5,268
Management fees	\$140,237
Program revenue	\$12,167
Other	\$22,648
Grant income-paycheck protection program	\$21,000
Net assets released from restrictions through satisfaction of program restrictions	\$58,014
Total revenue	\$7,515,305

OPERATING EXPENSES

Program Services:	
Housing development	\$501,117
Youth services	\$98,233
Child care services	\$636,614
Infant and child care services	\$3,970,270
Business and community development	\$471,659
Family development	\$214,488
Domestic Violence	\$442,594
Total program services	\$6,335,035
 Management and general	 \$986,984
Total expenses	\$7,322,019

The above information was extracted from ACCORD Corporation's February 28, 2021 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.

2020 BOARD OF DIRECTORS

Carrie Whitwood, President
Bernie Riley, Vice President
Joseph Damiano, Director
Edna Kayes, Director
Joanne LaForge, Director

Debra Miller, Director
Richard Patterer, Director
Reita Sobeck-Lynch, Director
Ellen Matla, Director

THANK YOU FOR YOUR SERVICE!

ACCESS Center Programs

ALLEGANY COUNTY'S COMMUNITY ENTRY TO SUPPORTIVE SERVICES

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



FOOD PANTRY

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

1168

EMERGENCY FOOD BOXES

332

SUPPLEMENTAL FOOD BOXES

19

MOBILE FOOD DISTRIBUTIONS

**259,150 POUNDS
OF FOOD**

SERVED



5,183



ADULTS

4,442



CHILDREN

3,298



SENIORS (65+)

COMMUNITY ACTION ANGELS

The Community Action Angels Program responds 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.

430

CHILDREN RECEIVED



HOLIDAY PACKAGES

136

INDIVIDUALS RECEIVED



PERSONAL CARE ITEMS

12

INDIVIDUALS RECEIVED



GAS CARDS

90

CHILDREN RECEIVED



SCHOOL SUPPLIES

123

INDIVIDUALS RECEIVED



EMERGENCY CLOTHING

14

INDIVIDUALS RECEIVED

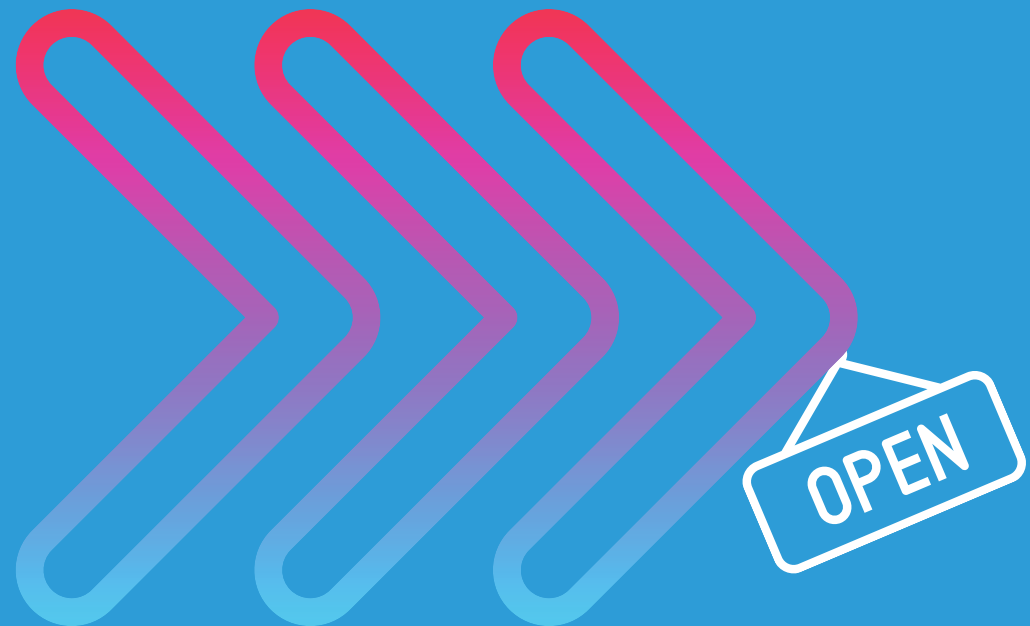


HOME FURNISHINGS

*Helping individuals & families
become self-sufficient*



Business Programs



MOVING IDEAS FORWARD



6 NEW BUSINESSES



113 JOBS CREATED OR MAINTAINED



12 INDIVIDUALS RECEIVED BUSINESS ASSISTANCE

The Entrepreneurship Assistance Program (EAP) provides instruction, training, technical assistance and support services to new and aspiring entrepreneurs in our local community.

