"The courage to be vulnerable is not about winning or losing. It's about the courage to show up when you can't predict or control the outcome."
~Brene Brown
The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community, and are dedicated to helping people help themselves and each other.

Special thanks to the Pro Action Board of Directors:

Debbi Deats, Board Chair
Kathryn Muller, Board Vice Chair
Debra Hafleigh, Board Treasurer
Judy Duquette, Board Secretary

Joseph Bailey
Renee Bloom
Edward Bronson
Bonnie DeKay
Casandra Foley
Michael Gabrielli

Carolyn Johnson
Hilda Lando
Robin Lattimer
Amy Miller
Carey Spara

Pro Action is a Proud Partner of United Way of the Southern Tier (UWST.) Not only does UWST fund a number of programs that you will read about in this report, but it provides leadership for the Southern Tier Kids On Track initiative, which is instrumental to Pro Action’s community-level work.
Dear Friends,

As I reflect on the year 2020, I must first take a moment to remember the precious lives we have lost due to the COVID-19 global pandemic. We’ve had family, friends, neighbors, and colleagues lose their fight to the virus, but they will live on in our hearts.

They say the more challenges you face, the stronger you become. This year of crisis has proven this to be true. Our agency, together with our communities, came together and demonstrated bravery and resilience again and again. We persevered through overwhelming and constant change. We shared the collective grief of a life we once knew. We showed up and served our communities in the face of our own fears. We demonstrated care and compassion and we practiced gratitude for each other and our blessings.

I have never been more proud or thankful to be part of the Pro Action team. Together we jumped in to meet the changing community needs. It may have been by working drive-thru food distributions, dropping off basic needs, holding story-time on Zoom for the children, or providing emergency meals for our seniors. There was never a time that we were not there to serve whatever current need our customers were facing.

In addition, as we experienced civil and political unrest, we embraced our values of inclusivity, equity, diversity and belonging. We stand committed to create more just and engaged communities, and will embrace and celebrate diversity, practice inclusion, and exercise our role as champions of equity.

As we embrace 2021 and look forward to the future, we must realize that we have been changed by recent events. I personally feel hopeful that we will remember the lessons learned from the pandemic, civil and political unrest, and that we will heal together as a community. Dr. Edith Eger said, "We don't get to choose what happens to us, but we do get to choose how we respond to our experience." I believe our community will respond with empathy, compassion, and love.

I want to thank each one of the Pro Action family. Our staff, Board, and community partners have continually demonstrated the courage to show up and stay resilient. You are all brave, loving, and strong. I have every confidence that we will face the future and become a more resilient community, #StrongerTogether.

With Gratitude,

Laura Rossman
Chief Executive Officer

"as we experienced civil and political unrest, we embraced our values of inclusivity, equity, diversity and belonging. We stand committed to create more just and engaged communities, and will embrace and celebrate diversity, practice inclusion, and exercise our role as champions of equity."
Mission

Pro Action builds a community of resilient individuals and families who can meet their basic needs, overcome adversity and prosper.
Pro Action creates solutions that improve people's lives, homes, and communities throughout Steuben & Yates Counties in New York State.

**The Local Need**

- **More than 16,000** people live in poverty. Children are disproportionately impacted.
- **42%** of families with female heads of household and children present live in poverty.
- **11.7%** of youth age 16-19 are not in school and not working.
- **10%** cannot locate affordable housing.
- **23%** can't get a lease due to bad credit.
- **16%** can't afford repairs.

**Introduction**

- More than 1 in 5 report three or more Adverse Childhood Experiences (ACES).
- **14,643** individuals served by our programs in 2020.
- **1 in 7** individuals go hungry at some point during the year.
- **1,511** child care slot shortage for infants and toddlers.
- **3,075** child care slot shortage for school-age children.

