

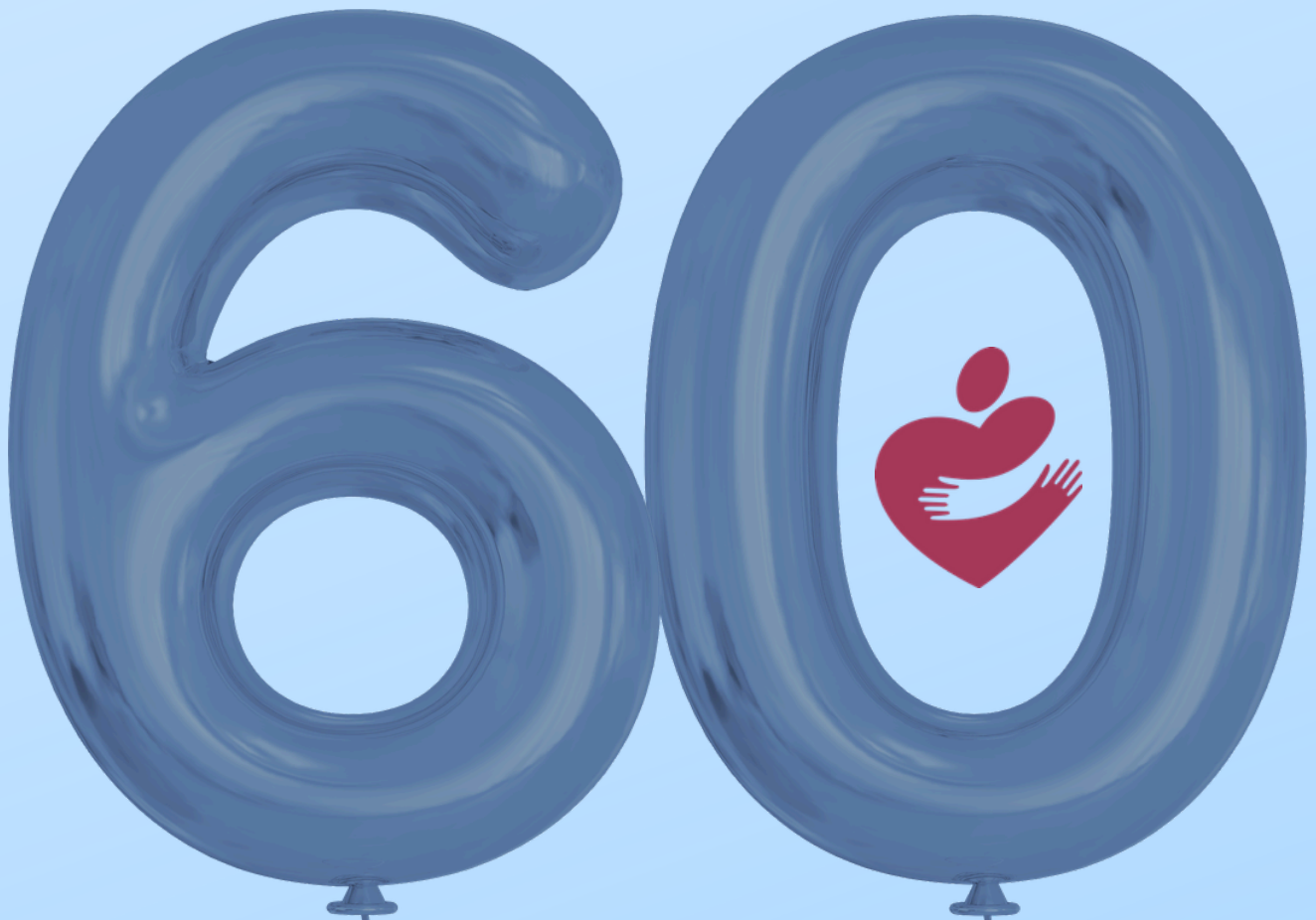


ProAction

of Steuben and Yates, Inc.

*Helping People.  
Changing Lives.*

**Celebrating!**



**Years Strong**

**PRO ACTION OF STEUBEN & YATES  
2025 Impact Report**

[www.proactioninc.org](http://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

Debbi Deats

Donna Johnston

Linda Jolly, Board Vice-President

Edward Bronson

Hilda Lando

Eric Rose, Board Treasurer

Bonnie DeKay

Amy Miller

Kathryn Muller, Board Secretary

Judy Duquette

Naimah Sierra

Casandra Foley

Matthew Bull

George Lawson



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.



