



ProAction

of Steuben and Yates, Inc.

*Helping People.
Changing Lives.*



"The journey of a thousand miles begins with a single step." ~Lao Tzu

PRO ACTION OF STEUBEN & YATES
2024 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:

Michael Gabrielli, Board President
Linda Jolly, Board Vice-President
Eric Rose, Board Treasurer
Kathryn Muller, Board Secretary

Debbi Deats
Edward Bronson
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Naimah Sierra
Carey Spara



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, 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

Dear Community Members,

We are thrilled to announce the release of the 2024 Annual Impact Report. This document is a testament to the remarkable and impactful work the Pro Action staff undertakes daily to enrich our communities. The stories within these pages portray true resilience, showcasing the human condition's incredible strength and unwavering spirit.

Pro Action is profoundly honored to play a pivotal role in providing the steppingstones that support individuals on their journey to prosperity. Our mission is deeply intertwined with the Community Action Promise—a commitment that propels us to aid people and communities in overcoming obstacles and flourishing. The Community Action Promise resonates with the powerful declaration that *"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 we are dedicated to helping people help themselves and each other."*

As we navigate these challenging times, our resolve remains steadfast. We are committed to working hand in hand with the community, upholding its resilience, and nurturing its growth. Each story in our report is a beacon of hope, highlighting the journeys of individuals and families who have surmounted adversity and the collective efforts that have paved the way for their success.

We extend our heartfelt gratitude to the Pro Action staff, Board members, volunteers, and partners. Your tremendous contributions and unwavering support are the gifts that empower the communities we serve. Each of you plays a role in fostering the spirit of hope and the strength of the community, ensuring that our mission continues to thrive and make a difference in the lives of many.

We invite you to delve into the 2024 Annual Impact Report and witness the incredible transformations and success stories unfolding over the year. You will find inspiration and hope within these pages, just as we have seen in the daily endeavors of our Pro Action family.

Let us continue to strive together, with a shared vision and a collective spirit, to foster an environment where every individual has the opportunity to overcome challenges and achieve their full potential. The future holds endless possibilities, and with your ongoing support, we are confident that we will continue to make a profound and lasting impact.

Thank you once again to everyone who has contributed to this journey. Your dedication is the cornerstone of our success, and we are grateful for the unwavering support that enables us to carry out our mission with integrity and passion.

Together, we are strong. Together, we are resilient. Together, we are community.

With Gratitude,

Laura

"Let us continue to strive together, with a shared vision and a collective spirit, to foster an environment where every individual has the opportunity to overcome challenges and achieve their full potential. The future holds endless possibilities, and with your ongoing support, we are confident that we will continue to make a profound and lasting impact."



Every Step of the Way



We are honored to walk beside you on every step of your journey.



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

Hope & Resilience

Innovation, Excellence, & Accountability

Opportunity & Access



*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.

Opportunity & Access

We believe that opportunity and access are fundamental needs. Everyone deserves the chance to be seen, heard and valued. We are committed to a supportive environment that encourages authentic connection, removes obstacles, values unique strengths, and provides the resources, support and guidance needed for all to thrive.

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

15,735

people live in poverty. Children are disproportionately impacted



THE LOCAL NEED

37%



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

***local needs data taken from Pro Action 2022 CNA Report*

A-Asset
L-Limited
I-Income
C-Constrained
E-Employed

ALICE Households

28% in Steuben

34.5% in Yates

live below ALICE threshold



Over 50%

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

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

Average Weekly Wages



Yates

\$942

Steuben

\$1,298

New York

\$1,684



2,276

child care seats shortage for infants, toddlers and school-age children

More than 1 in 5

report three or more Adverse Childhood Experiences (ACES)