**Average Weekly Wages**

<table>
<thead>
<tr>
<th>Location</th>
<th>Weekly Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yates</td>
<td>$786</td>
</tr>
<tr>
<td>Steuben</td>
<td>$1,203</td>
</tr>
<tr>
<td>New York</td>
<td>$1,594</td>
</tr>
</tbody>
</table>

**PRO ACTION’S REACH**

*Service numbers reflect the period October 1, 2019 through September 30, 2020*

**14,643** individuals served by our programs in 2020.

**Programs** | **Sites** | **Partners**
--- | --- | ---
62 | 25 | 231

**INDIVIDUALS WHO BENEFITED FROM PRO ACTION**

- **Families**
- **Children & Youth**
- **Seniors 55+**
- **People with disabling conditions**
In Steuben and Yates Counties, certain conditions restrict, rather than create, economic opportunity. These conditions are identified as causes of poverty. They include: (1) shortage of living wage, full time jobs; (2) alcohol/opiate/heroin/painkiller or other drug abuse/addiction (3) available jobs are part-time and/or low wage; (4) limited access to transportation to get to work, and (5) availability of adequate, safe and affordable child care. Pro Action customers earn low incomes despite working. Of 3,548 individuals over the age of 18 receiving Pro Action services, 35% are working. Despite this, 83% of households served by Pro Action programs have incomes below 200% of the Federal Poverty Level. Among families participating in Head Start, 25% have all parents working, and 48% have at least one parent working, while 81% are living in poverty or receiving public assistance.

At Pro Action, we’re firm believers that people have what it takes to create the future they want for themselves, even in the face of limited opportunities and barriers to advancement. Pro Action programs in the Prosperous Futures domain help pave the path to economic opportunity and support people as they bounce back from adversity. These programs provide guidance and tools for job seekers to find and secure good jobs, while helping them develop skills and supporting their success in the workforce.

### The Local Need

**Unemployment** in our service area is higher than state rates. **1 in 5** survey respondents say, “Caring for children,” or “Lack of transportation,” are reasons for under-employment or unemployment.

Average **weekly wages** and median household income are **lower** than state rates in both counties.

**11.7%** youth age 16-19 are **not in school** and not working.

**17,382** individuals (14.4% of the population) in the service area live in poverty. More than **1 in 4 children** under the age of 6 in Steuben County and **1 in 5 children** in Yates County live in poverty.

### Our Reach

- **319** TANF applicants received case management; **136** gained skills for employment.
- **391** participants in the Youth Empowerment Program completed training, **223** accessed financial literacy education, **67** searched for a job.
- **25** people age 55+ enrolled in the Senior Community Service & Employment Program; **25** entered subsidized employment.
- **7** individuals received assistance through Wheels for Work.
- **30** adults were matched with an Adult Literacy tutor.

### Our Annual Impact

- **136** program participants obtained employment, including:
  - **65** TANF Case Management Participants
  - **6** Youth Empowerment Program Participants
  - **6** Senior Community Service and Employment Program participants
  - **7** Wheels for Work participants
  - **52** Summer Youth Employment Program participants
  - **15** Adult Literacy tutors provided 1,339 hours of tutoring.
Rashawn Sabins is a young man motivated to succeed. However, as a participant in Pro Action’s Summer Youth Employment Program, he faced barriers to success as many young people do. His family lacked financial resources and transportation, and he had no work experience. Pro Action’s Summer Youth Employment Program (SYEP) in partnership with Steuben County Department of Social Services, gives youth the chance to gain on-the-job paid work experience. Rashawn's first summer in the program in 2019 allowed him to gain work experience at the Pro Action main facility in Bath. Rashawn learned to work on a team, develop problem solving and decision-making skills, and learned how to successfully communicate in a work environment.

Fast forward to the summer of 2020 and a global pandemic. The opportunity to return to the Pro Action facility was available but came with increased responsibility with safety and cleaning protocols. Rashawn was up for the challenge! Rashawn's experience from the previous summer, coupled with his ability to work independently, made him a perfect candidate to once again be part of the Pro Action maintenance team. He had successfully graduated high school, and this was a good way to earn money as he waited for classes at the local community college to start.

