



ProAction

of Steuben and Yates, Inc.

www.proactioninc.org

*"You are free
when you realize you
belong no place- you
belong every place-
no place at all.
The price is high.
The reward is great. "
~Maya Angelou*



PRO ACTION OF STEUBEN & YATES 2021 Impact Report

Helping People. Changing Lives.



#StrongerTogether

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 President
(through 4/19/22)

Michael Gabrielli, Board President
(effective 4/19/22)

Kathryn Muller, Board Vice-President

Debra Hafleigh, Board Treasurer
(through 4/19/22)

Linda Jolly, Board Treasurer
(effective 4/19/22)

Judy Duquette, Board Secretary

Joseph Bailey**

Renee Bloom

Edward Bronson

Bonnie DeKay

Casandra Foley

Michael Gabrielli

Carolyn Johnson

Hilda Lando

Robin Lattimer**

Amy Miller

Eric Rose

Carey Spara

**Outgoing positions



United Way
of the Southern Tier

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.

Message from the CEO

Dear Friends,

Reflecting on 2021, I want to once again take a moment to remember the many lives lost due to the global pandemic. Last year proved to be a time of great struggle but also proved to be a time in which our resilience at all levels was prominent.

We faced many continued challenges in 2021, but as I read the stories in our Impact Report, I am reminded that we are never alone, and we can persevere. The isolation we all experienced throughout the pandemic was not only real but extremely difficult to navigate. Our worlds as we once knew them changed overnight. In response, I witnessed friends, neighbors, and families stepping up to help each other, to support each other. To let each other know WE ARE NOT ALONE.

As an agency, we are enormously proud of how our staff worked tirelessly to continue to support the community through what has proven to be some of our most challenging times. Staff demonstrated our agency's values of Hope and Resilience every day as they served their communities. In my role as CEO, I am lucky to witness examples of this when....

- We deliver a meal to a vulnerable senior so grateful for the meal, but even more grateful for the smiling face of our staff.
- A child feels safe and loved by our extremely compassionate and loving Resilient and Children Families staff.
- When a person who has struggled to find employment, is able to obtain a job that will truly allow them to support their family.
- When I read thank-you notes expressing gratitude for the comfort that warmth brings when our staff fixes their heating systems.
- The immediate response of communities coming together to help victims of the devastating flooding this past summer.

This Annual Impact Report provides both the quantitative and qualitative information that demonstrates our agency's impact on keeping our communities strong. Take some time and read this report, including the stories of Arianna, Michele, Corrina, Tom, Joseph, Jose, and David and Rebecca. You will be reminded that we are never truly alone, and that help is just around the corner at your local Community Action Agency.

I remain proud to lead such an effective, innovative, empathetic agency. I once again want to thank our amazing staff, Board, and community partners for their ongoing commitment to building a resilient community where everyone feels a sense of belonging and knows they are never alone because we always have each other!

With Gratitude,

Laura



Laura Rossman
Chief Executive Officer

"As an agency, we are enormously proud of how our staff worked tirelessly to continue to support the community through what has proven to be some of our most challenging times. Staff demonstrated our agency's values of Hope and Resilience every day as they served their communities."

#StrongerTogether



Mission

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

**Innovation, Excellence,
& Accountability**

Hope & Resilience

**Diversity, Equity,
Inclusivity, & Belonging**



*Our
Values*

Hope & Resilience

We believe that with hope, supportive relationships, adequate resources and opportunities, everyone can build resilience, overcome adversity, and prosper.

Innovation, Excellence, & Accountability

We pledge ourselves to create an environment that pursues innovation, excellence, and accountability.

Diversity, Equity, Inclusivity, & Belonging

We believe the diversity of experiences, ideas, individuals, and organizations in our community makes us stronger. We recognize that structural race, gender, sexual orientation, socioeconomic status, and other inequities remain barriers that must be addressed. To create more just and engaged communities, we must embrace and celebrate diversity, practice inclusion, and exercise our role as a champion of equity.

Pro Action creates solutions that improve people's lives, homes, and communities throughout Steuben & Yates Counties in New York State.