# Letter to the Press

**Bath, NY – On September 14th, 2025,** Pro Action of Steuben and Yates, Inc. celebrates a remarkable milestone: **sixty years of unwavering service to the residents of Steuben and Yates Counties.** Established in 1965 as the official Community Action Agency by federal and state designation, Pro Action has consistently addressed the underlying challenges of poverty, nurturing hope and inspiring new horizons for individuals and families across the region.

Throughout its evolution, **Pro Action has become the largest and longest-serving organization dedicated to poverty alleviation in the area.** By harnessing federal, state, and local resources, Pro Action has not only enhanced the lives of community members but also strengthened the local economy. The organization's vision of a resilient, thriving community—where every person and family can flourish—comes to life through programs that reach more than 13,000 residents each year, fostering stability and self-reliance.

***"Our 60th anniversary stands as a testament to our ongoing legacy and the transformative support we've had throughout Steuben and Yates,"*** said Laura Rossman, Chief Executive Officer of Pro Action. ***"Our promise to uplift our community remains strong. We are honored to serve as a beacon of hope, providing essential support that spans from prenatal care to senior services."***

Among its many initiatives, Pro Action's continuum of care includes programs such as Head Start, Early Head Start, the Women, Infants, and Children Program (WIC), Employment and Training, Senior Nutrition/Meals on Wheels, Family Resource Centers, Home Visiting, Child Care Assistance, Hope Center Food Pantry, Yates Office for the Aging, and the Weatherization Assistance Program.

***"Our mission transcends meeting immediate needs; it is about cultivating resilience and building a community where opportunities abound,"*** added Rossman. ***"We proudly reflect on past achievements, honor the dedication of our staff, partners, volunteers, and Board of Directors, and eagerly anticipate adapting to the ever-changing needs of our neighbors for years to come."***

# Message from the CEO

Dear Community Members,  
Pro Action of Steuben and Yates is proud to celebrate 60 years of service to our communities. Reaching this milestone is especially meaningful for a community action agency. For six decades, we have stood alongside individuals and families, helping to meet immediate needs while creating pathways to greater stability, opportunity, and well-being. This anniversary marks the trust, partnership, and dedication that drive our mission.

In 2025, nearly 15,000 people were served by Pro Action. Some of their stories are highlighted in this Annual Impact Report, offering a glimpse into the lives touched through our programs and services. Yet these stories represent only a small part of the impact made every day across Steuben and Yates Counties. Behind each story are countless acts of care, support, advocacy, and encouragement that help strengthen individuals, families, and neighborhoods throughout our region.

We are deeply grateful to our dedicated staff, valued community partners, committed board members, generous volunteers, and all those who have supported Pro Action over the past 60 years. Your compassion, leadership, and belief in our mission have made this journey possible. Together, you have helped create meaningful change and inspired hope in the communities we are privileged to serve.

As we look ahead, we do so with gratitude for all that has been accomplished and with determination for what lies ahead. Over the next 60 years, Pro Action will continue inspiring hope and resilience in our communities, ensuring that all community members have access to the services they need and the opportunity to thrive. We are honored to walk alongside our neighbors, and we look forward to building a stronger future together.

*Laura*



**Laura Rossman**  
**Chief Executive Officer**

***“We are honored to walk alongside our neighbors, and we look forward to building a stronger future together.”***

# Making History for 60 Years



Pro Action of Steuben and Yates, Inc. has been a cornerstone of community support for more than 60 years, responding to local needs with compassion, innovation, and purpose. Through changing times and shifting challenges, Pro Action has continually adapted—listening to the community and evolving its programs to meet emerging needs. This longevity is a testament to the organization's resilience and its unwavering commitment to helping individuals and families build stability, strength, and opportunity.



### Opportunity Unit Elects Officers

BATH — Frederick W. Parsons, Jr. of Corning was re-elected president of the executive committee of the Steuben County Economic Opportunity Program (SCEOP) last night following the first annual meeting of the board.