Rashawn worked hard and assumed a leadership role within the maintenance department during the summer of 2020. Daily, he executed the COVID-19 cleaning protocols to keep Pro Action’s three-story building within state compliance. He took great pride in this role and was happy to have his hours increased to 30 per week while waiting for college to begin. During his last month with the SYEP, Rashawn completed four modules in the FDIC’s Money Smart for Young Adults curriculum. He learned about money management and how it would affect his future. After completing the modules, he opened a bank account at a local credit union.

During his final week of the summer program, a maintenance position was posted by the school district in Rashawn’s hometown which was within walking distance of his home.

This opportunity would allow him to attend college during the day as his shift did not begin until 3PM in addition to providing him with a full benefits package. This opportunity would allow him to fulfill his goal of gaining independence from his family. He completed the online application, updated his resume, called potential references, and created a reference sheet. After submitting his application, he worked on interview preparation and learned how to turn the skills he gained during his summer employment experience into the reasons why he was qualified for the position the school district was offering. Along with 6 other applicants, Rashawn was given an interview and two weeks later he was offered the job.

Rashawn is now a full-time college student at Corning Community College, and a full-time employee of the Bath Central School District. He has moved into his own apartment with a roommate. Rashawn credits the Pro Action Summer Youth Employment Program for giving him the support to succeed and hopes that his story will inspire other youth who hear it.
Children are more likely than adults to live in poverty in Pro Action’s service area. Child care costs, lack of living wages, costly housing, and other factors put economic opportunity out of reach for many families. At the same time, low educational attainment is becoming a generational problem holding people back from achieving their potential. Programs in the Resilient Children and Families domain use a two-generation approach to set the stage for child and family development. Children’s programs cultivate settings that foster growth and learning, while family programs support families as they set goals, discover and use their personal strengths, and reinforce relationships. Pro Action is rooted in the spirit of hope. Children and families needed more support than ever during 2020, when isolation, income loss, child care needs and other pandemic-related stressors took a toll on all of us. Pro Action Resilient Children & Families staff adapted to be able to deliver services and support to families virtually and remotely. Each program in the Resilient Children and Families team took all necessary steps to open safely for in-person services (when possible) and provide opportunities for the connection and support that we all missed when we couldn’t be together.

In addition, Pro Action programs connect participants with a whole network of partners, either directly or through Kids on Track Steuben. These partners include county agencies, funders, other nonprofits, and community groups.

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**The Local Need**

- 18% of Yates and 20% of Steuben families with children live in poverty. 42% of single mothers of children under age 18 live in poverty.
- 15-16% of students in Steuben & Yates schools have a disability.
- Less than HALF of 3rd graders in the service area are proficient on state ELA exams.

There is a shortage of 1,511 slots of quality, regulated child care for infants and toddlers and 3,075 slots for school-age children.

Steuben & Yates have higher rates of indicated reports of child abuse than statewide rates.

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**Our Reach**

- 687 individuals from 271 households participated in Home and Community Based Two-Generation Services to enhance family well-being and child development.
- 463 infants, toddlers, and preschoolers participated in Birth To Five Head Start programs to develop school readiness skills.
- 1,191 children participated in community-based activities to develop school readiness skills.
- 154 children participated in summer reading, and 8,130 free books were distributed.
- 9 new child care providers became registered, 225 providers attended training and 330 parents received referrals for child care programs.

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**Our Annual Impact**

- 362 families increased access to childcare through child care fee assistance, and child care quality improved when 205 trained providers gained knowledge and changed practices after receiving training.
- 500 Birth To Five Head Start and Kids On Track participants demonstrated on track development and school readiness skills.
- Kids on Track Steuben is a cross-sector partnership. In 2020, 122 children enrolled in KOT coordinated services.
- 38 individuals improved skills related to the adult role of parents/caregivers and 57 parents/caregivers demonstrated increased sensitivity and responsiveness in their interactions with their children.
A Story of Love and Learning

Sylvia and Louis Dominick became parents again to their granddaughter Sadie, when she was less than a year old. The couple has continually sought out positive, educational, and loving resources outside of their home to aid Sadie in her development, as well as give them a small respite from the everyday routine. This past year they found the newly opened Pro Action Mobile Family Resource Center at the Pulteney Library, one of five sites designated to serve families in our rural communities in Steuben County.