More than
15,800

people live in poverty. Children are disproportionately impacted



THE LOCAL NEED

39%



of families with female heads of household and children present live in poverty

***local needs data taken from Pro Action 2019 CNA Report*



- 10% cannot locate affordable housing
- 23% can't get a lease due to bad credit
- 16% can't afford repairs

11.9%

of youth age 16-19 are not in school and not working

More than 1 in 5

report three or more Adverse Childhood Experiences (ACES)



Average Weekly Wages



Yates
Steuben
New York

\$797
\$1,376
\$1,688



1 in 7

individuals go hungry at some point during the year

1,637

child care slot shortage for infants and toddlers



4,408

child care slot shortage for school-age children

PRO ACTION'S REACH*

**Service numbers reflect the period October 1, 2020 through September 30, 2021*

12,924

individuals served by our programs in 2021



Programs

77

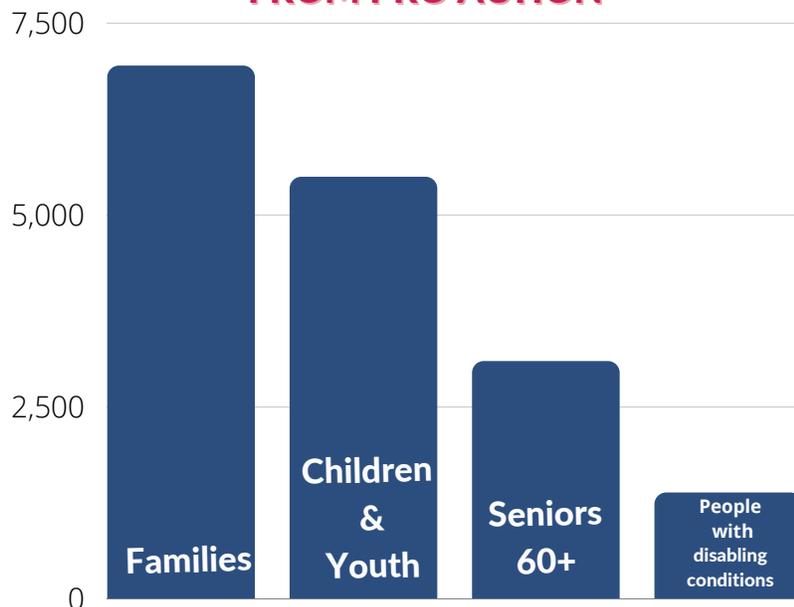
Sites

26

Partners

231

INDIVIDUALS WHO BENEFITED FROM PRO ACTION



PROSPEROUS Futures



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.

11.9% of youth age 16-19 are **not in school** and **not working**.

15,808 individuals (**13.3%** of the population) in the service area live in poverty. More than **1 in 4 children** under the age of 6 in Steuben and Yates Counties **live in poverty**.

Our Reach

328 TANF applicants received **case management**; and gained **skills for employment**.

481 participants in the **Youth Empowerment Program** completed **training**, **164** accessed financial literacy **education**, 106 searched for a **job**.

81 Summer Youth program participants completed **pre-employment skills** training.

31 people age 55+ enrolled in the **Senior Community Service & Employment Program** and entered **subsidized employment**.

3 individuals received assistance through **Wheels for Work**.

21 adults were matched with an **Adult Literacy tutor**.

Our Annual Impact

197 program participants **obtained employment**, including:

- **70** TANF Case Management Participants
- **39** Youth Empowerment Program Participants
- **11** Senior Community Service and Employment Program participants
- **2** Wheels for Work participants
- **75** Summer Youth Employment Program participants

9 Adult Literacy tutors provided **1,398** hours of tutoring.



A Motivated for Success

Arianna's participation in the Summer Youth Employment Program (SYE) began in the summer of 2020 when she was 14. She was highly motivated to make money to take some pressure off her single-parent household. Due to her age and limited worksites during the pandemic, she was placed in the newly created remote learning group. The remote learning group was designed as an in-depth pre-employment and financial literacy skills program for youth ages 14 and 15 who are often difficult to place in work experiences due to the limited duties allowable under the law, in the workplace. As a result of her training, she opened a bank account, participated in direct deposit, set S.M.A.R.T. financial and soft skills goals, completed a resume, and job application, and learned how to interview.

During her second year with the SYE program in 2021, Arianna was placed at Spotlight of Hornell, a local movie theater, where she was responsible for taking tickets, working concessions, and general cleaning. She was well prepared for her first job placement after gaining the necessary skills in the remote learning group. At the conclusion of her placement, she was hired directly by Spotlight of Hornell where she continues to work part-time while attending high school. Arianna shared, "I caught on really quickly. My job is open to the public, so I meet and see all kinds of people. Definitely having people skills and working hard is a must."

