



ProAction
of Steuben and Yates, Inc.

*Helping People.
Changing Lives.*



"We can change the world and make it a better place. It is in our hands to make a difference." ~Nelson Mandela

PRO ACTION OF STEUBEN & YATES

2023 Impact Report

www.proactioninc.org

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.

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 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 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.



Special thanks to the Pro Action Board of Directors:

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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



Laura Rossman
Chief Executive Officer

***“Do not judge me by my success, judge me by how many times I fell down and got back up again.
~Nelson Mandela ”***

Dear Friends,

Our Annual Impact Report always amazes me, and I hope you feel the same. The report is filled with inspiring stories of resilience that are heartwarming. Resilience is one of Pro Action’s core values and the foundation of our mission statement: *“Pro Action works to build a community of resilient individuals and families who can meet their basic needs, overcome adversity, and prosper.”*

Resilience is defined as “the capacity to withstand or to recover quickly from difficulties; toughness.” When I think about resilience and how I see it being demonstrated, it’s all around me. The stories in our annual report are wonderful examples and behind each one, there are many more. Experts say we are not born resilient but build it as we develop and grow. For so many we serve, their ability to be resilient has been tested, challenged, and sometimes nearly extinguished. We take great pride in helping people learn to overcome, persevere, and become more resilient. Here are some ways we do it!

- **Head Start** and **UPK** classrooms teach children academics, how to manage their emotions, make friends, and work together, creating positive childhood development.
- **Child Care Council** providers earn a living to support their own families while providing quality care to help infants and children develop and thrive. Daycare subsidies allow parents breathing room in their overly-burdened budgets.
- **Resilient Children and Families** staff work with families to navigate parenting and overcome challenges and recover from setbacks.
- **Energy** programs increase family stability by weatherizing homes – reducing utility bills and giving a warm, comfortable place to come home to.
- Older adults stay healthier and more resilient with well-balanced meals and daily check-ins through **Meals on Wheels**.
- **Office for Aging** offers many services to older adults to help them remain happy, healthy, and independent in their own homes.
- Our **Hope Center Food Pantry** and **WIC** programs allow children and families to worry less about hunger, and more about advancing their lives and achieving their goals.

Building resilience is not limited to what we accomplish with those we serve. Our agency is also extremely focused on the well-being of our staff. We know our Pro Action family is not immune to hardships and heartbreak. Our work with the University at Buffalo’s Institute on Trauma and Trauma-Informed Care has allowed us to map out and pursue our journey to become a trauma-informed organization. We have learned a lot about how trauma can impact our ability to be resilient. It has proven to be invaluable in reducing incidents of re-traumatization and understanding the connection between resilience and trauma. This work is ongoing, and we will continue to learn and use this knowledge to build resilience and success within our customers, and each other.

Nelson Mandela said, “Do not judge me by my success, judge me by how many times I fell down and got back up again.”

At Pro Action, it’s not about how many times we fall, it’s about how many times we extend a hand to lift our customers, co-workers, and community back up. Sometimes the journey is harder than we ever expected, but we never give up, because we know that we are always, *#StrongerTogether*.

Thank you for allowing us to be part of these amazing communities. I am grateful to our Board of Directors, staff, partners, and supporters for the hard work that everyone invests in making Pro Action the incredible organization that it is, and which I am so very proud to represent.

With Gratitude,

Laura



Faces of Resilience



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
14,920

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 2022 CNA Report*



- 53% of survey respondents need lower utility bills
- 32% need assistance with rent and repairs



31% experienced bias or discrimination

Over
50%

of residents report they have personally dealt with mental health or substance abuse issues

More than 1 in 5

report three or more Adverse Childhood Experiences (ACES)



Average Weekly Wages



Yates
Steuben
New York

\$879
\$1,324
\$1,608



Self-Reported Food Insecurity

22% in Steuben
13.5% in Yates

1,661

child care seats shortage for infants and toddlers



3,836

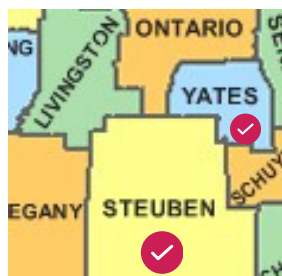
child care seats shortage for school-age children