Self-Reported Food Insecurity

22% in Steuben

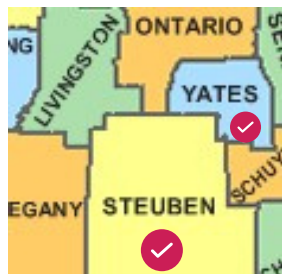
13.5% in Yates

PRO ACTION'S REACH*

**Service numbers reflect the period October 1, 2023 through September 30, 2024*

13,370

individuals served by our programs in 2024



Programs

72

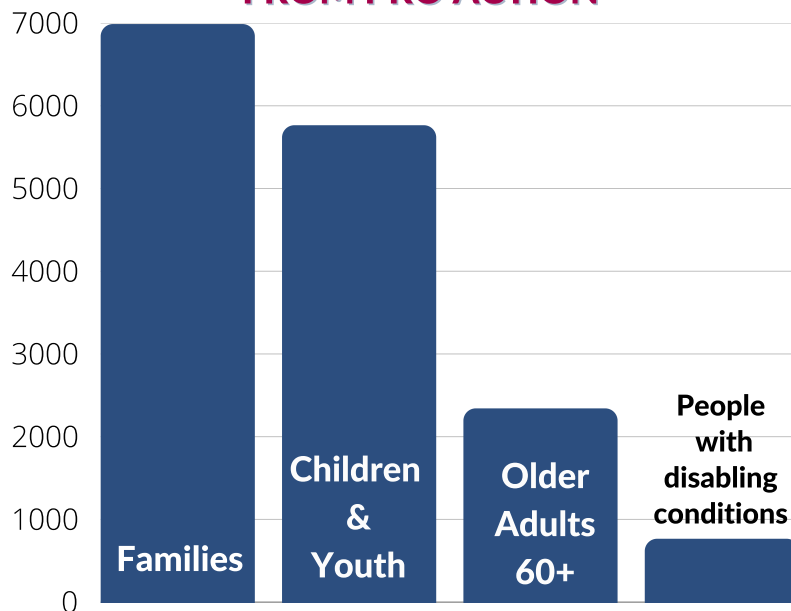
Sites

29

Partners

190

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

42% of survey respondents stated the need for **more higher-paying** jobs, and more **full-time** jobs.

Educational Attainment (bachelor's or higher) is **lower** than the **state rate** in both counties.

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.

15,735 individuals (over **13%** of the population) in the service area live in poverty. Nearly **1 in 4 children** under the age of 18 in Steuben and Yates Counties **live in poverty**.

Our Reach

882 TANF applicants received **case management** and received assistance and referrals.

447 participants in the **Youth Empowerment Program** completed **training**; **177** accessed financial literacy **education**; **133** searched for a **job**.

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

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

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

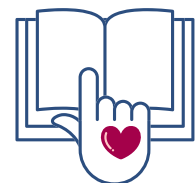
14 adults were matched with an **Adult Literacy tutor**.

Our Annual Impact

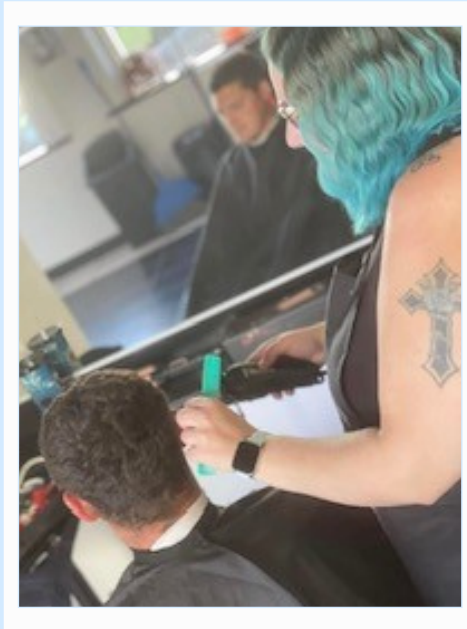
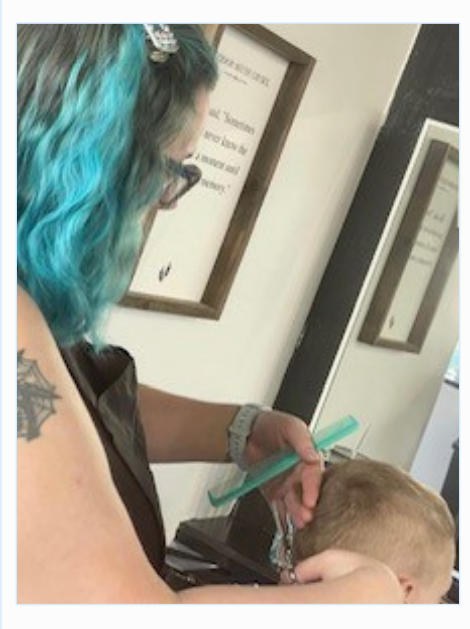
191 program participants **obtained or retained employment, including:**