"After school, I want to go to college to study criminal justice. During SYE, I felt like I was experiencing real-life events like an adult would, the interview to get accepted, I had to prepare and dress nicely. While working in the SYE program, I learned that I had to be open, and I was going to talk to many people. The orientation was one of my favorites, although it was long lol, it was a cool thing to go through; seeing how I was one of the few picked."



Arianna Simpson

Your future is bright, Arianna!

A Second Chance Story



Michele Wightman

Michele Wightman enrolled in Pro Action's Senior Community Service Employment (SCSEP) program in 2019. SCSEP gives seniors 55 and older a chance to learn job skills as they work in local assignments with participating host agencies. Since then, she's had three assignments, each giving her many opportunities to learn new things and meet new people. Before enrolling in the program, Michele had to apply for public assistance, was struggling with depression, had low self-esteem, and was struggling so much financially her family had to help. Michele says, "I just didn't like myself very much." Michele's last assignment was with Turning Point/Catholic Charities. In 2021, Michele was hired as the Food Pantry Assistant. The position requires scheduling clients for pantry visits, assuring the shelves are stocked, taking clients through the pantry, tracking visits, referring clients to other programs, and filling in at the front desk when needed. Michele states "Now that I am working again, I feel like a new person! I feel like I have a purpose in life again and am so much happier. And I can pay my own bills! I am very grateful for this program."

You are an inspiration to all of us, Michele!

RESILIENT Children & Families



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 in our service have pushed through the most difficult two years in recent history, demonstrating their resourcefulness and their resilience. We know that we are just beginning to notice the toll that the pandemic has taken on all of us. Pro Action's Resilient Children & Families teams are committed to provide responsive service with input and leadership from participants. We are committed to delivering HELP that HELPS.

The Local Need

18% of Yates and **20%** of Steuben families with children live in poverty. **39%** of single mothers of children under age **18** live in poverty.



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 1,637** slots of quality, regulated child care for infants and toddlers and **4,408** slots for school-age children.

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

Our Reach

672 individuals from **296** households participated in **Home and Community Based Two-Generation Services** to enhance family well-being and child development.

443 infants, toddlers, and preschoolers participated in **Birth To Five** Head Start programs to develop **school readiness skills**.

1,028 children participated in community-based activities to develop school readiness skills and **7,571 free books** were distributed.



12 new **child care providers** became registered, **247 providers** attended training and **410 parents** received referrals for child care programs.



Our Annual Impact

337 families increased access to childcare through **child care fee assistance**, and child care quality **improved** when **246** trained **providers** gained knowledge and changed practices after receiving training.

474 Birth To Five Head Start and Kids On Track (KOT) participants demonstrated on-track development and **school readiness skills**.

Kids on Track Steuben is a cross-sector partnership. **103 children** enrolled in KOT coordinated services.

219 individuals **improved skills** related to the adult role of **parents/caregivers** and **180** demonstrated **increased sensitivity and responsiveness** in their interactions with their children.

41 parents participated in **leadership development** activities through our **Family Resource Centers**.

You Don't Have to Do it Alone

Corrina Pollack has learned that you don't have to parent alone. As a mom of 4, she always knew that she wanted to give her kids the best chance at success. Her first two children were premature and experienced challenges common to preemies. As Corinna welcomed her third and fourth children, she knew early childhood education would be important for them to have success in school. Her first step was to enroll her preschool son in Pro Action's Head Start program, which also provided a program home visitor. It was through her home visitor Corinna learned that her one-year-old daughter was eligible for Early Head Start, which would give her more time to be ready for kindergarten. Corrina saw the benefits of both classroom and home-based options and soon built a strong relationship with her home visitor, Amanda.

Corrina shared that what her family experienced was far more than just services to support her children's school readiness. In addition to the school readiness supports, their family benefited from parent education and establishing family goals to help them get ahead financially. Amanda always listened with an open heart, was non-judgmental, and supported Corinna's family by connecting them to the utility relief program, HEAP, SNAP, and holiday programs during financial hardships. Together with her home visitor, Corrina established goals and successfully accomplished those goals to achieve financial stability. Corrina stated that even though these services were not directly provided through Pro Action, it was her home visitors' knowledge of community connections that helped guide her to securing these services which resulted in positive outcomes. After being released from the financial hardships, Corrina was able to focus on her career and secure employment.