Child Care Services

SUPPORTING ALLEGANY, CATTARAUGUS, AND WYOMING COUNTIES

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

“

To assist child care providers in achieving distinction by means of support and advocacy. To enrich the lives of children and families throughout the communities we serve.

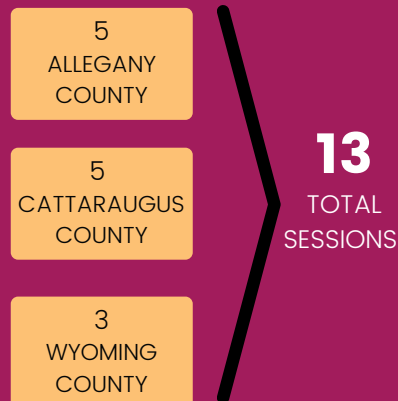
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2020 Child Care Services Contract Budgets

Child Care Resource and Referral Services	\$231,985
Day Care Registration	\$106,575
Legally-Exempt Enrollment Services	\$82,150
Child and Adult Care Food Program	\$75,276
Infant Toddler Servicers	\$41,000
COVID-19 Response Fund-CARES 1 & 2	\$363,904
COVID-19 Response Fund-CARES 3 All Essential Worker Child Care Scholarships	\$334,822
Total	\$1,217,712

INTRODUCTION TO CHILD CARE SESSIONS

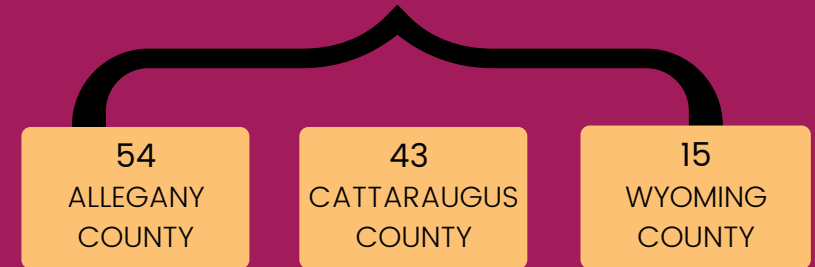
Free technical assistance on the process of starting a child care business. Services include, but are not limited to, providing education and resources on the NYS Regulations, meeting regulation requirements, residence compliance, ordering and completing the day care business application.



CHILD CARE REFFERALS

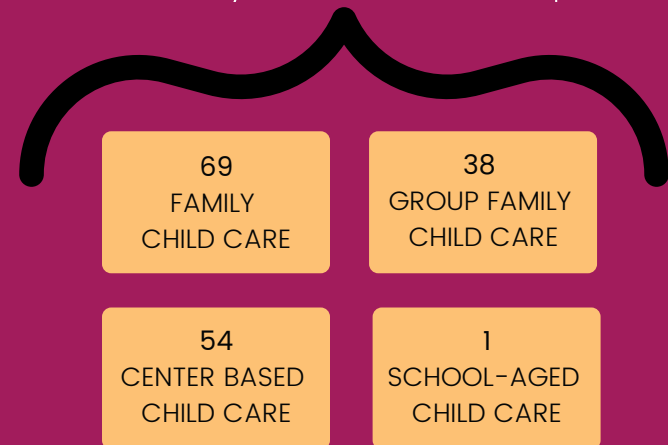
Assists families by providing parents/guardians information on child care options in their area which includes education on high quality child care and how to evaluate their child care arrangements.

112 TOTAL REFERRALS



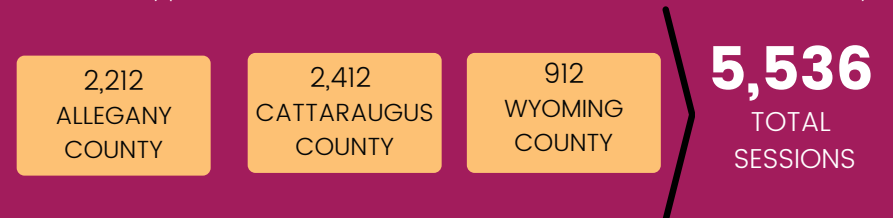
REQUESTED TYPE OF CARE

(Parents may choose more than one option)



BASIC TECHNICAL ASSISTANCE

Provided by phone, email and/or face to face to the Child Care Provider Community.