- **16** TANF Case Management Participants
- **42** Youth Empowerment Program Participants
- **13** Senior Community Service and Employment Program participants
- **23** Wheels for Work participants
- **97** Summer Youth Employment Program participants

6 Adult Literacy tutors provided **1,669** hours of 1:1 or small-group **tutoring**.



Dreams Do Come True



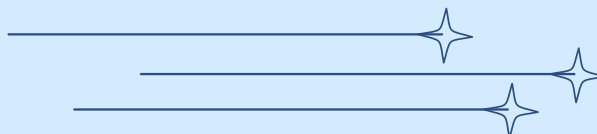
Tasha Speer

Tasha Speer spent years struggling with unemployment due to medical issues. She began working with an Employment Development Specialist (EDS) within Pro Action's Prosperous Futures Department, where she entered the Job Search program and spoke of a goal to pursue a career in the cosmetology field. Through the Job Search program and the help of her Employment Development Specialist, Tasha could enroll in the Greater Southern Tier BOCES Cosmetology Program. The opportunity was made possible with funding available through the program, which also covered the cost for Tasha to take the New York State Cosmetology Boards.

After graduating from the training program, Tasha re-engaged with her EDS to begin looking for employment. She faced barriers of lack of experience and client base, but through support and encouragement, Tasha was able to submit applications and successfully secure her dream job. In August of 2024, Tasha began working at a salon and has been building her client base, with the goal of someday becoming a manager.

Tasha is just one example of many people who are assisted by Pro Action's Prosperous Futures programs. Every day, we are helping to make dreams come true by reducing employment barriers, furthering education and experience, and assisting in resume building, interviewing skills, and the application process.

We are so proud of Tasha and the many others who have worked hard and pursued their dreams.



This program is made possible through a partnership with Steuben County Department of Social Services.

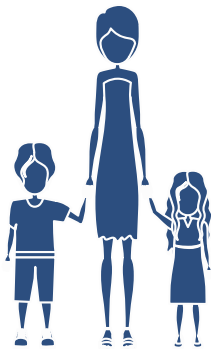


RESILIENT Children & Families

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 **33.2%** in **Steuben**, and **39.4%** in **Yates** live in poverty.



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

There is a total **shortage of 2,276** seats of **quality**, regulated **child care** for infants, toddlers and school-age children in the service area.

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

Our Reach

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

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

968 children participated in community-based literacy activities to develop school readiness skills, and **8,213 free books** were distributed.



13 new **child care providers** became **registered** and opened a child care business.

413 parents received referrals for child care programs.



Our Annual Impact

663 families increased access to child care through **child care fee assistance**, and child care quality **improved** when **322** trained child care **providers** gained knowledge and improved skills related to the role of caregiver.

358 **Birth To Five Head Start** and **Kids on Track (KOT)** children demonstrated skills for school readiness.

Kids on Track Steuben is a cross-sector partnership. **90** children ages 0-5 received Early Childhood (GROW) screenings through KOT coordinated services.

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

Home Visitors - Educators, Advocates, and So Much More!

Home Visitors deliver more than just comprehensive support; they become friends, allies, and cheerleaders and help create real change in the lives of families. Brenda Martinez found herself worried about the health and development of her son Mason and, at times, felt overwhelmed and needed support. Mason suffered from frequent seizures, was diagnosed with sensory processing disorder, and had limited speech.

Enter Heather, a Pro Action Home Visitor and advocate, who soon began weekly visits to Brenda and her family. During visits, Heather conducted assessments and provided activities, community resources, and positive support. Collaboration began with Mason's Occupational Therapist and Early Intervention worker to ensure that the group provided activities that best suited Mason's growth. This included helping to educate Brenda and her family about how they could support Mason's development.



Brenda and Mason

The coordination among the providers has helped significantly improve Mason's speech and helped Brenda utilize community support to improve their overall situation. The goal is to continue to prepare Mason for school and find an educational path that is best for his needs. Heather stated, "I am so proud of the work the parents have put into helping Mason. Brenda and I have built a trusting relationship, and I look forward to seeing them strive for greatness!"