Fast forward - at the age of three, her daughter recognizes her letters, colors, and numbers, and Corrina has learned many effective strategies to guide her children's ability to self-regulate. In doing so, she understands that her intentional efforts are laying the foundation for their social and emotional development and future successes. Along with her daughter's successes, Corrina's son is also thriving. A vision screening provided by the program detected early on that her son needed glasses. Corrina recognizes that without this program her son's correctives lens would have been delayed until he entered kindergarten.



**Corrina Pollack
& Family**

Corrina stated that during times of struggle she sometimes felt so alone and filled with worry for her family. The Head Start Birth to Five program created an experience for Corrina that empowered her to achieve her goals and become the parent she wanted for her children. The connections established made Corrina feel less alone in her journey. She found the courage to join the Head Start Policy Council and become a voice for other parents. As a Policy Council Member, Corrina has embraced being a parent leader to ensure that others learn about the positive impact these programs can have on the entire family. Corrina will take the lessons learned into her future and believes that there isn't anything she cannot accomplish!

BASIC NEEDS Support



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

Over **14,000** people in the service area are **food insecure**:



18.5% of children in Steuben, **15.8%** of children in Yates **are food insecure**.

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

Of households receiving **SNAP**, **39.5%** 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

2,817 WIC participants received **supplemental food** (**2,156** infants/children).

1,273 seniors received a meal or farmers' market coupons. **91,509 meals** were prepared and distributed.

665 seniors received nutrition education and or/counseling to **improve health** outcomes.



445 households in Yates County received **food assistance** and more than 4,300 **food boxes** were distributed.

102 customers received **Empower** or **Weatherization** services.

205 families received **assistance with HEAP** applications; **292** received **heating or cooling services** through HEAP.

Our Annual Impact

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

9,817 volunteer hours were contributed toward building a community where basic needs are met.

Total **volunteer hours** donated were **valued** at just below

\$122,712

102 Empower or **Weatherization** customers preserved safe, affordable housing.



Staying Healthy At Home



Tom Mason

Tom, it is an honor and privilege to serve you!

Tom Mason is no stranger to helping others. He has volunteered most of his life for local agencies, making sure his friends and neighbors had their basic needs met. At 73 and disabled, he instead found himself in need of assistance. Tom enrolled in Pro Action's Home Delivered Senior Nutrition Program in 2021. With a diagnosis of Parkinson's disease and early dementia, he sometimes forgot to make meals for himself. This meant that meeting his nutritional needs must become a priority.

Tom, like many seniors, did not want to leave his home and was still able to be independent. Through home-delivered meals, Tom gets a meal delivered to his home every day along with extra meals for the weekend. Tom no longer needs to worry about cooking for one person and enjoys a variety of healthy meals.

For Tom, the daily visits are more than just a meal. It's an opportunity to see someone every day, reduces his isolation, and Tom's family knows that he is checked on daily. Tom says *"My driver is always smiling. It's good to talk to him, even if it's just for a few minutes each day. Those visits make a big difference in my life!"*

Tom isn't used to being the one asking for help but appreciates what the Senior Nutrition Program has done for him in his time of need. Tom remains healthy, in his home, and says, *"I have volunteered my whole life, and it feels good to get something back. This program is the best thing that has happened to me in a long time."*

THRIVING Seniors



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 60. 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 60 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

27% of the population in Steuben and **29%** of the population in Yates is **over the age of 60**.

20% of residents in the service area over age 55 live in **poverty**.

At least **179** Yates OFA customers are **frail** and **209** are **disabled**.

233 customers are **over the age of 85**.

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



Our Reach

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

151 seniors received **emergency pendants** to quickly call for help, and **7** received **radio tracking devices** so they could be located if lost.

98 participants received **medical** and **17** received **non-medical transportation** services.



1,005 seniors received **information and assistance**, including **271** who received **unbiased insurance counseling**; **22** had their cases accepted for **free legal assistance**.

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

37 individuals received **in-home services, including case management and personal care**.

Our Annual Impact



At least 520 individuals **maintained safe, independent living** as a result of Yates OFA services.

33 caregivers received **stress-reducing** services including respite and counseling.

655 seniors received nutrition education or counseling to improve health outcomes and quality of life.

51 seniors received **telephone reassurance** to increase social inclusion.