LEGALLY EXEMPT ENROLLMENT SERVICES

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

29
ALLEGANY
COUNTY

46
CATTARAUGUS
COUNTY

12
WYOMING
COUNTY

87
LEGALLY-EXEMPT
PROVIDERS

\$5,899.62

IN PPE SUPPLIES
DISTRIBUTED TO

35
LEGALLY EXEMPT PROVIDERS



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

CHILD AND ADULT FOOD CARE PROGRAM (CACFP)

Reimbursement to Child Care Home Providers for serving healthy meals and snacks to children in care. Providers undergo home visit observations and are provided technical assistance on menu completion and reimbursement of claims.

106,089 MEALS AND SNACKS PROVIDED TO **655** CHILDREN

\$159,807.83 DISTRIBUTED THROUGH CACFP TO FEED HEALTHY MEALS

42
HOURS OF NUTRITIONAL
EDUCATION PROVIDED

74
VIRTUAL DESK REVIEWS
COMPLETED



CCR&R QUALITY CHILD CARE COMMUNITY SPECIFIC STRATEGIES

HEALTH & SAFETY GRANTS

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.

7
GRANTS
PROVIDED



3
ALLEGANY
COUNTY

3
CATTARAUGUS
COUNTY

1
WYOMING
COUNTY

QUALITY IMPROVEMENT GRANTS

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.

52
GRANTS
PROVIDED



20
ALLEGANY
COUNTY

22
CATTARAUGUS
COUNTY

10
WYOMING
COUNTY

LEGALLY EXEMPT HEALTH & SAFETY GRANTS

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

35
GRANTS
PROVIDED



15
ALLEGANY
COUNTY

15
CATTARAUGUS
COUNTY

5
WYOMING
COUNTY

FAMILY DAY CARE REGISTRATION

Assists in the recruitment of 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.



The March 2020 pandemic largely shut down, reduced, or disrupted the already scarce availability of child care across our community. From May 2020–December 2020 a total of 8 Family Daycares closed their doors. However, we also gained 2 new programs in Allegany County.



INFANT TODDLER SERVICES

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.

5 GRANTS DELIVERED

20.5 HOURS OF INTENSIVE TECHNICAL ASSISTANCE

22 BASIC TECHNICAL ASSISTANCE OPPORTUNITIES

TRAINING & TECHNICAL ASSISTANCE

Training, technical assistance and intensive technical assistance services are planned, coordinated, and delivered to early childhood professionals and parents. Services are delivered in accordance with quality assurance standards in Allegany, Cattaraugus, and Wyoming counties.

No trainings occurred March – December of 2020 due to COVID-19.

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.

*ITA hours were impacted by COVID 19 due to the inability for a ITA Specialist to go into provider homes or centers from March- December of 2020.

CHILD CARE PROVIDER EDUCATION

5 PROVIDERS RECEIVED
PDP HEALTH & SAFETY
TRAINING

15 PROVIDERS COMPLETED
PDP WEB CASTS-CAM & SAFETY
THROUGHOUT THE YEAR

7 PROVIDERS RECEIVED
CACFP TRAINING

4 PROVIDERS RECEIVED
REGULATIONS JEOPARDY

9 PROVIDERS
ITRN PYRAMID MODEL

**40 CHILD CARE
PROFESSIONALS RECEIVED
TRAINING**

INTERNAL EDUCATION

32 NEW STAFF TRAINED IN
CHILD ABUSE AND
MALTREATMENT

PARENT EDUCATION

8 PARENTS RECEIVED ORAL
HEALTH TRAINING

CHILD DEVELOPMENT ASSOCIATE (CDA)- OBSERVATIONS AND REVIEWS.

8 Child Care Professionals
received their CDA.

**34.75 HOURS OF
INTENSIVE TECHNICAL
ASSISTANCE PROVIDED
TO THE CHILD CARE
PROVIDER COMMUNITY**

Child Care Services

COVID-19 RESPONSE



COVID-19 RESPONSE FUNDS: CARES 1 ESSENTIAL WORKERS CHILD CARE SCHOLARSHIPS (APRIL- JULY 2020)

Governor Andrew M. Cuomo announced on April, 23, 2020 that New York State would provide childcare scholarships to all essential workers starting Monday, April 20. Child care costs will be 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. The CARES funding will also be used to purchase supplies for childcare providers that remained open providing care for children of essential workers.