A Career Offering Quality Care

Stacey Leonard began her childcare career in a center. It was there that she learned the importance of structure, routines, and knowledge of child development. When Stacey had her children, she knew she wanted to be home, making memories with them. At the same time, Stacey desired a career where she could also directly impact other children's lives. Pro Action's Child Care Council helped make Stacey's dream come true.

Today, Stacey is the proud owner of a thriving business, Stacey's Family DayCare, LLC. Stacey works consistently with Pro Action's Child Care Council's Education Specialist, Lisa Barrett. Lisa has assisted Stacey with arranging care areas to meet children's diverse needs, providing innovative ideas for program development, and addressing behavior concerns. They work together to support continual professional development needs and set goals for the future of the business. Stacey always feels she has the tools to help each child develop and stay on track. Additionally, the Child Care Council helps Stacey with providing nutritious meals and assists with reporting to ensure Stacey's income is always consistent, giving her family the financial security they need.

The future looks bright for Stacey's business. With the support of the Child Care Council, Stacey should stay fully enrolled and be able to offer continuous care for children in her community.

Stacey says, "Being a home provider allows me to have a consistent income, spend quality time with my children when they are home, and provide a quality experience for other children. Now that my children are older, I still love to be with the little ones to watch them discover their world, play, and give them the best start possible. I love to see past little ones grow up and remember that they started with me and made great memories and friends!"



Stacey working with the children, a snowman activity, and Lisa enjoying time at the program.

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**.



34.5% of Yates and **28%** 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

2,205 WIC participants received **supplemental food** (**1,608** infants/children).

1,393 older adults received a meal or farmers market coupons. **105,126 meals** were prepared and distributed/served.

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



565 households in Yates County received **food assistance** and more than **2,375 food boxes** were distributed. An additional **9,679 boxes** of fresh food was distributed through a **self-serve program**.

319 customers experiencing **energy** burdens received information and referral services.

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

Our Annual Impact

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



13,331 volunteer hours were contributed toward building a community where basic needs are met.

Total **volunteer hours** donated were valued at

\$199,965

9 Unhoused individuals receiving intensive case management services accessed permanent housing.

61 Weatherization customers preserved safe, affordable housing.



Trying New Things

Marj Smith is a regular at the Hornell Senior Center now, but how she became involved is a moment both her and the Senior Center staff remember well! Marj's friend Helen was part of the congregate meal family at the senior center. She encouraged Marj to accompany her to the center for coffee in the morning and/or lunch. Marj was hesitant – she said, “Old people go there!” Helen finally convinced her, and Marj discovered that it was not what she expected. Since her first visit, she has come to the center nearly every day. It has been a story the staff loves to remind her about!

Through connecting with the center and the congregate meal program, Marj has made many new friends. You can often find Marj and those friends socializing outside of the center, supporting one another when they are ill or going through a rough patch, and sharing friendship they would have never had, had they not been involved in the program.

Marj plans to continue to come to meals at the Senior Center in the future. The staff is thankful for her decorating ideas and party planning abilities.

Currently, Marj has not utilized other services at the Hornell Senior Center, but she is aware that should she need assistance with any aspect of her senior lifestyle, she can find the resources and support she needs.



Marj Smith

Living Life to the Fullest



Barbara Wise

Barb has been a customer of Pro Action's home-delivered meals for a few years. Barb began utilizing home-delivered meals following a significant health crisis that took her from being a busy daycare owner to near death. It has been a long road to recovery, including receiving home-delivered meals daily to help supplement her budget and nutritional needs.

Barb lost her loving husband, Jimmy, when he was only 49. She was dependent on her income from the daycare, and having spent months in the hospital and losing that income, she found herself in need of support services.

Barb is no stranger to Pro Action; for 54 years, she operated a licensed daycare, many of which were under Pro Action's Child Care Program. Barb has kept in touch with many of the children she cared for over all those years. She has also had the privilege of caring for some of those children's children!

Barb enjoys swimming at the YMCA, attending church, and playing cards with her family and friends. She does not let the residual comorbidities of her health crises interfere with living life.

To interact with Barb, you would never have guessed she had been through such life-changing health crises, as her attitude is always grateful, her mood cheerful, and one leaves her presence feeling upbeat and refreshed. She is a ray of sunshine. In her own words, she is “happy to be alive,” and we are honored to be part of keeping her healthy and independent.

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 **175** Yates OFA customers are **frail** and **189** are **disabled**.