On The Move

Joe Nittler was diagnosed with low vision and declared legally blind, but he wasn't ready to lose his independence. Before the diagnosis, he could drive when he wanted, where he wanted. Thanks to Pro Action's Yates Office for Aging Transportation Services, Joe can still be on the move! Since 2016, Joe has been utilizing the transportation program to take him to medical appointments and grocery shopping. He can schedule rides when he needs them, which means he doesn't have to rely on others. This freedom and independence mean a lot to Joe, and so does the fact that being on a fixed income, he does not have to pay for transportation. Joe enjoys chatting with the drivers during his rides and said *"I don't know what I would do without the transportation program as there is no longer a local taxi service where I live."* Joe also receives the Yates Office for Aging large print newsletter to help keep him updated on all of the information and services being offered. Caring for his health allows Joe to stay healthy, enjoy his freedom, and live independently in his home.



Joseph Nittler

A Lifetime of Love

David and Rebecca ages 80 and 72 have shared over 30 years of their lives together. Rebecca suffers from advanced dementia, and as her only caregiver, David often found himself burnt out and exhausted as Rebecca is not able to do many tasks on her own. Through Pro Action's Office for Aging Case Management, David and Rebecca receive help that provides both respite and relief. OFA provides 3 hours of aide service twice a week to help with household tasks and bathing. Pro Action's Home Delivered Meals and Hope Center Food Pantry provide daily meals and a monthly food box. Having meals delivered makes mealtimes easier and Rebecca eats better. Increasing prices on gas and groceries have caused financial stress, which prompted referrals to the Home Energy Assistance Program, and Supplemental Nutrition Assistance Program. This assistance allows them to keep up with monthly bills. OFA is also referring David for legal services to have his Will, Power of Attorney, Living Will, and Health Care Proxy documents prepared at no charge to him. David is thankful for the help that allows him to keep Rebecca at home, and to continue to share their love, and life together.



David Raczynski and Rebecca Carlson

Agency Values Reveal

June was an exciting month at Pro Action after months of hard work evaluating and establishing new agency values was completed. On June 24th, we celebrated the reveal of our values at a special event featuring thoughts from Pro Action's CEO Laura Rossman, along with remarks from Assemblyman Phil Palmesano. Special guest Mia Enders performed "Rise Up" for the audience of Pro Action staff and members of the Board of Directors. Pro Action Culture Committee Members proudly shared how we will operationalize these values in the work we do. The ceremony was followed by a luncheon featuring activities that highlighted the new values. We are proud of our agency values and to be champions of equity in our communities!



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Inclusivity
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Jose Lopez

Fatherhood Connection 3-County Pilot Participant

Fatherhood Pilot Program

Pro Action participated in a three-county Fatherhood Connection Pilot Program, designed to help increase men's self-sufficiency, and self-awareness, and to provide skills to fathers and father figures in the areas of parenting, communication, discipline, anger management, domestic violence, problem-solving, and establishing/maintaining healthy relationships. **51 men participated** in the 13-week cohorts, and **39 graduated** from the program. Jose Lopez, program participant states the program *"gave me hope"* and helped Jose in his ultimate goal of regaining custody of his son.

Additional participant feedback:

"I've struggled to get my 8-year-old son to be motivated. I reluctantly tried an approach of conversation and empowering him instead of dictating and I was blown away by the results. He's actually engaging, and we are enjoying a fresh relationship with one another. My desire is to not raise him with an authoritarian heavy hand but rather maintain a healthy tension between rules and our relationship. The group content and discussion have completely changed my way of parenting." – Justin

Youth Development Program

As the pandemic forced children into remote learning environments, working parents found limited options for supervision and educational support during out-of-school time. As a leader in responding to community needs, Pro Action opened the Youth Development Program in the fall of 2020. Since then, the program has provided supervision, internet, recreation, nutrition, and social-emotional activities to **48 children** ages 8-18 in the Bath Central School District. Currently located in the Bethel Assembly of God, the success of the program prompted a partnership for a new location with expanded services at the St. Thomas Episcopal Church in Bath. The renovated space is planned to open in time for the 2022-2023 school year and will promote positive holistic youth development. Together with community partners, this program will continue to enrich the youth experience and engage families in multi-generational services to support family strength and stability.





