"My sun sets to rise again."

Robert Browning

Pro Action works to build a community of resilient individuals and families who can meet their basic needs, overcome adversity, and prosper.

www.proactioninc.org
Dear Friends:

You may not think about the concept of resilience every day, but it is all around you. People in your daily life may be facing challenges, but you would never know it. They may have experienced a set-back, but they have found a way to bounce back from it. They are up against a problem, but they see a clear path to solve it. They know when to reach out for help. They overcome adversity.

Resilient people believe solutions are possible, know the strengths they can apply to problem-solving, and understand when and how to use available support and assistance. That’s how they bounce back from set-backs. Some people are naturally resilient, which is lucky for them, because resilience is a key ingredient for self-reliance and successful living. Thankfully, resilience is something that can also be taught to people who don’t have it naturally. In fact, Sheryl Sandberg said, “You are not born with a fixed amount of resilience. Like a muscle, you build it up, draw on it when you need it.”

It is part of Pro Action’s mission to build a community of resilient individuals and families, and resilience is a skill that Pro Action staff build with their customers as a key component of service. When you hear stories of people who have broken a cycle of hardship or “risen,” from poverty, you can be sure that their resiliency played a part in that story.

It’s important, though, not to overestimate the role of resilience and underestimate the structural causes of poverty... those things that are not in the control of an individual to overcome. Lack of opportunity, social isolation, ineffective education and poor health conditions are not within the scope of individual resilience to conquer. We as a society need to do our part. We need to ensure that pathways to prosperity exist and are open to all. We need to establish universal access to high quality health, education and job opportunities. We need to protect the available support system and welcome people to use it with pride and dignity. We need people to know that they don’t have to go it alone, to trust that the community has their back.

Pro Action works from both vantage points to build individual resiliency and reinforce positive community structures for success. Join us as we help people and change lives by bringing out the best in individuals and designing communities for success.

Sincerely,

Laura Rossman
CEO
A number of school districts attended the 2017 Poverty Institute and Coaching Training by Dr. Donna Beegle of Communication Across Barriers. Some of the attendees became Certified Poverty Coaches.

**The Stephanie Bates Memorial Book Drive**
This annual book drive in memory of our colleague collected 1,573 books to be distributed through our Red Bookshelves.

**Congressman Tom Reed** visited Early Head Start and later posted, “This program is a great example of how community-based solutions can help low-income families to escape the cycle of poverty.”

**NYS Senator Tom O’Mara** hosted a free electronic recycling event with the proceeds going to, “Support Pro Action and their outstanding work and commitment to building stronger communities, individuals and families.”

**Got PA Pride?**
Like or follow us on Facebook & Twitter
Linda was instrumental in helping Pro Action educate our local school districts about the plight of those in poverty through Poverty Simulations. Linda coordinated with Pro Action to provide a poverty simulation at GST BOCES Summer Leadership Summit and provided her own staff to be trained as volunteers. This event provided an excellent opportunity for Pro Action to begin wide-spread poverty efforts in Steuben County school districts.

Through the success of the Leadership Summit, Pro Action facilitated 8 additional poverty simulations in local schools, reaching more than 800 teachers, support staff and administrators. Linda helped to organize and provide volunteers at many of these additional simulations and left an open invitation for further assistance. This support has been instrumental in facilitating successful simulations as some schools were unable to provide the volunteers needed. Linda did not limit this effort to her staff and was often seen volunteering herself, always with an offer to do more.

Linda recognized the need to help bring understanding of the conditions of poverty to educators that work with children in our communities. Simulations have inspired some schools to create anti-poverty committees. Many schools desire additional resources and further information and education in an effort to help their most in need students. All combined, a groundwork for positive, lasting change has begun!

Empowering Families for Financial Stability

By linking tax preparation, financial education and asset building, EFFS helps participants take steps on the path to prosperity. It counted the following results in 2016:

- 554 tax returns filed
- $180,648 in earned income tax credits
- 341 of 354 Wealth Health participants improved financial stability
- All 16 Assets for Independence participants opened an IDA account and created a savings plan toward asset goals

CHAMP (Caring Hearts and Minds of Pro Action)

In 2016 the CHAMP program helped over 158 referrals with financial assistance. Families were helped in a variety of ways including: rent, driver’s license fees, prescriptions, transportation, home repair, and baby needs. In addition, the CHAMP program helped 114 children to still believe in Santa.
100% and proud!

“During the Annual Compliance Review of Organizational Standards (ACROS) by the Department of State, it was determined that Pro Action met all 58 (100%) National Organizational Standards! These standards measure the agency in 9 focus areas.”

1. Customer input and involvement
2. Community Engagement
3. Community Assessment
4. Organizational Leadership
5. Board Governance
6. Strategic Planning
8. Financial Operations and Oversight
9. Data and Analysis

We are extremely proud of what these results say about the quality of our approach to advancing our mission!