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

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



Our Reach

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

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

97 participants received **medical** and **40** received **non-medical transportation services**.



444 older adults received **information and assistance**.

463 received **unbiased insurance counseling**.

12 had their cases accepted for **free legal assistance**.

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

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

Our Annual Impact



More than **444** individuals maintained **safe, independent living** as a result of Yates OFA services.

6 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.

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



Aging in Place

At 99 years old, Colleen Abreu lives at home, alone. Living alone at her age comes with its challenges, yet thanks to a comprehensive support system, Colleen has been able to thrive rather than just survive.

After her husband's passing and facing health challenges, she turned to Pro Action's Yates Office for the Aging (OFA) for help.

Among the many services offered to her, the Health Insurance Information and Counseling Assistance Program (HIICAP) program is crucial. Pro Action staff Ashley Beach assisted Colleen with her health insurance paperwork, ensuring she could secure reimbursements from her late husband's employer. This financial relief allows Colleen to stretch her Social Security funds further, helping with her essential needs.

After losing her ability to drive due to declining eyesight, OFA's transportation service, including driver Bob Gilbert, ensures that she can attend medical appointments.

Colleen also benefits from the Expanded In-home Services for the Elderly Program (EISEP), with aide, Theresa Coleman assisting her with heavy chores and shopping. Amy Canfield, her devoted case manager, checks in regularly, providing emotional support that Colleen values greatly.

To enhance safety, OFA's staff installed and monitors a Personal Emergency Response System (PERS). Knowing that someone can come to her aid at the push of a button makes her feel more secure in her home.



Colleen Abreu, Age 99

Isolation is a challenge when you live alone, but the Telephone Reassurance program provides weekly calls, turning lonely days into moments of connection.

Nutritional support from OFA's Registered Dietitian, Diane DellaValle and the Home Delivered Meal Program have helped Colleen maintain her strength.

Now, Colleen enjoys weekly Bible study and caring for her cats. Surrounded by a caring network, she navigates aging independently and happily. As she plans her 100th birthday, Colleen's story reflects the power of community support for older adults.

Community Action Turns 60

For **60 years**, the nation's **Community Action Network** has inspired a spirit of hope, helped people change their lives, and improved communities. When national, state, Tribal, and local leaders tap into Community Action Agencies, they can promote workable solutions that connect more families to opportunity—and make America a better place to live for everyone.

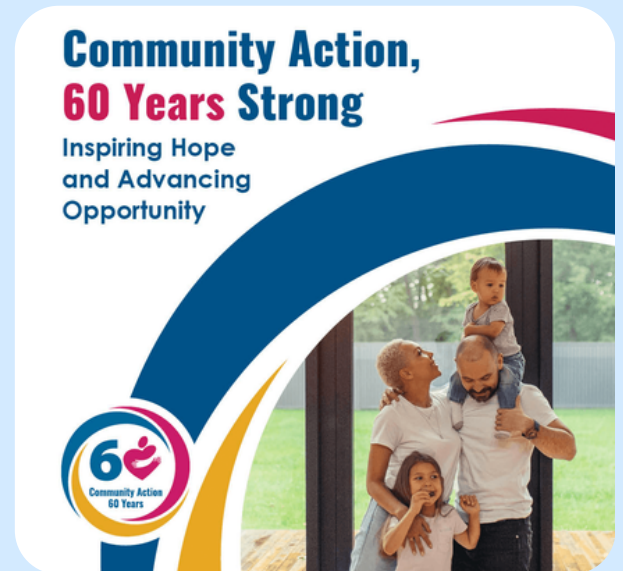
The signing of the Economic Opportunity Act on **August 20, 1964**, launched a new movement and, over time—in virtually every county in America, rural, urban, suburban, and frontier—local people came together and established a Community Action organization. Today, about **1,000** agencies are charged with the sweeping mission of addressing the causes and conditions of poverty that hold people and places back.

America's CAAs connect millions of individuals and families to greater opportunity, transforming their lives and making our communities—and our nation—stronger. In 2020, a year impacted by the COVID-19 pandemic, Community Action served over 9.5 million people (26% of the 37.2 million Americans in poverty, according to 2020 Census data). Of these, over 3.1 million were children under the age of 17 and over 2.1 million were adults over the age of 55.