PRO ACTION'S REACH*

**Service numbers reflect the period October 1, 2022 through September 30, 2023*

11,091

individuals served by our programs in 2023



Programs

Sites

Partners

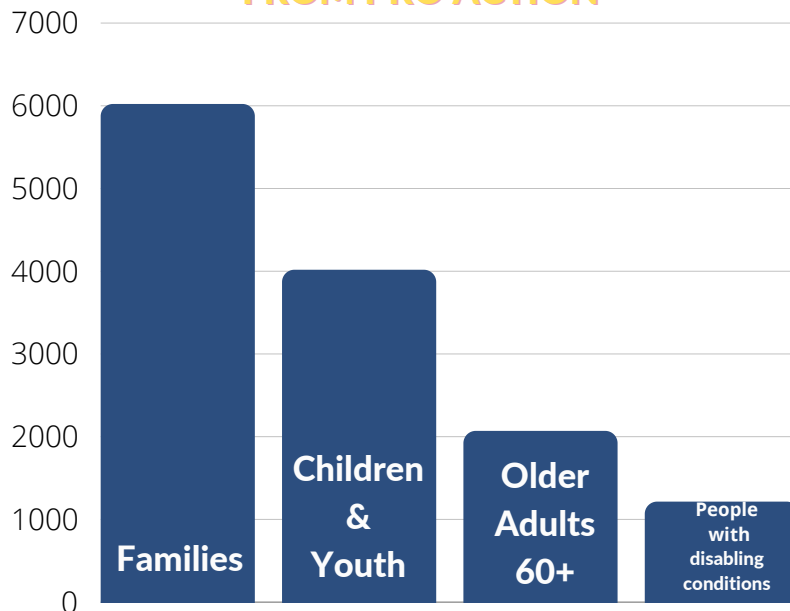
69

29
60

Permanent
Additional Locations

225

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) lack of an available, engaged, and qualified workforce with skills to match available jobs; (2) alcohol/opiate/heroin/painkiller or other drug abuse/addiction (3) limited access to transportation to get to work, and (4) availability of adequate, safe and affordable child care. Pro Action customers earn low incomes despite working. Of 3,178 individuals over the age of 18 receiving Pro Action services, 42% are working. Despite this, 70% of households served by Pro Action programs have incomes below 200% of the Federal Poverty Level. Among families participating in Head Start, 59% have one or both parents working, and 41% have neither parent working. 76% of enrolled families are living in poverty or receiving public assistance.

At Pro Action, we believe 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 the national rate. **42%** of survey respondents stated the need for **more higher-paying jobs**, and more **full-time jobs**.

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

Transportation is identified as a top barrier, with **nearly 20%** of respondents needing access to a reliable vehicle.

14,923 individuals (**12.5%** of the population) in the service area live in poverty. Nearly **1 in 3 children** under the age of 18 in Steuben and Yates Counties **live in poverty**.

Our Reach

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

666 participants in the **Youth Empowerment Program** completed **training**; **283** accessed financial literacy **education**; **149** searched for a **job**.

94 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**.

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

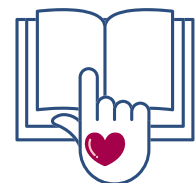
18 adults were matched with an **Adult Literacy tutor**.

Our Annual Impact

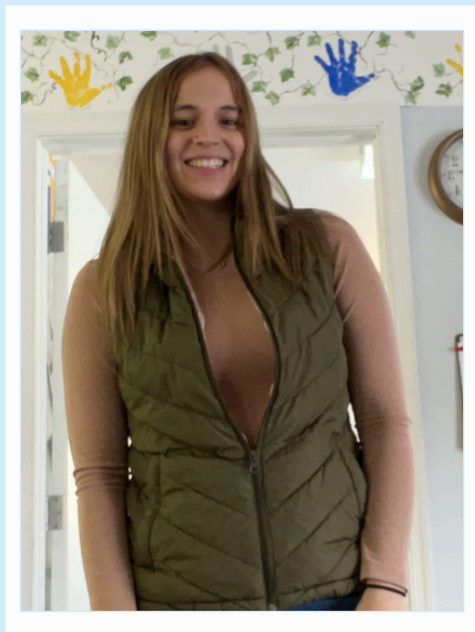
216 program participants **obtained or retained employment, including:**