Essential workers can use 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.

Here is the final review of the number of childcare programs and parent applications received, approved enrollments and what has been paid out to the provider community on behalf of essential workers ending 6/30/2020.

FUNDS DISTRIBUTED BY COUNTY

ALLEGANY COUNTY

Child Care Payments	\$23,394.55
Purchased PPE Supplies	\$5,696.35
Total Expenditures	\$29,090.90

CATTARAUGUS COUNTY

Child Care Payments	\$57,327.40
Purchased PPE Supplies	\$9,280.77
Total Expenditures	\$66,608.17

WYOMING COUNTY

Child Care Payments	\$35,882.00
Purchased PPE Supplies	\$5,849.46
Total Expenditures	\$41,731.46

ESSENTIAL WORKER APPLICATIONS

133

APPLICATIONS
PROCESSED

78

APPLICATIONS
APPROVED

*Over-income was the primary reason application was not approved.

CHILD CARE PROVIDER/PROGRAM APPLICATIONS

48

APPLICATIONS
PROCESSED

22

RECEIVED
CARES 1
SCHOLARSHIP
FUNDS

*16 Parents did not find a Child Care match.
*Child Care was not found for 25 children..

CARES SCHOLARSHIP FUNDING

120

TOTAL CHILDREN RECEIVED FUNDING

ALLEGANY COUNTY- 5 PROVIDERS WITH 20 CHILDREN
CATTARAUGUS COUNTY- 9 PROVIDERS WITH 57 CHILDREN
WYOMING COUNTY-8 PROVIDERS WITH 43 CHILDREN

52 CHILD CARE PROGRAMS RECEIVED PPE SUPPLIES

COVID-19 RESPONSE FUNDS: CARES 2 NYS FORWARD GRANTS

(Based on Programs that submitted an approved application)

To assist reopening and restructuring by providing materials and activities to support a more socially distant model, and/or for supplies associated with remote learning to support programs to continue operations.

Temporary Operating Assistance for opening additional classrooms (does not include capital improvements to property).

ALLEGANY COUNTY

5 PROVIDERS WITH 29 CHILDREN RECEIVED SCHOLARSHIPS

CATTARAUGUS COUNTY

8 PROVIDERS WITH 35 CHILDREN RECEIVED SCHOLARSHIPS

WYOMING COUNTY

7 PROVIDERS WITH 14 CHILDREN RECEIVED SCHOLARSHIPS

TOTAL SCHOLARSHIPS = \$89,028.97

CARES 3 COVID-19 RESPONSE FUND: ESSENTIAL WORKERS CHILD CARE SCHOLARSHIPS (NOVEMBER- DECEMBER 2020)

ALLEGANY COUNTY

\$5,700 IN REOPENING & RESTRUCTURING GRANTED TO 4 CHILD CARE PROGRAMS

\$29,590.17 IN TEMPORARY OPERATING GRANTS TO 3 CHILD CARE PROGRAMS

CATTARAUGUS COUNTY

\$14,100 IN REOPENING & RESTRUCTURING GRANTED TO 10 CHILD CARE PROGRAMS

\$111,742 IN TEMPORARY OPERATING GRANTS TO 7 CHILD CARE PROGRAMS

WYOMING COUNTY

\$2,250 IN REOPENING & RESTRUCTURING GRANTED TO 2 CHILD CARE PROGRAMS

MICRO-GRANTS COVID-19 RESPONSE FUND

Received \$9,000 from two local foundations: Cattaraugus Region Community Foundation and Allegany County Area Foundation from the WNY COVID-19 Community Response Fund for assistance to 35 (16 Allegany Co, 19 Catt Co) in-home childcare providers in Cattaraugus and Allegany Counties to be used to purchase and supplement creditable foods for 35 Family and Group Family childcare providers.

SMALL GRANTS FOR SMALL CHILDREN

This grant is to provide emergency financial support to home-based childcare providers in Allegany, Cattaraugus and Wyoming Counties during the COVID-19 pandemic. The Ralph Wilson Jr. Foundation (Funder) aims to elevate caregivers' critical roles by highlighting the often-hidden value and contributions they make to families and communities every day. Working closely with two area foundations, Cattaraugus Region Community Foundation and the Community Foundation of Greater Buffalo.