What has Community Action's 60-year legacy meant for American families?

- ✓ Stable housing
- ✓ Food on the table
- ✓ Affordable heat and energy
- ✓ Better jobs
- ✓ Financial empowerment
- ✓ High-quality early childhood education



WIC Turns 50

For an incredible 50 years, WIC (Women, Infants, and Children) has been transforming lives. Monthly, WIC reaches over 6.7 million mothers and children through more than 12,000 agencies (including Pro Action). WIC is more than just a nutrition program. WIC improves pregnancy outcomes, increases breastfeeding rates, and supports the healthy development of children in under-resourced communities. From the opening of the first clinic in Pineville, KY, the program has provided families with nutrition, education, and healthcare referrals, translating into better long-term health outcomes and significant healthcare cost savings.



Throughout Joelle's motherhood journey, WIC has been a constant source of resources and support. Nutrition, breastfeeding assistance, and moral support have been essential for Joelle while raising her four children.

Joelle's journey with Pro Action WIC has truly come full circle, as she now works for the program. She says, "we provide so much support in all aspects for families and truly enjoy serving the community, while watching the children we serve grow and thrive."

Head Start Expansion



Back in the early 1800s, the “West End” was a bit separated from the main part of Bath. Constant Cook began buying in and around “the Point” in 1841, after which the area became known as Cooktown. The large Cook mansions stood very close to where the Quality Inn (formerly Days Inn) and Five Star Bank are today.

Mr. Cook had many businesses and employees, and the employees had families. Most lived right in the Cooktown area. Sometime in the 1840s, Mr. Cook built a school within walking distance for his workers’ children. He also made it available for the African American children of Bath. (The public system had a separate school for African Americans.)

The Cooktown school was much like the one-room schools that dotted the area back in those days, but it was technically a private school. Mr. Cook funded the operation himself, and it was not part of the Bath school system.

Over the years, the building served many purposes until 2002, when Pro Action purchased the property to house a Head Start classroom and to once again provide education to children in the Bath community.



Since purchasing the Cooktown building, Pro Action has operated a Head Start Classroom, serving an average of 16-18 students per year.

The renovation/expansion has created space that allows 16-26 additional children to be served in Head Start, Early Head Start, or a combination of both.

This center stands as a testament to our commitment to fostering a nurturing and inclusive environment for the children and families in our community!

Pro Action operates 16 Head Start Preschool classrooms and 3 Early Head Start classrooms across Steuben and Yates Counties. Home-based programming serves pregnant parents and children aged birth to age 5. Total funded enrollment is 221 in Head Start, and 100 in Early Head Start, with almost 30% of children receiving special education services. The diverse services meet a wide range of children’s and families’ needs.

Cooktown School Building, 1840s



Early Childhood Learning Center, West Washington Street, Bath



Ribbon Cutting Ceremony

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 **2024**, the Hope Center distributed **2,379 boxes (over 36,000 meals)** and **9,679 boxes of fresh and perishable food via a self-serve program**. **Generous funders, donors, and 12 volunteers** who gave **1,490 hours** made it happen!



Susan and Maureen were finding that rising prices and medical bills were creating some real financial challenges for them. The Hope Center Keuka Food Pantry has helped by providing food items to offset their monthly spending. They are able to spend less on food and have money to pay other bills. They estimate that the trip to the food pantry saves them \$200 a month in grocery expenses. Both Maureen and Susan look forward to their visits to the pantry and are thankful for the service which allowed them to get back on their feet.

Empowering & Inspiring



The Bath Area Family Resource Center had a vision, and two special parent volunteers brought that vision to life! With permission from the school district, Jessica Smith and Colleen Stevens collaborated with the FRC staff to design and paint a sidewalk mural that reflects empowerment and encouragement. Jessica and Colleen spent countless hours to create the masterpiece, and staff and students are inspired by their work every time they visit the playground!

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!