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### REVENUES

- **$16,252,764**

- **Federal Funding**
  - $9,259,009; 57%

- **County Funding**
  - $3,363,372; 21%

- **State Funding**
  - $1,952,080; 12%

- **Other, including in-kind**
  - $1,354,706; 8%

- **Individual Donations/Fees**
  - $323,597; 2%

### EXPENSES

- **$16,241,354**

- **Child & Family Programs**
  - $9,860,711; 61%

- **Senior Programs**
  - $1,540,750; 9%

- **Employment & Training Programs**
  - $1,401,297; 9%

- **Energy Programs**
  - $1,055,641; 6%

- **Other**
  - $1,313,295; 8%

- **Administration**
  - $1,069,660; 7%

- **Employee Salaries**
  - $7,737,932

- **Senior Employment Salaries**
  - $254,671

- **Youth Employment Salaries**
  - $145,814

- **WIC Coupons Redeemed**
  - $1,242,310

- **Subsidy Payments to Child Care Providers**
  - $2,311,049

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**Economic Impact**

- **$11,691,776**
**2016 BASIC NEEDS SUPPORT**

**SENIOR NUTRITION**

Seniors in Steuben and Yates improve nutrition with help from Pro Action:

- **77,529** meals delivered to the homes of **417** individuals
- **46,526** meals provided at congregate meal sites to **495** individuals

**WIC (WOMEN, INFANTS, CHILDREN)**

- **1,039** families received **$24** in farmers market coupons to purchase **3,018** fresh fruits and vegetables
- **25** Yates County customers received nutrition counseling AND **1,247** units of food were received by Yates residents served by the Dundee Mobile Food Pantry

**Babies and young children improve nutrition with help from Pro Action:**

- **2,050** participants per month received food vouchers
- **$1.24 Million** in WIC dollars spent locally
- **73.3%** of WIC babies were breastfed, with the help from peer counselors and staff lactation counselors

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At least one program on this page is supported by:

**United Way**

**United Way of the Southern Tier**

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**A note of thanks from a program participant:**

("The meal site offers entertainment and good fellowship. Keep up the good work!"
Senior Nutrition Participant)

("Meals are going well. I am very thankful for the meals."
Senior Nutrition Participant)
I'm very pleased with the materials you gave me, the way the workers showed me what they were doing, and how they explained all details of what they would do. Your crews are great workers - you are lucky to have them in your company. Thank you!

2016 BASIC NEEDS SUPPORT

ENERGY PROGRAMS

When households improve energy efficiency, they save money.

- 88 Families that received weatherization work
- 39 Families that received furnace clean and tune services through HEAP
- 29 Families that received furnace repair through HEAP
- 63 Families that received energy saving measures through NYSERDA
- 8 Families that received energy audits through a partnership with Bishop Sheen and Keuka Housing Council
- 53 Families that received an air conditioner to help with medical conditions

and 902 HEAP applications were accepted at Pro Action sites

HAPPY 40th BIRTHDAY TO WAP!
FLIP IT Participant

notes of thanks from program participants

“I love looking forward to a new book. My boys love it when we read and to have a new book to throw in the mix is always an enjoyable time.”

Read to Me Steuben Participant

“Learning to deal with my own emotions will help me to deal with my child’s more appropriately.”

FLIP IT Participant

FAMILY DEVELOPMENT ADULT SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved parenting or family functioning skills</td>
<td>198</td>
</tr>
<tr>
<td>Increased access to parenting and/or life skills training</td>
<td>145</td>
</tr>
<tr>
<td>Accessed healthcare for self or family member</td>
<td>65</td>
</tr>
<tr>
<td>Found/maintained job or gained skills</td>
<td>50</td>
</tr>
<tr>
<td>Accessed transportation or got driver’s license</td>
<td>46</td>
</tr>
<tr>
<td>Maintained budget over 90 days</td>
<td>27</td>
</tr>
</tbody>
</table>

FAMILY DEVELOPMENT YOUTH SERVICES

Among pregnant or parenting teens enrolled:

- 100% Actively engaged in activities to build knowledge, skills, supports, parent-child bonding and family stability
- 35 have improved social/emotional development
- 30 have increased access to training & education
- 25 have increased skills for school success
- 22 avoided risk-taking behavior for a defined period
- 19 obtained employment skills
- 16 unemployed participants obtained employment

FAMILY RESOURCE CENTERS

325 parents/caretakers participated in services during 2,478 visits to centers in Addison, Bath & Hornell

FAMILY ENRICHMENT COLLABORATIVE

PARENTING EDUCATION

145 people built skills in parenting workshops

- 21 Parenting with Heart
- 100 FLIP IT
- 14 24/7 Dads
- 14 Nurturing Parenting

FAMILY LITERACY

75,000 FREE BOOKS distributed through 75 RED BOOKSHELVES

6,530 families received free books and education

At least one program on this page is supported by:

United Way
of the Southern Tier

2016

RESILIENT CHILDREN & FAMILIES

and

1558 Referrals were given about community resources for adult services
quality investments for children

“United to Promote Quality” Campaign

Quality Investments for Children (QIC) is a statewide initiative which seeks to not only educate communities about the importance of Quality, but to generate new resources that support Quality, such as volunteers, grants, in-kind donations, and the influence of community leaders. The first phase of the program, the United to Promote Quality campaign, seeks to educate the community and raise awareness.