The Pro Action Resilient Children and Families Community-based program launched the Mobile Family Resource Center in January 2020 in addition to the existing FRC's located in Bath, Hornell, and Addison. Supported by the NYS Office of Children and Family Services and United Way of the Southern Tier, the Mobile FRC Coordinator, Sarah Blencowe, began to offer the program one day a week at each site in Bradford, Prattsburgh and Wayland School buildings as well as the former Greenwood School and the Pulteney Library. Each week families with young children come to drop in and play in a friendly, welcoming environment set up to support healthy child development, family to family interaction and connection to community supports.

Even during the pandemic, the Family Resource Centers continued to provide supports to very grateful families like the Dominicks through phone calls, emails, and texts, while also delivering basic needs and monthly “care kits” filled with literacy activities, craft supplies, books, social-emotional activities and more. The Mobile FRC along with other sites also offered virtual activities and story time on their Facebook pages and Zoom as well as hosted outdoor, socially distanced events for families. In August they collaborated with the Pregnancy Resource Center of the Valleys for a game/toy giveaway event with fun activities for families and in December with the Pro Action Family Literacy program for the annual Book on Every Bed event with free books, wrapping paper, bookmarks, crafts, take-home snacks, scavenger hunts and story times. When the Mobile Family Resource Center and all the FRCs re-opened their doors in late September, the Dominick family immediately returned with Sadie who is now 4.

Sylvia shared, “The Mobile Family Resource Center through Pro Action with Sarah Blencowe has truly filled that gap! Sadie loves going to see her “lady friends”, as much as we love going with her. The services provided by Pro Action have been a godsend during the most difficult times of COVID, and our being stuck in the house each day. These workers go out of their way to make sure that everyone is comfortable, happy, learning and playing. I cannot say enough how Sarah has helped our family. Her new ideas are initiative to me and filled our house with laughter and learning. We all look forward to Wednesdays and whatever surprises she has in store for us. Pro Action has more services than I ever imagined, and we are taking advantage of as much as we can. Your programs have been nothing short of marvelous for my family. Thank you so much for being there for us. We think highly of ALL of you! We would like to say thank you to all the families who visit the Pro Action Family Resource Centers for supporting us during this challenging year and know we are stronger together! “
By providing basic needs support, Pro Action reduces obstacles on the path to prosperity. Pro Action programs providing basic needs support alleviate the stress of adversity and scarcity, empowering people to advance their goals with the peace of mind that they will be nourished, warm and able to provide for the basic necessities of life. Even though 35% of individuals over age 18 served by Pro Action work, 83% have incomes below 200% of the poverty level. At the same time, the costs associated with living and working – including child care, transportation, housing and food – are out of reach. Community members surveyed identified, “Access to enough food,” as their greatest need. In addition, the specific segment of respondents over age 65 in Yates County identified access to food as a top need. With respect to housing, 16% of survey respondents told Pro Action that they couldn’t afford needed repairs, and 13% said they couldn’t afford utility bills. Nearly 1 in 4 said that bad credit was preventing them from leasing or purchasing housing. Both food insecurity and inefficient home energy systems are linked with poor health outcomes.

The Local Need

Nearly 13,800 people in the service area are food insecure: 5,360 are children.

Nearly 5% of the population over age 60 receive nutrition assistance from Pro Action.

Of households receiving SNAP, 44.5% have children.

More than 26% of households are cost-burdened, while roughly 26% of housing units have at least one sub-standard condition.

20% of survey respondents said they had to choose between buying food or paying for basic needs (housing, heat, etc.).