53 Family & Group Family home-base child providers received a total of **\$118,000** in financial support.

15
ALLEGANY
COUNTY

24
CATTARAUGUS
COUNTY

14
WYOMING
COUNTY

Domestic Violence Programs



empower-

to help (someone) become stronger and more confident, especially in controlling their life and claiming their rights.

PROGRAM DEMOGRAPHICS



60 FAMILIES

54 FEMALES

14 MALES

36 CHILDREN

24-HOUR CRISIS HOTLINE



989 CALLS ANSWERED

SAFETY PLANNING



96 PLANS COMPLETED

PLANS UPDATED **106x**

EMERGENCY SHELTER



443 SAFE BED NIGHTS FOR

7 ADULTS

4 CHILDREN

FAMILY OFFENSE PETITIONS



68 PREPARED

COURT ACCOMPANIMENT

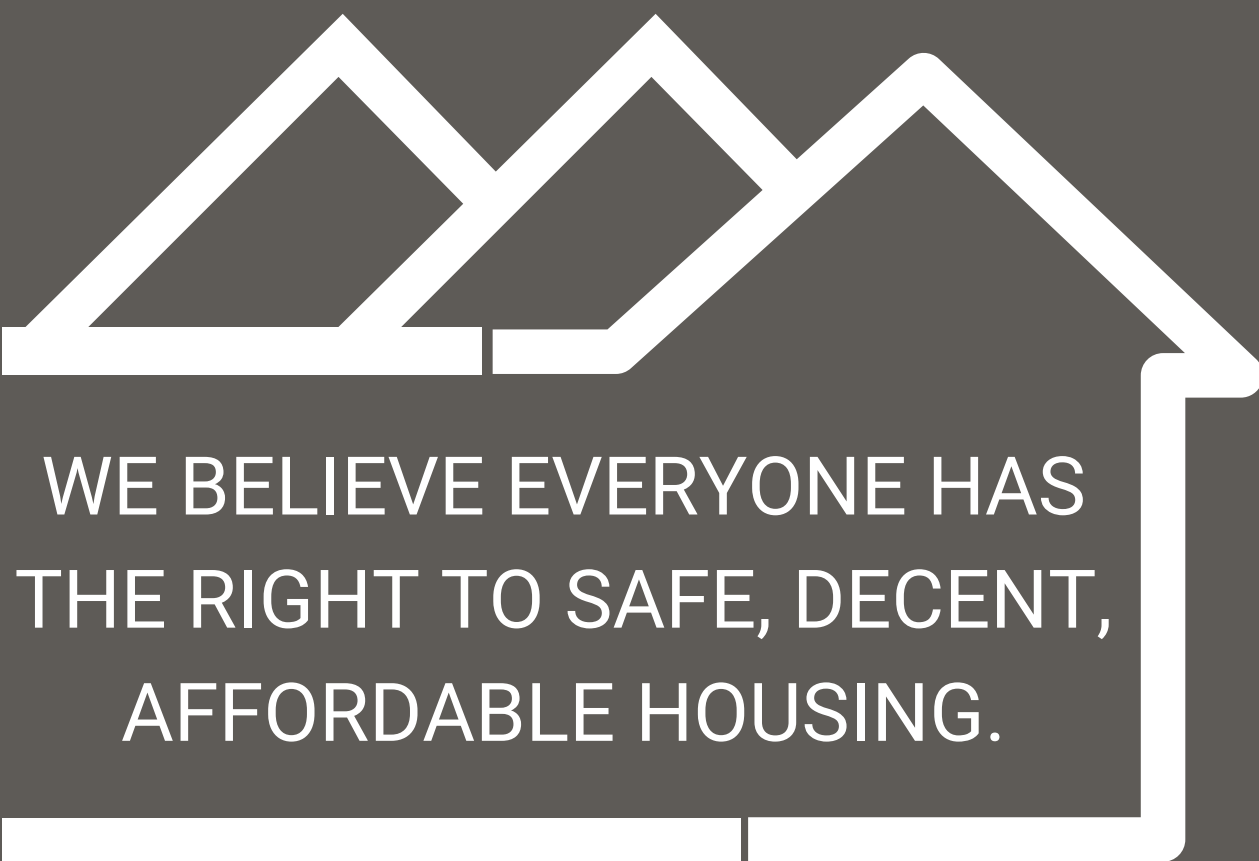


FAMILY COURT

176x INTEGRATED DOMESTIC VIOLENCE COURT

48x

Housing Programs





HOUSING IS "AFFORDABLE" WHEN RENT OR MORTGAGE,
PLUS UTILITIES, IS NO MORE THAN

30%

OF A HOUSEHOLD'S GROSS INCOME

RAPID REHOUSING

30

FAMILIES EMERGED FROM BEING HOMELESS
BY PROVIDING SECURITY DEPOSITS AND/OR
SHORT TERM RENTAL ASSISTANCE

SOLUTIONS TO END HOMELESSNESS PROGRAM (STEHP)