Emergency Flood Response

August 18, 2021, brought historic flooding to residents of the Southern Tier. Over **300** households reported damage to their homes as a result of fast-moving floodwaters. With most families without flood insurance, and FEMA help not available, families were left with nowhere to turn. Pro Action quickly went to work with the Steuben County Community Organizations Active in Disaster (COAD) group. Pro Action provided case management and funding distribution in partnership with United Way of the Southern Tier, Arbor Development, Catholic Charities of Steuben & Livingston, 2-1-1, and Corning Incorporated's Community Engagement team. Pooling resources and capacity, more than **\$600,000 of assistance was provided to 102 families**. Flood relief included furnaces and hot water heaters, appliances, flooring, furniture, rental assistance for displaced homeowners, and more. *Gail Sprague, a flood victim and recipient of disaster relief funds said "I can't thank you enough for all of the personal and financial support you gave in putting my home back together."*

"I really appreciate all of the help I received from Pro Action to repair the damages that were done to my mobile home from the flood. I would not have been able to have it repaired without your help!" ~Bonnie Willey, Flood Survivor



"I want to thank everyone at Pro Action for all of their efforts to help all of the people that were in a struggle from the flood of August 2021. You all made so many families be able to survive. " ~Antonio Robles, Flood Survivor

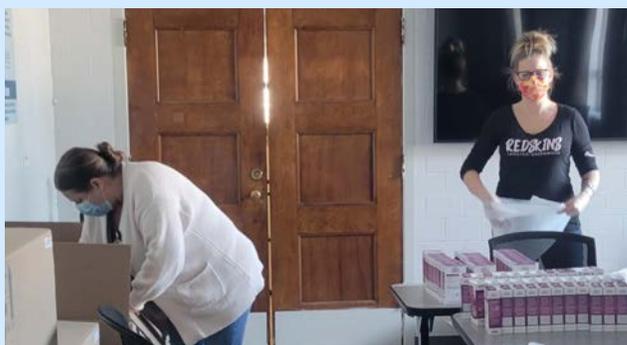


Answering the Call for Food

445 households in Yates county received **food assistance** and more than **4,300 food boxes** were distributed through mobile food pantries throughout the year.



3,620 WIC participants received **supplemental food** and **\$72,400 in Farmers Market Coupons** were distributed via a drive-thru model.



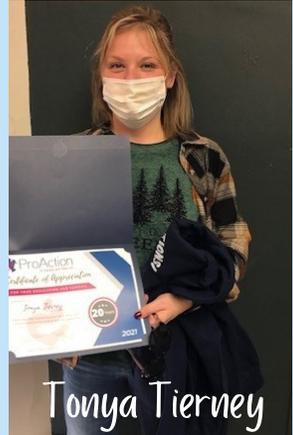
COVID Kits to Child Care Providers

Pro Action **Child Care Council** partnered with Early Care and Learning Council and Office of Children and Family Services to distribute over **3,600 COVID test kits** to **124** regulated child care programs between Steuben and Schuyler counties. An additional **360 COVID test kits** were received from Senator O'Mara's office to distribute to **informal providers** in Steuben and Schuyler counties.

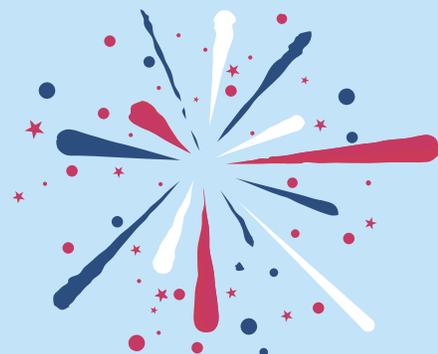
2021 Highlights

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!