Our Reach

2,258 WIC participants received supplemental food (1,141 infants/children).

615 customers received 89,248 home delivered meals and an additional 313 seniors received 26,838 meals at congregate sites.

553 households in Yates county received food assistance and more than 5,430 fresh food boxes were delivered.

132 customers received Empower or Weatherization services.

302 families received assistance with HEAP applications; 232 received heating or cooling services through HEAP.

Our Annual Impact

532 women received prenatal nutrition, health education, breastfeeding support and education to provide ongoing nutritional quality to their family.

12,604 volunteer hours were contributed toward building a community where basic needs are met.

Total volunteer hours donated were valued at just below $157,550

129 Empower or Weatherization customers preserved safe, affordable housing.
Basic Needs

At 91 years old, Eliza Moore could teach all of us a thing or two! Eliza moved to Penn Yan in 1955 and devoted over 33 years of her life to a career at the local hospital in roles of housekeeping and working in the operating room preparing for surgeries. Eliza raised both her grandson and nephew and is a familiar, friendly face in the local community.

Over the years, Pro Action’s Office for Aging (OFA) Department has worked closely with Eliza to ensure her basic needs were met and that she was connected to any services she needed. Eliza experiences health challenges and has been receiving dialysis treatments for over 5 years. She wears a personal emergency response device provided through Pro Action which gives Eliza quick access to medical help if she were to ever need it.

When the COVID-19 pandemic hit, OFA staff knew that Eliza would be at greater risk for serious health issues if she was to contract the virus. Brenda Gilbert, Eliza’s Case Manager, began regular outreach to Eliza and soon realized that she could benefit from food assistance through the Pro Action Hope Center Keuka Food Pantry. Eliza began receiving food packages delivered to her home to ensure she had enough food and could significantly reduce the need for trips to the grocery store. She welcomed the assistance and explained “if there is something I don’t need in the box, I offer it to a neighbor or a friend.”

Recently, Brenda called to check in with Eliza. In conversation it was discovered that while Eliza’s stove top was working, she had not had a working oven in many years. Not being one to ask for help, Eliza modified her meals to live without an oven, even though she loves to cook and bake. Through Coronavirus Aid, Relief and Economic Security Act (CARES) funding Pro Action received, Brenda was able to offer to provide her with a new stove, at no cost! Living on a fixed income coupled with costs association with dialysis, Eliza was thrilled to learn that the stove would be free to her.

In a recent interview with Eliza, she stated that “she never feels alone” knowing that there is help just a phone call away from Pro Action Office for Aging. The food deliveries, PERS unit, along with the new stove help to ensure her basic needs are met, and she can live a healthy, happy life. When asked what she will bake when her new stove arrives, she said “brownies, because they are my favorite, and even better when topped with ice cream!”

Eliza Moore

You Are Never Alone

Eliza, it is an honor and privilege to serve you!
Social and geographic isolation, compounded by poor access to transportation, limits engagement in available health care and human services. This is true particularly for Pro Action’s Yates OFA customers. Large portions of the service area have no urban population (implying social and geographic isolation). Furthermore, Yates OFA participants link both driving and living alone as factors in their overall ability to live independently and participate in community life, and they rate transportation and food insecurity among their top needs.

Pro Action empowers seniors to thrive after age 55. We’re sensitive to the unique needs of this age group, and have assembled a range of programs to address them. Pro Action’s Thriving Seniors family of programs provide information and services that help people over age 55 live life to the fullest while preserving their safety, health, independence and quality of life. A truly comprehensive resource for residents in this age group, Yates Office for Aging (Yates OFA) provides everything from information and referral to life-saving communications devices to social opportunities to caregiver support and coordination.

### The Local Need

- **33%** of the population in the service area is **over the age of 55**.
- **25%** of residents over age 55 live in **poverty**.
- At least **233** Yates OFA customers are **frail** and **267** are **disabled**.
- **278** customers are **over the age of 85**.