34

FAMILIES ASSISTED

SECTION 8 RENTAL ASSISTANCE

206

FAMILIES ASSISTED

OWNER-OCCUPIED PROPERTY REHABILITATION

4

HOUSING UNITS RECEIVED
HOME IMPROVEMENTS

KALTHOFF HOUSE TRANSITIONAL HOUSING PROGRAM

11

FAMILIES ESCAPED
HOMELESSNESS

FORECLOSURE PREVENTION PROGRAM

4

FORECLOSURES
PREVENTED



The Head Start

advantage

HEAD START FUNDS RECEIVED

HS/EHS 3/1/20-6/30/20	\$1,316,200
HS/EHS 7/1/20-2/28/21	\$2,596,596
CARES COVID (ended 2/28/21)	\$253,976
CACFP 10/1/19-9/30/20	\$125,611

BUDGETARY EXPENDITURES & PROPOSED BUDGET

The 3/1/21-2/28/22 total operating budget for HS/EHS is \$4,039,677 in federal funds. The largest expenditures include staff salaries, fringe benefits, rent/space, and transportation services (bus leasing).










“every child, regardless of circumstances at birth, has the **ability** to reach their **full potential**.”

CENTER LOCATIONS

BOLIVAR
BELFAST
CUBA
FRIENDSHIP
WELLSVILLE
HOME BASED

Serving Children From Birth **to** age



	NUMBER OF FAMILIES SERVED	154 HEAD START FAMILIES	157 EARLY HEAD START FAMILIES
	NUMBER OF CHILDREN SERVED	160 HEAD START CHILDREN	181 EARLY HEAD START CHILDREN
	ELIGIBLE PERCENTAGE SERVED	47.5%	
	AVERAGE MONTHLY ENROLLMENT	141 HEAD START CHILDREN 9/1/19-6/30/20	134 EARLY HEAD START CHILDREN 9/1/19-8/31/20
	ENROLLED CHILDREN THAT RECEIVED MEDICAL EXAMS	99% HEAD START CHILDREN	67% EARLY HEAD START CHILDREN
	ENROLLED CHILDREN THAT RECEIVED DENTAL EXAMS	61% HEAD START CHILDREN	33% EARLY HEAD START CHILDREN



Ready for kindergarten

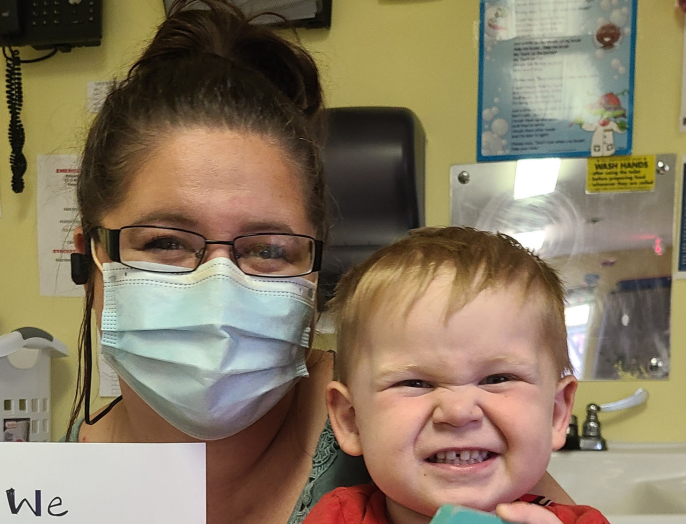
All program activities are focused on high quality school readiness efforts including education activities with children, screenings and assessments, health, disabilities, nutrition, wellness, and mental health services. The program conducts developmental assessments three times per year: fall, winter, and spring. During 2020, the Spring assessment was not completed due to the COVID related closure of in person services. However, at the winter assessment period, children were meeting or exceeding development expectations at the rates below:



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.



We





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