- **41** TANF Case Management Participants
- **56** Youth Empowerment Program Participants
- **6** Senior Community Service and Employment Program participants
- **19** Wheels for Work participants
- **94** Summer Youth Employment Program participants

4 Adult Literacy tutors provided **1,545** hours of 1:1 or small-group **tutoring**.



A Future Educator



Carley Wilson

At just 15, Carley Wilson gained her first work experience at the Friends of the Addison Youth Center through Pro Action's Summer Youth Employment Program (SYEP). It was so successful she was invited back three summers in a row! Carley wants to be a teacher someday, and her work experience at the youth center has given her lots of experience to apply in her future career. Carley credits SYEP for teaching her how to be professional in a work setting, and for giving her the opportunity to secure employment at the youth center during the school year, too. Your future looks bright, Carley! We are proud of you.

A New Beginning

Danielle Wright is proof that with the right assistance, BIG changes can happen in a small amount of time.

In August of 2023, Danielle was released from incarceration and was homeless, jobless, had little self-confidence, and had run out of hope.

Danielle became connected with Samantha, a case manager in Pro Action's Employment and Training Department. Sam helped Danielle prepare a resume, job search, and obtain the proper New York State identification that was required for her to secure employment.

In just two months, Danielle was able to find employment with Byrne Dairy. She is now living with her mother and sister and plans to move up the management chain with Byrne Dairy. She is no longer dependent on Temporary Assistance.

Danielle shared *"I couldn't have done it without the support of Sam. The services made a significant impact on my confidence and skills. Sam kept me going when I didn't have any hope."*

At Pro Action, we take great pride in helping people and changing lives. Stories like Danielle's are why we do what we do!

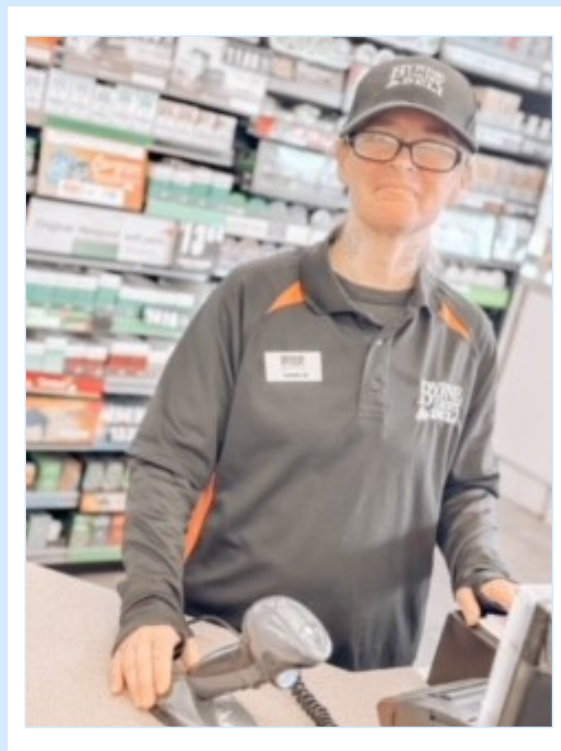


These programs are all made possible through a partnership with Steuben County Department of Social Services.

Working Wheels



Miki Crossen is a single mom who sought assistance from Pro Action's Wheels to Work program to help her get back on her feet after leaving a strained living situation. She received a no-interest loan for a reliable car and an insurance grant to get her started. As a result, Miki could take on additional hours at her work by not having to rely on her family at odd hours to drive her to work and back. She is thankful for the independence the program provided to her family. We wish you all the best, Miki!



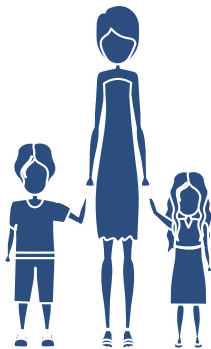
Danielle Wright

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 areas have pushed through the most difficult 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 providing responsive service with input and leadership from participants. We are committed to delivering HELP that HELPS.

The Local Need

Of the families with female heads of household and children present **30.2%** in **Steuben**, and **47.1%** in **Yates** live in poverty.