Yates OFA customers rate transportation and access to food among their top needs.

### Our Reach

- **332** seniors enrolled in **Safety & Transportation Services**.
- **194** seniors received **emergency pendants** to quickly call for help, and **8** received **radio tracking devices** so they could be located if lost.
- **130** participants received medical and **77** received non-medical transportation services.

### Our Annual Impact

- At least **614** individuals maintained safe, independent living as a result of Yates OFA services.
- **103** caregivers received stress-reducing services including respite and counseling.
- **310** people completed tax filing through the AARP tax program, and **$52,590** was returned to filers.

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**844**

Yates OFA Customers live alone

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**332** seniors enrolled in **Safety & Transportation Services**.

**194** seniors received **emergency pendants** to quickly call for help, and **8** received **radio tracking devices** so they could be located if lost.

**130** participants received medical and **77** received non-medical transportation services.

**1,688** seniors received information and assistance, including **395** who received unbiased insurance counseling; **22** had their cases accepted for free legal assistance.

**440** seniors participated in evidence-based **wellness programs**.

**52** individuals received in-home services, including case management and personal care.
At 87 years old, Dolores Granito prides herself in keeping busy and staying fit. She is an active bike rider, riding 1-2 miles a day, and participates in the Bone Builders program, offered by Pro Action's Yates Office for Aging. Bone Builders is a volunteer-led senior wellness program which can prevent/remediate Osteoporosis and improve muscle strength, balance, coordination, flexibility, and state of mind. Each class begins and ends with gentle stretching, and in between, using free weights, moves participants through a series of strength and resistance exercises, combined with others for balance and flexibility.

Dolores enjoys splitting her time each year between Penn Yan and Florida which allows her to capitalize on the nice weather year-round. In early 2020, Dolores suffered a fall getting off her bike in Florida which resulted in some very serious injuries. She had a left displaced femoral fracture and needed a rod and pins inserted down her leg and into the ball of her femur. Just 4 days later, Dolores left the hospital with a walker and returned home with a home-care team to begin recovery. Dolores shared with her team that she regularly participates in a Bone Builders class and shared her exercises with the group. Turns out they were very similar to what the physical therapist wanted Dolores to do in order to regain her strength! Just 11 days after the accident, Dolores returned to her Bone Builders class! She now can go up and down the stairs with a cane and can walk normally. She credits Bone Builders for helping her maintain healthy bones which prevented further damage to her hand, wrist, arm, and foot. She also feels that the classes are a huge contributing factor to her ability to recover so quickly and regain a normal routine.

Dolores Granito

Dolores is undoubtedly an excellent success story for the Bone Builders program and she highly encourages others to join the program. She plans to keep participating with the classes, which are now offered via Zoom due to the pandemic. She looks forward to making a full recovery and getting back to spending time fishing on her boat.

Thank you, Dolores, for sharing your inspiring story!
Throughout the pandemic, the SeniorNutrition program continued to deliver daily meals to over 450 frail and homebound seniors throughout Steuben and Yates Counties. Each senior also received 10 or more emergency meals. Throughout the months of March and April, 450 emergency food boxes were provided to seniors, equivalent to 13,500 meals.

Pro Action partnered with the Food Bank of the Southern Tier in Steuben County and Foodlink in Yates County to participate in over 30 touch-free food distributions serving nearly 11,000 households.

Through safe pick-up and delivery, the Hope Center Keuka Food Pantry served 3,472 families. Over 233,000 pounds of food were distributed.

2020 Highlights

Answers the Call for Food

Throughout the pandemic, the SeniorNutrition program continued to deliver daily meals to over 450 frail and homebound seniors throughout Steuben and Yates Counties. Each senior also received 10 or more emergency meals. Throughout the months of March and April, 450 emergency food boxes were provided to seniors, equivalent to 13,500 meals.