#StrongerTogether



Shawn Rice



James Burkhart



#StrongerTogether



Heather Balch



Elliott Love



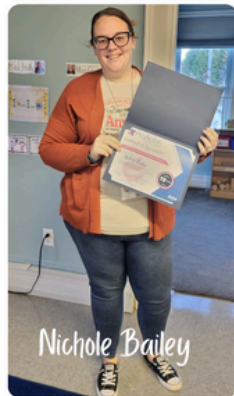
Ashley Clarke



Robert Gilbert



#StrongerTogether



Nichole Bailey



Paulette Adams



Donna Neally



Zachary Hoosworth



#StrongerTogether



Mavita Bowman-Keach



#StrongerTogether



Michelle Kizis



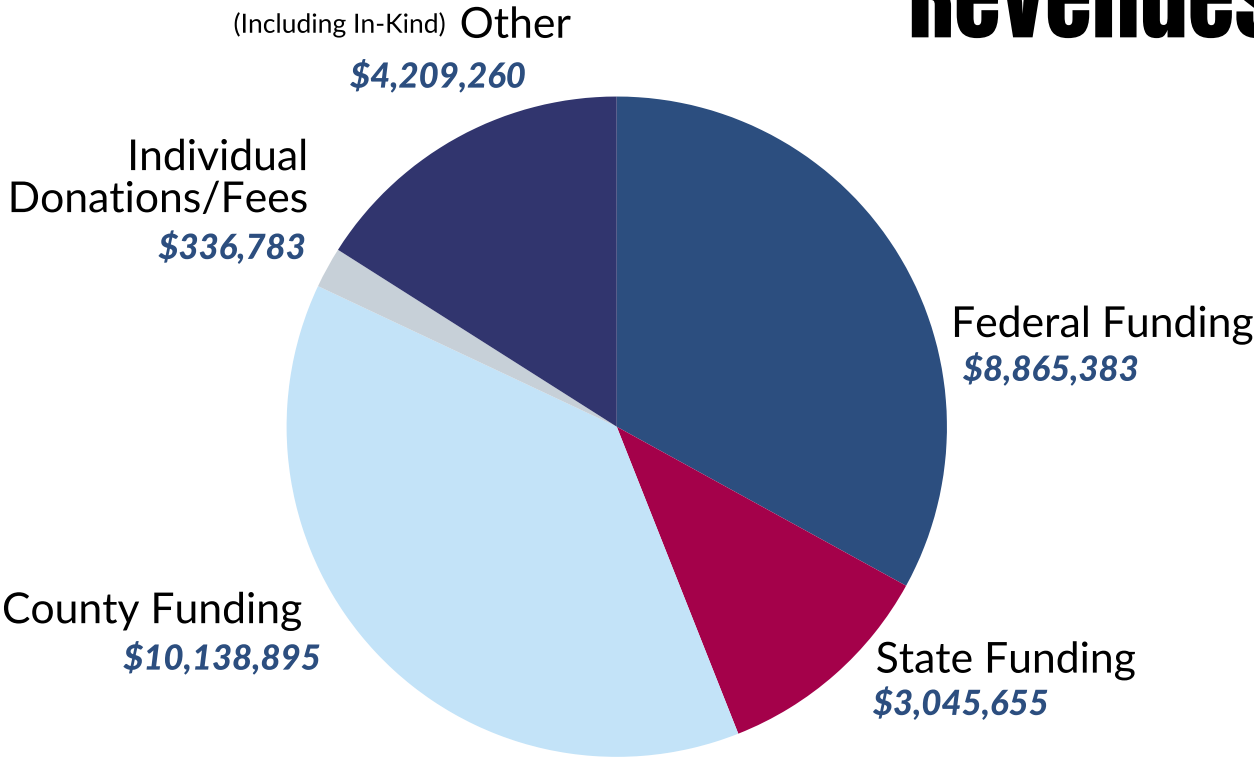
Sara Jardin

145

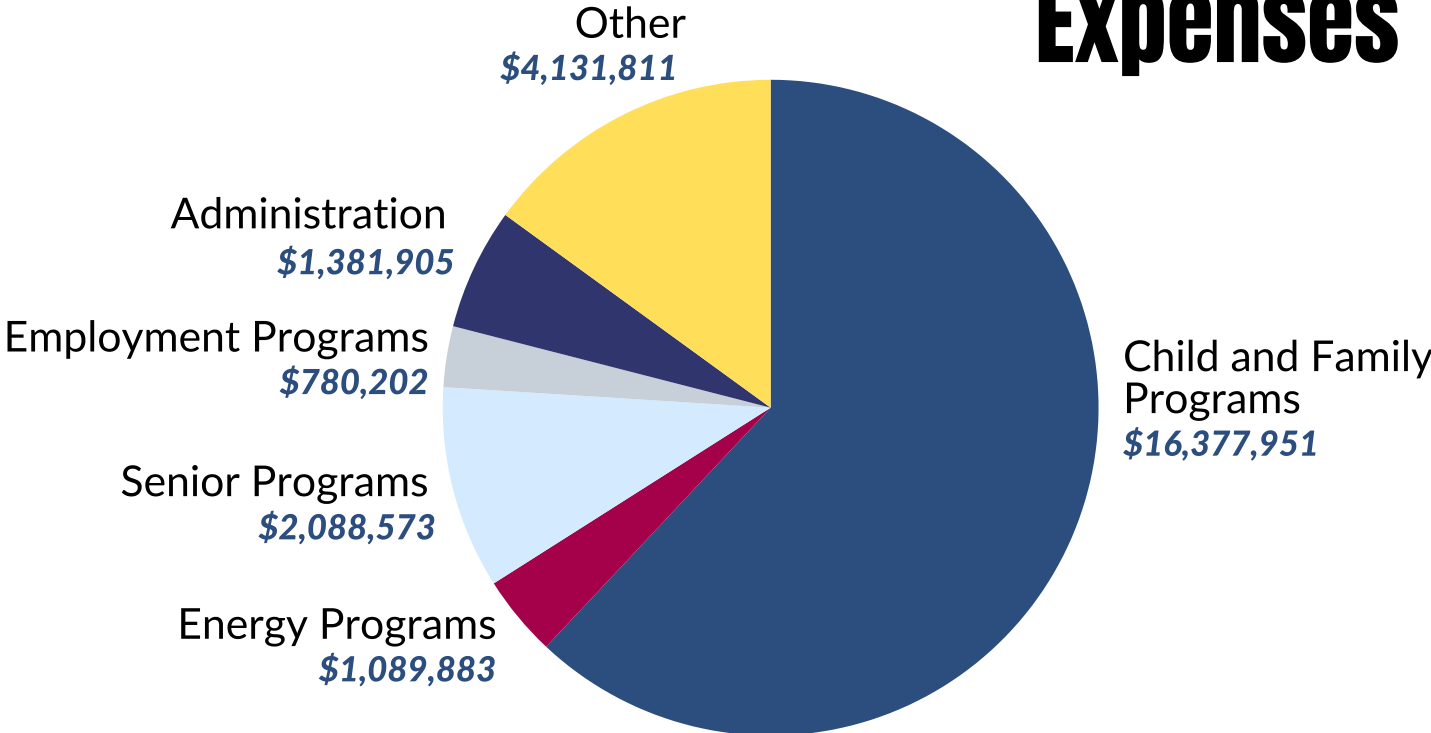
Years of COMBINED Experience!

*Financial report reflects a period of 1/1/2023 to 12/31/24 while program service and outcome figures reflect a period of 10/1/223 through 9/30/24

Revenues



Expenses



Economic Impact

Employees.....	503
Employee Salaries.....	\$8,918,362
Senior Employment Salaries.....	\$227,863
Youth Employment Salaries.....	\$174,934
WIC Coupons Redeemed.....	\$1,354,949
Paid to Daycare Providers for Subsidized Care.....	\$7,655,349

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



Ninety-four cents of every dollar invested into Pro Action goes directly into program services!

Triennial Review for Accountability and Compliance Standards (TRACS)

Pro Action's 2024 TRACS Review score was 100%!

Every three years, Pro Action is reviewed and assessed for compliance with organizational standards set forth by the US Department of Health and Human Services. The review is conducted by the State of New York Department of State, Division of Community Services.

Areas Reviewed:

Maximum Feasible Participation

- Consumer Input & Involvement
- Community Engagement
- Community Assessment

Vision and Direction

- Organizational Leadership
- Board Governance
- Strategic Planning

Operations and Accountability

- Human Resource Management
- Financial Operations & Oversight
- Data and Analysis



203/203 State and 58/58 Federal Standards of Excellence Were Met

Coming in 2025



ProAction

of Steuben and Yates, Inc.
A Community Action Agency

We're Celebrating!

Thank you for being on this journey with us.

60 Years

Strong:



Creating Hope and

Inspiring Possibilities

Serving Steuben and Yates Counties
Since September 14th, 1965

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