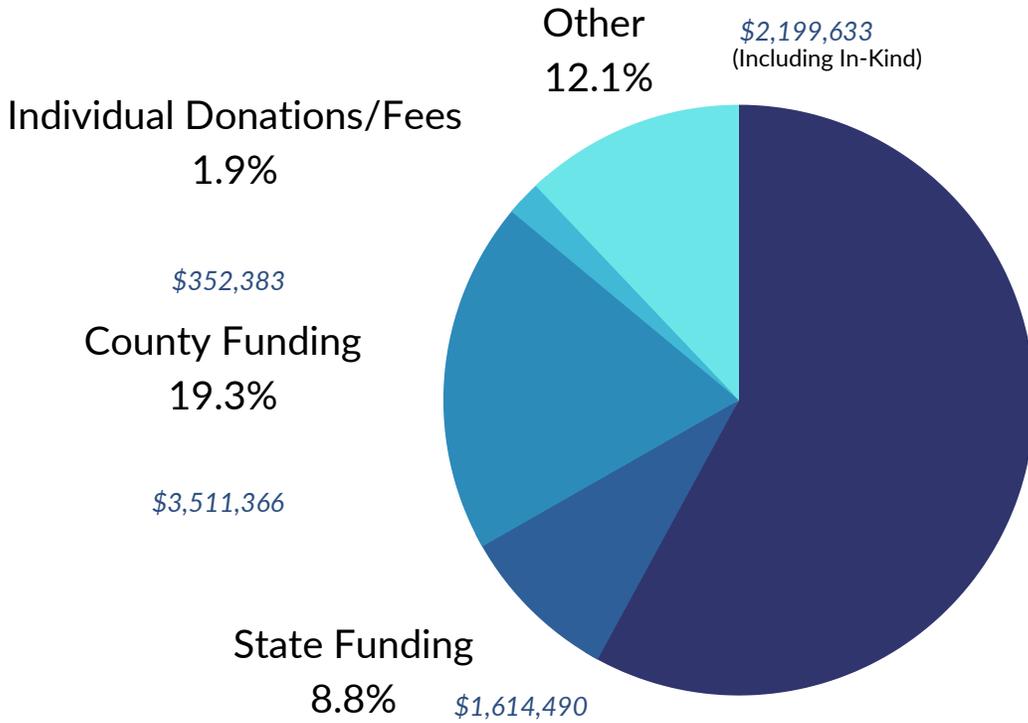


230 Years of
Combined
Experience!

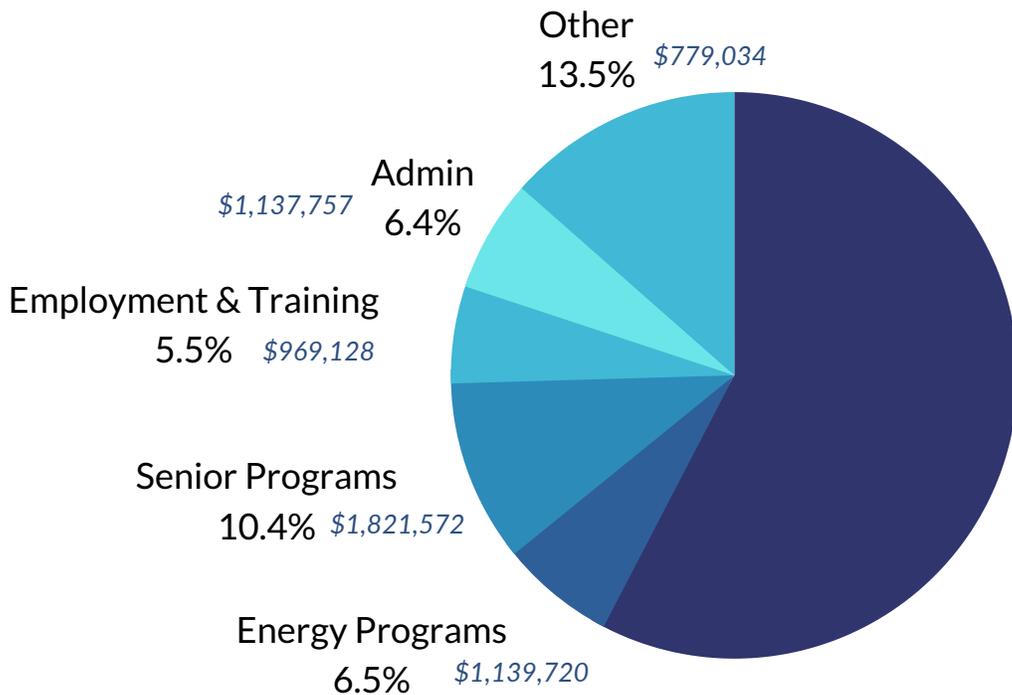


2021 Financial Report*

*Financial report reflects a period of 1/1/2021 to 12/31/21 while program service and outcome figures reflect a period of 10/1/20 through 9/30/21



Revenues



Expenses

Economic Impact

Employees.....	454
Employee Salaries.....	\$7,939,787
Senior Employment Salaries.....	\$220,360
Youth Employment Salaries.....	\$153,828
WIC Coupons Redeemed.....	\$967,288
Paid to Daycare Providers for Subsidized Care.....	\$2,167,208



\$11,448,471
In assets flowing into our
community as a result of
Pro Action's work



CHAMPIONS OF EQUITY



ProAction

of Steuben and Yates, Inc.

#StrongerTogether



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.