Less than HALF of 3rd graders in the service area are proficient on state ELA exams.

There is a **shortage of 1,661** seats of quality, regulated child care for infants and toddlers and **3,836** seats for school-age children.

The rate of **children or youth** in indicated reports of **child abuse** in the service area are **higher than the state rate**.

Our Reach

624 parents/caregivers received **Two-Generation Services** to enhance family well-being and child development.

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

965 children participated in community-based literacy activities to develop school readiness skills, and **7,120** free books were distributed.



18 new **child care providers** became **registered** and opened a child care business. **234** providers attended training and **391** parents received referrals for child care programs.



Our Annual Impact

434 families increased access to child care through **child care fee assistance**, and child care quality **improved** when **233** trained **providers** gained knowledge and changed practices after receiving training.

419 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. **106** children enrolled in KOT coordinated services.

570 individuals **improved skills** related to the adult role of **parents/caregivers** by participating in one or more workshops or programs **supporting effective parenting**.

Home-Based Services + Family Resource Center = Success!

In 2023, Savenna Carey began bringing her 16-month-old daughter Naveah to the Jennie Mose Family Resource Center (FRC) in Addison to give her opportunities for play and learning. What she didn't realize was that getting connected with resources through the FRC would ultimately change her life.

Heather, the FRC Coordinator, began building a relationship with Savenna and soon found out that she had little support or community connections, limited resources, no internet at her home, and Naveah had not received any routine vaccinations that would allow her to eventually enroll in school. Savenna also shared with Heather that she had a goal to obtain her GED but was unsure where to start.

Heather encouraged Savenna to enroll in Pro Action's Home Visiting services. This idea was new to Savenna, so Deanna, the Home Visiting Program staff, slowly began to build trust and a relationship with her and Naveah. Heather and Deanna worked together to address the support the family needed and make referrals to resources.

Savenna was able to secure internet through the Affordable Connectivity Program. Staff assisted her with setting up doctors' appointments for vaccines and helped with managing those appointments. Naveah is now on track to enroll in Pre-Kindergarten. Savenna currently meets with a supported education specialist at the Family Resource Center, who is helping her to prepare to transition to a classroom setting to earn her GED. Savannah is expecting another baby this year and is now enrolled in Pro Action's Prenatal Early Head Start, and Early Head Start Home-Based services. She participates in weekly home visits and continues to build self-esteem, new skills, and a healthy family.

At Pro Action, we know that all it takes is one caring individual to change a life. In this case, Savannah had two, Heather and Deanna. Stories like these remind us why Hope and Resilience are two of Pro Action's core values. Savannah feels hopeful for the future and knows that we will be with her, every step of the way.



Story time at the center



Savenna and Naveah working on a craft together at the FRC



Savenna working on skills to enter GED classes.

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 42% of individuals over age 18 served by Pro Action work, 70% 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. With respect to housing, 32% of survey respondents told Pro Action that they needed help with repairs and improvements, and 53% said they needed lower utility costs. Both food insecurity and inefficient home energy systems are linked with poor health outcomes.

The Local Need

Nearly **13,000** people in the service area are **food insecure**. **20%** of children in Steuben, **18%** of children in Yates are **food insecure**.



32% of Yates and **26%** of Steuben households are **Asset Limited, Income Constrained, Employed (ALICE)**

Of households receiving SNAP, **32%** have children.

Nearly **70%** of housing in our service area was built before 1980. Inefficient energy systems are linked with **poor health outcomes**.

Steuben and Yates counties both rank **below** the state average for **quality of health**.

Our Reach

2,260 WIC participants received **supplemental food** (**1,715** infants/children).

1,305 older adults received a meal or farmers market coupons. **97,977 meals** were prepared and distributed.

679 older adults received nutrition education and or/counseling to **improve health** outcomes.



619 households in Yates County received **food assistance** and more than **2,282 food boxes** were distributed. An

additional **7,945 boxes** of fresh food was distributed through a **self-serve program**.

1,200 customers experiencing energy burdens receive information and referral services.

128 received **heating or cooling services** through HEAP.

Our Annual Impact

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



11,062 volunteer hours were contributed toward building a community where basic needs are met.