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Keeping Children and Families Resilient

178 Families and 375 Children continued to receive services remotely during the height of the pandemic.

Family Support & Coaching
Information & Referral
Parenting Education
Basic Needs Support
Sing-alongs & Story Time
Baby Doll Circle Time
STEAM Activities
eBook Codes in Lieu of Books

Remote and Touch-Free Services

2,258 WIC participants received supplemental food and $16,000 in Farmers Market Coupons were distributed via a drive-thru model.

Caring for Kids

Through the CARES ACT, Child Care Aware® of Steuben and Schuyler managed a scholarship program to help essential workers pay for child care. Through this program, $69,380 was paid to 21 local child care providers on behalf of 55 parents. CCAoSS also procured and distributed over $44,000 in supplies to 63 child care programs.
Staff Service Recognition
Pro Action staff were honored for their years of service. Congratulations and thank you to the following staff for their dedication to Pro Action!

5 Years
Ashley Beach
Amanda Belle-Smith
Becky Bennett-Tears
Bradilynn Borden
Blaine Bulkley
Jenna Clark
Richard Cummings
Mary Foy
Wendy Harrison

Angela Henchen
Jennifer Hochman
Sally Ressue
Dawn Robords-Patrick
Linda Smith
Kerry Stermole
Lisa Zeltwanger

10 Years
Marcia Briggs
Ellen Feidner
Joe Golden
Connie Reed
Carol Robie
Lisa Schuck
Kristin Stone
Heather Trenchard

15 Years
Tawyna Hughes

20 Years
Martha Burdette
Michelle Kizis-Jackson
Loretta Matthews
Wendy Robords
Pam Swarthout

35 Years
Tammy Casinelli

30 Years
Lisa Cogswell
Peggy Miles
**2020 Financial Report**

*Financial report reflects a period of 1/1/2020 to 12/31/20 while program service and outcome figures reflect a period of 10/1/19 through 9/30/20*

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### Revenues

- Federal Funding: 52.6% ($8,983,027)
- County Funding: 22.3% ($3,814,416)
- State Funding: 11% ($1,887,485)
- Individual Donations/Fees: 2% ($345,961)
- Administration: 6.7% ($1,137,757)
- Employment & Training: 7.2% ($1,220,179)
- Senior Programs: 11.4% ($1,934,405)
- Energy Programs: 6.8% ($1,147,558)
- Other (Including In-Kind): 12.1% ($2,069,919)

### Expenses

- Child & Family Programs: 63.3% ($10,699,278)
- Senior Programs: 11.4% ($1,934,405)
- Employment & Training: 7.2% ($1,220,179)
- Energy Programs: 6.8% ($1,147,558)
- Other: 4.6% ($779,034)

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### Economic Impact

- Employees: 417
- Employee Salaries: $8,062,320
- Senior Employment Salaries: $239,442
- Youth Employment Salaries: $129,256
- WIC Coupons Redeemed: $884,106
- Paid to Daycare Providers for Subsidized Care: $2,328,810

Total Economic Impact: $11,643,934

In assets flowing into our community as a result of Pro Action's work
WE will be an example for each other, for our children, our neighbors, and our friends, for our customers and our partners. WE will demonstrate unity, WE can exemplify courage and kindness, WE will promote inclusion and equity, WE will act out of love. WE will stand for what is right and do it TOGETHER.
The Vision of Community Action Partnership

A nation that creates opportunities for all people to thrive, builds strong, resilient communities, and ensures a more equitable society.

The Mission of Community Action Partnership

To ensure the causes and conditions of poverty are effectively addressed and to strengthen, promote, represent, and serve the Community Action Network.

The Values of Community Action Partnership

We believe all people should be treated with dignity and respect and recognize that structural race, gender, and other inequities remain barriers that must be addressed.

We believe that this nation has the capacity and moral obligation to ensure that no one is forced to endure the hardships of poverty.

We believe that with hope, adequate resources, and opportunities, everyone can reach their fullest potential, and we are committed to achieving that vision.

We pledge ourselves to creating an environment that pursues innovation and excellence through multi-sector partnership and collaboration.