The campaign is a partnership between the Early Care & Learning Council (ECLC) and the network of Child Care Resource & Referral (CCR&R) agencies serving as quality resource centers statewide.

What is quality? Quality is defined as high quality early learning experiences, which help a child to thrive. It can also be described as those events, activities, environments, relationships and factors that have a positive impact on a young child’s cognitive, physical, social, and emotional development.

The photo below shows Betty Kay Bakery, who has pledged to promote quality care for children by posting a window cling at the business.
During the 15-16 school year, Office of Head Start conducted monitoring reviews in the following areas:

- Comprehensive Services / School Readiness
- Leadership / Governance / Management Systems

The program was found to be in full compliance in all three areas.

In addition, Early Head Start received endorsement as a Blue Ribbon Affiliate from Parents As Teachers®.
2016 PROSPEROUS FUTURES

EMPLOYMENT CASE MANAGEMENT

347 people helped & 97 got JOBS

Job seekers found new opportunity and skills while visiting

8524 ELMIRA
4903 CORNING
5 ONE STOP CAREER CENTERS

6026 HORNELL
4375 BATH
2412 MONTOUR FALLS

PATHWAYS TO WORKFORCE STABILITY PROGRAM

32 completed Certified Nurse Aide training
20 obtained employment
33 assisted with transportation needs

THE SENIOR COMMUNITY SERVICE AND EMPLOYMENT PROGRAM

68 seniors evaluated
51 income eligible seniors receiving job skills training
12 OBTAINED UNSUBSIDIZED EMPLOYMENT

WHEELS FOR WORK

1 no interest loan
14 vehicle repair grants

a note of thanks from a program participant

“I am extremely thankful for all the kindness and help that I have been shown and given, and would recommend this program to anyone who is serious about finding a solid foothold in the local workforce.”
ADULT LITERACY PROGRAMS

26 Literacy Services learners achieved self-defined goals

YOUTH EMPLOYMENT PROGRAMS

of 90 Youth Employment Skills participants

33 entered unsubsidized employment
21 enrolled in work experience or vocational training
3 chose to attend college
5 earned a high school diploma or GED

99 Youth gained work experience through The Summer Youth Employment Program
693 Youth explored career paths and interests in Youth Job Club

21ST CENTURY AFTER-SCHOOL PROGRAMMING

373 3rd-8th Graders Participated in After-School Academic and Enrichment activities

"Without your assistance I might not have created the right résumé and interview skills to achieve my goals."
PERSONAL CARE AND CASE MANAGEMENT
With good information and support, those over age 60 can live safely and independently.

2,711 Units of personal care given to 45 individuals

455+ Units of assistance, counseling and other services given to 353 caregivers

270 Homes with a Personal Emergency Response device provided by Yates OFA

505 Hours of case management provided to 44 individuals

7 People with Project Lifesaver tracking wrist-bands provided by Yates OFA

YATES OFA 100% SUCCESS RATE
• Users believe it helps them remain in their own home longer

INFORMATION AND REFERRAL

NY CONNECTS 100% SUCCESS RATE
• Callers agree they would recommend the service to others
• Callers agree that NY Connects is a good program to have in the community
• Callers agree that they would use NY Connects again

55.28 Hours of legal assistance provided to 21 people referred by Yates OFA

376 Assistance contacts given to 100 NY Connects consumers

366 Consumers received information that improves health coverage and reduces cost

YATES OFA HEALTH PROMOTION
Exercise programs promote the overall health and well-being of seniors

11 Served by Eat Better Move More

3 Served by Matter of Balance

92 Served by Bone Builders (Yates & Steuben)

45 Served by Tai Chi Program

3,413 Medical and non-medical rides given to over 200 people by the transportation program

13 People served by Healthy Living Chronic Disease Management

5855 Calls made to 124 Phone Friends

95% Believe the service has made a positive difference

notes of thanks from a program participant
“Even though I called her every day, she always told me about the people that called and talked to her from Yates OFA.” (From participant's niece.)

“The services give my family relief that I am being taken care of when they cannot.”

“Pleasant experience, thankful there are people around and willing to assist when health conditions keep me homebound.”