Total **volunteer hours** donated were valued at

\$157,080

75 Weatherization customers preserved safe, affordable housing.



Warm House Warm Heart



Home maintenance and utilities costs can become out of reach for many families, and Dustin Austin is no exception. After a divorce, Dustin purchased a “fixer-upper” for himself and his 4 children. It didn’t take long to see that the home’s condition made it drafty and hard to heat. The gas bills were extremely high in the winter months because of this.

That’s where Pro Action’s Weatherization program came in. By utilizing grants through the New York State Weatherization Assistance Program (WAP), Dustin’s home received the necessary work to become significantly more energy efficient. Pro Action’s Weatherization crew installed a new furnace and heat runs to all rooms. The attic and side walls of the home were insulated. Smoke and carbon monoxide detectors were installed, and the perimeter and basement were air-sealed.

Dustin and his children now enjoy a draft-free, warm and cozy environment, without the high costs! The gas bill, previously over \$200, is now \$89 per month.

Dustin is extremely happy with the services Pro Action provides and tells everyone he can what ProAction has to offer. We are honored to work with customers like Dustin and give families in our communities a more comfortable place to live and thrive.

Dustin Austin



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 older adults 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

28% 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 60 live in **poverty**.

At least **189** Yates OFA customers are **frail** and **206** are **disabled**.

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

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

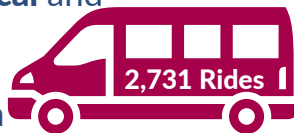


Our Reach

277 older adults enrolled in **Safety & Transportation Services**.

160 older adults received **emergency pendants** to quickly call for help, and **3** received **radio tracking devices** so they could be located if lost.

114 participants received **medical** and **50** received **non-medical transportation services**.



982 older adults received **information and assistance**, including **375** who received **unbiased insurance counseling**; **15** had their cases accepted for **free legal assistance**.

97 older adults participated in evidence-based **wellness programs**.

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

Our Annual Impact



More than 375 individuals **maintained safe, independent living** as a result of Yates OFA services.

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

679 older adults received **nutrition education** or counseling to improve health outcomes and quality of life.

37 older adults received **telephone reassurance** to increase social inclusion.



Aging in Place

Rose Morse is 90 years old but still enjoys living at home, thanks to Pro Action's Yates Office for Aging Services. (OFA)

Rose suffers from mobility problems, is at risk of falling, and has diabetes and swallowing difficulties. Years ago, her doctor suggested she be moved to assisted living. Rose's family rallied around her, working together to provide the care she needed. Unfortunately, as with many families, the demands of careers and other obligations left gaps in the care Rose needed, despite how hard the family was trying.

Enter Pro Action's Yates Office for Aging. Rose's case manager began to assist the family with critical services that would ensure Rose could stay in her home and provide peace of mind to the family.

Those services include housekeeping services through the Expanded In-Home Services for the Elderly (EISEP) program. This helps Rose with house cleaning, meal preparation, and laundry assistance, and if the weather is nice, her aide will take Rose on walks to get fresh air. Nutrition Counseling is offered regularly to assist Rose with her dietary needs related to her diabetes and her swallowing difficulties. Rose was issued a Personal Emergency Response Device (PERS) due to her frequent falls to ensure that with the touch of a button, help would be there. Altogether, Rose now receives almost 10 hours per week of combined care, in addition to the help her family provides.

The difference maker – Rose is still living in her apartment! Nutrition counseling has helped her stabilize her sugar levels and in turn, reduce her diabetic medication. Although she remains unsteady, she is at home where she wants to be. Her PERS unit provides help at her fingertips in the event of an emergency.



Rose Morse

Rose is applying for Medicaid to be able to provide her with more hours of service. However, should she not be eligible, barring any major health decline, Rose should be able to remain in her home with all the services she is now receiving from OFA.

This is another wonderful example of how Yates Office for Aging programs is helping older adults in our community stay happy and healthy, at home.

Becoming Trauma Informed

Pro Action’s mission calls on us to support people as they build resilience, overcome adversity, and prosper. Living in the crisis of poverty creates adverse experiences that often lead to trauma. Becoming more knowledgeable about trauma helps us serve our customers/families more effectively and learn how best to care for ourselves and each other.


Pro Action’s journey to become a trauma-informed organization began in 2018. Our commitment to being trauma-informed was to create and maintain an organizational mindset and service framework that understands, recognizes, and responds to various effects and manifestations of trauma in all aspects of our work.

Many positive changes were implemented at the organizational level before the pandemic, and we reset our focus and began working with The Institute on Trauma and Trauma-Informed Care (TTIC) at the University of Buffalo in the spring of 2022.

Throughout 2023, our Pro Action Trauma Informed Leadership team collaborated closely with TTIC, completing the pre-implementation Trauma-Informed Organizational Model Plan around the 10 Key Development Areas (KDAs) of being Trauma Informed.



From there, we’ve established the key development areas we plan to focus on. Here’s a summary of what we’ve been working on:




- 40 staff completed a 3-part Trauma Informed Leadership training and learned about what that means and how they can be Trauma-Informed Champions for our organization.
- Worked with TTIC to review/evaluate our Employee Satisfaction Survey questions to identify linkages to the five Trauma Informed Guiding Values and Principles and updated questions to reflect all five values/principles.
- Reviewed staff responses from the Employee Satisfaction Survey for the questions linked to the TI Values/Guiding Principles. This feedback will guide us as we continue our work on being a Trauma-Informed organization.
- Rolled out Trauma Informed Values and Guiding Principles Discussions. These discussions provide a foundation for developing our Trauma 101 Training with an anticipated completion of spring 2024.
- Scheduled 2-day Trauma Informed Supervision Training for all supervisors in Feb. 2024.
- Implemented and communicated Trauma-Informed Organization commitment as part of the New Employee Orientation process.



Trauma Informed Leadership Training

“Human service systems become trauma-informed by thoroughly incorporating, in all aspects of service delivery, an understanding of the prevalence and impact of trauma...designed specifically to avoid retraumatizing those who come seeking assistance as well as staff working in service settings.” (Harris & Fallot, 2009)

Head Start Expansion

Look at us GROW! 2023 welcomed the expansion of our Cooktown Head Start Center. The space will add 2 additional classrooms to serve children in the community.

Do you know the history of Cooktown? "The building was built by Constant Cook in the 1840s as The Cooktown School for the children of the Cook family employees. Cooktown was a sizable community back then and this school was the nearest thing to a private school in Bath. Mr. Cook also allowed the black children from the village to attend his school (Steuben County Historical Society)." What Mr. Cook created aligns with our values of Innovation, Diversity, Equity, Inclusivity, Belonging, Hope and Resilience. As we embark on this expansion, Mr. Cook's desire to provide education and inclusion will ring true in the walls as we invite all families to be a part of our program. The facility is expected to welcome its first classes in the fall of 2024.



Head Start Cooktown School
300 W. Washington Street, Bath

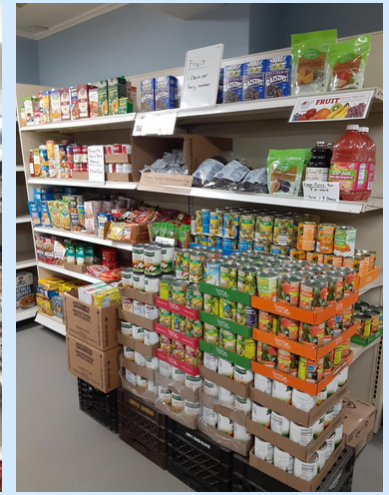
Pro Action All Staff Day

On August 10th Pro Action staff enjoyed a day of teambuilding at the Corning Museum of glass. Staff were blown away by Tom Varano, Emotion Into Art, for his incredible presentation which both inspired and motivated us! Paula Ioanide, CEO and Founder of Rise to Equity Excellence, LLC also provided an excellent presentation about Unconscious Bias in the Workplace. This interactive training helped us gain awareness and increase our understanding of what unconscious bias means and how common non-inclusive behaviors impact others and our organizational culture.



Hope Center Food Pantry

The HOPE Center Keuka Food Pantry serves as the main food pantry for Yates County and is a turning point for individuals and families seeking to move toward self-reliance. The pantry works to stabilize families in economic crisis and support them as they strive for self-reliance and a better future. During **2023**, the Hope Center distributed **2,282** boxes (**over 11,400 meals**) and **7,945** boxes of fresh and perishable food via a self-serve program. Generous funders, donors, and **10** volunteers who gave **1,115** hours made it happen!



Women's Health

Since 2018, grant funding provided to Pro Action from the Fund for Women of the Southern Tier via the Community Foundation of Elmira-Corning and the Finger Lakes has provided menstrual products to local schools, food pantries, and community organizations for free. In **2023**, **12,500** products were provided to an estimated **4,500** menstruating individuals.

"Due to the monthly need and cost, single moms are especially appreciative of the supplies they receive. Moms with teenage daughters have stressed what a hardship it is on their budget."

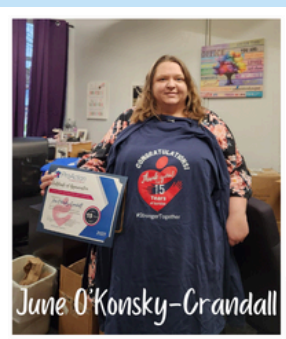
Spreading Holiday Cheer

With the help of many community volunteers, (including the Amazon facility in Bath, pictured) Pro Action's Community Action Angels Holiday program provided assistance to **113** children and **36** families in **2023**.



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!

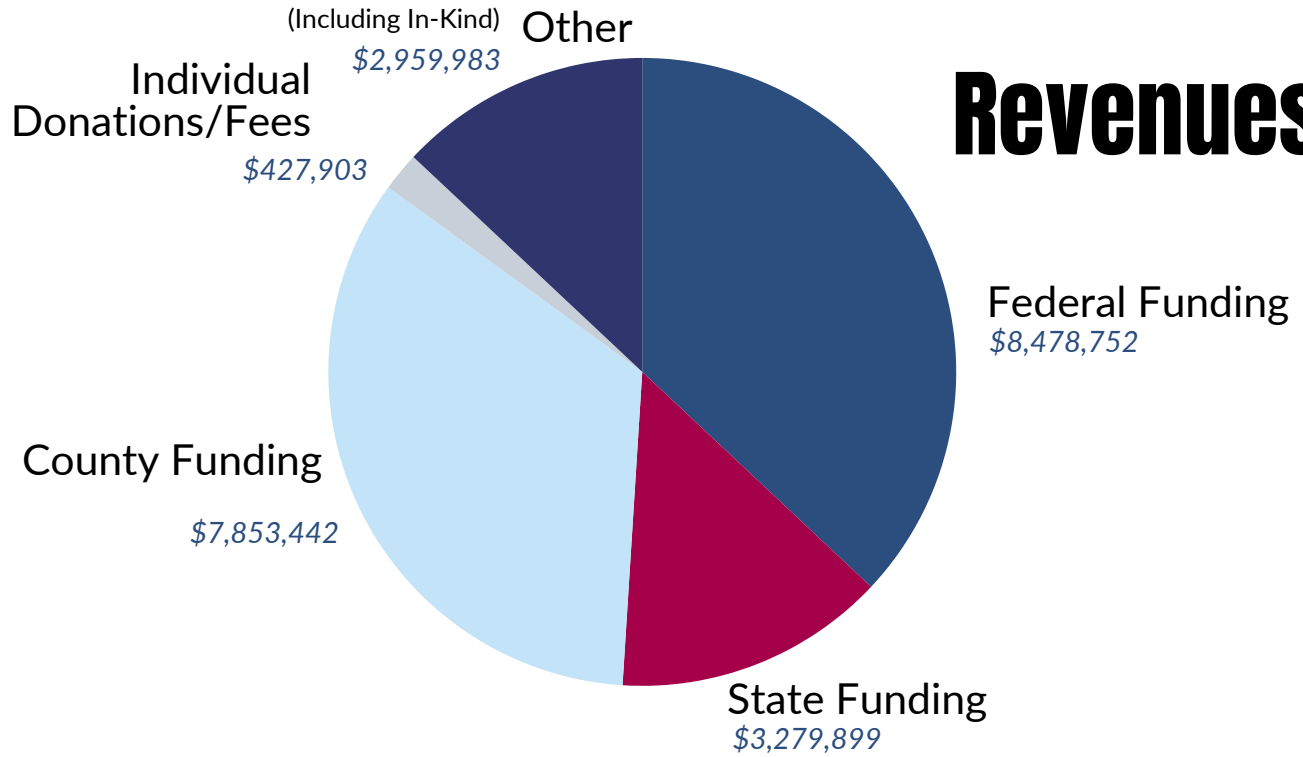


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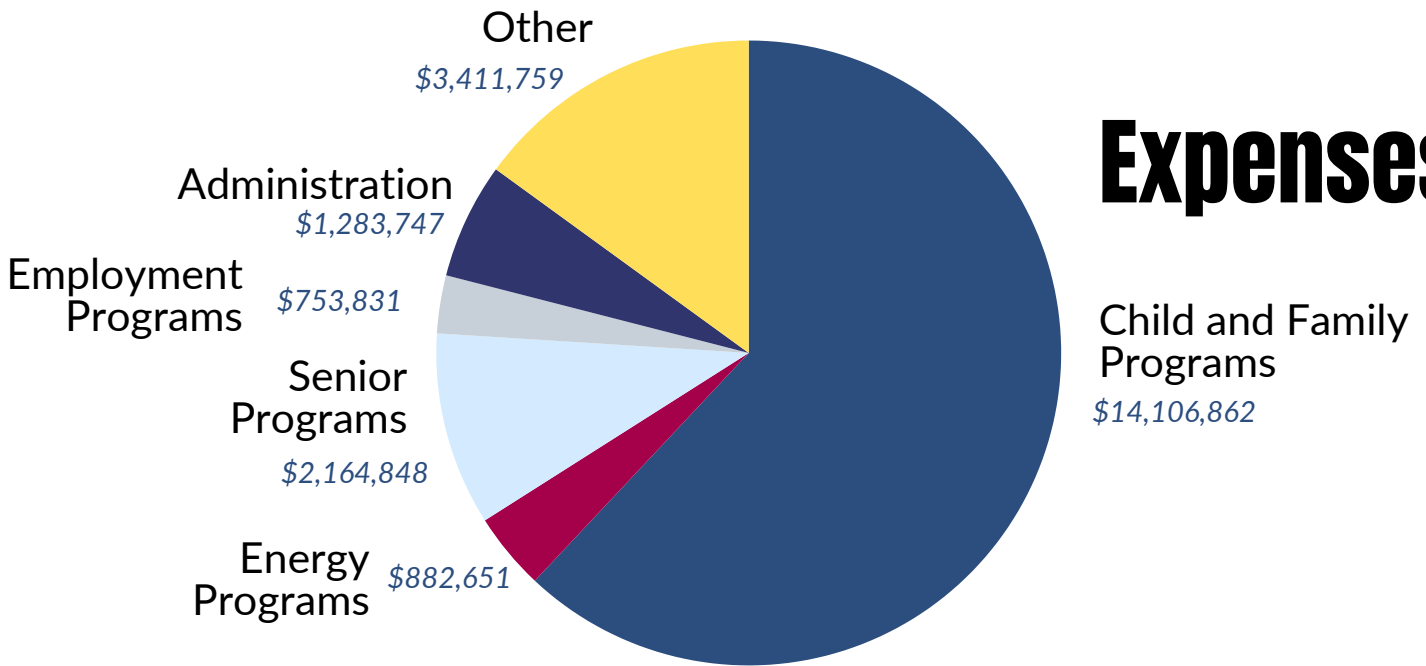
Years of Combined Experience!

*Financial report reflects a period of 1/1/2023 to 12/31/23 while program service and outcome figures reflect a period of 10/1/22 through 9/30/23

Revenues



Expenses



Economic Impact

Employees.....	490
Employee Salaries.....	\$8,932,842
Senior Employment Salaries.....	\$195,499
Youth Employment Salaries.....	\$156,081
WIC Coupons Redeemed.....	\$1,267,860
Paid to Daycare Providers for Subsidized Care.....	\$5,363,267



\$15,915,549

In assets flowing into our community as a result of Pro Action's work



CHAMPIONS OF EQUITY



ProAction

of Steuben and Yates, Inc.

Pro Action is 1 of over 1000 Community Action Agencies throughout the United States, and has been serving Steuben and Yates Counties since 1964.

#WeR1000Strong