Frank Wolfanger of Bath was re-elected vice president and Derickson W. Bennett of Corning was re-elected secretary-treasurer. Charles McCrady of Corning was named to the committee to replace James T. Harris of Corning. Other members are Carl Klaback of Hornell and Barbara Stewart of Bath.

The meeting of the executive committee followed the election of 18 members-at-large to the board of directors. Due to a by-law change enacted last night, the board is to consist of 18 members previously there were 20.

Members-at-large are Dr. Rob. Frerick, president of the board and executive committee.



### Steuben Churches, SCEOP Plan 12-Point Poverty Program

BATH — Seventeen Steuben churches and SCEOP are planning a 12-point poverty program to combat poverty at a meeting Sunday afternoon in the Bath High School here.

Meeting with officials of the Steuben County Economic Opportunity Program (SCEOP) they agreed to meet again Nov. 19 at 1 p. m. at the school here to possibly organize and put into effect the 12-point poverty program.

Decisions were kept confidential to the plight of the migrant workers in the county and both the steubensians of the Steuben and Yates counties.

Main speakers for the meeting were Bruce Adams of Painted Post, chairman of the board of directors of the General Economy, the Rev. Timothy H. Houghton of Bath, secular minister in Steuben for the



### CALENDAR FOR 1965

JANUARY 1965							MAY 1965							SEPTEMBER 1965																								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S																		
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24	25	26	27	28	29	30	27	28	29	30																												

### SCEOP looks to expand

DAN SHELDON — The Steuben County Economic Opportunity Program is looking for a site in the Bath-Cornell-Bath area with a target date of Jan. 1, 1966 to open the new classroom. He said that the site will have three new staff members.

SCEOP now has 20 staff members, 48 of them in Steuben County. He said that the program is operated directly from the Bath office as well as through a contract with the Corning/Painted Post School District, and there are five staff members working in Yates County.

"There aren't a lot of places out there waiting to be opened up as day care centers," said Hunt in search for a location. "You have to go out and find something that renovate it to meet the standards we've been working with a people in these areas."

The grant was awarded by Congressman Amory Houghton, Corning, who also said Cheaning County SCEOP received \$1,426,203.

Houghton said in a issued Thursday, Early childhood education is very important for low-income families because it gives the opportunity an even footing with the



### Operation Santa Claus

BATH — The Steuben County Economic Opportunity Program is sponsoring a "Operation Santa Claus" drive to help needy families in the county.

The drive will be held from Dec. 15 to Dec. 20. The program is to help needy families in the county by providing them with gifts and necessities.

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### One-stop career center opens in Bath

The center also provides training and job placement services. The center is located at 115 E. Steuben St. in Bath.

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### TWIN TIERS

The Twin Tiers Area Agency on Aging is providing services to the elderly in the Steuben and Yates counties.

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### Milestone for Pro Action

Steuben County Legislator Lida Tears serves guests at Pro Action's 60th anniversary celebration.

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### SCEOP changes name to Pro Action

The Steuben County Economic Opportunity Program (SCEOP) has changed its name to Pro Action of Steuben and Yates, Inc.

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# Creating Hope and Inspiring Possibilities

# 2025



**P**ro 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.

**15,855**

people live in poverty. Children are disproportionately impacted



## THE LOCAL NEED

**41%**



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

*\*\*local needs data taken from Pro Action 2025 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*



**Nearly 50%**

of residents report difficulty in paying monthly bills

- 31% report they need lower utility bills
- 15% fell behind on rent or mortgage in the last year

- 40% identified needing mental health services



## Average Weekly Wages



Yates  
Steuben  
New York

\$959  
\$1,457  
\$1,757



**2,276**

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



Local Community Survey Findings

## Food Insecurity

46% of households reported not always having enough nutritious food

**More than 1 in 5**

report three or more Adverse Childhood Experiences (ACES)

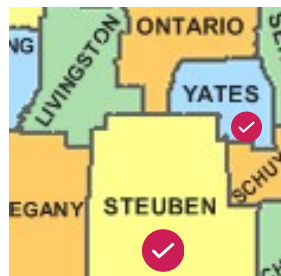


## PRO ACTION'S REACH\*

*\*Service numbers reflect the period October 1, 2024 through September 30, 2025*

**14,779**

individuals served by our programs in 2025



**Programs**

**72**

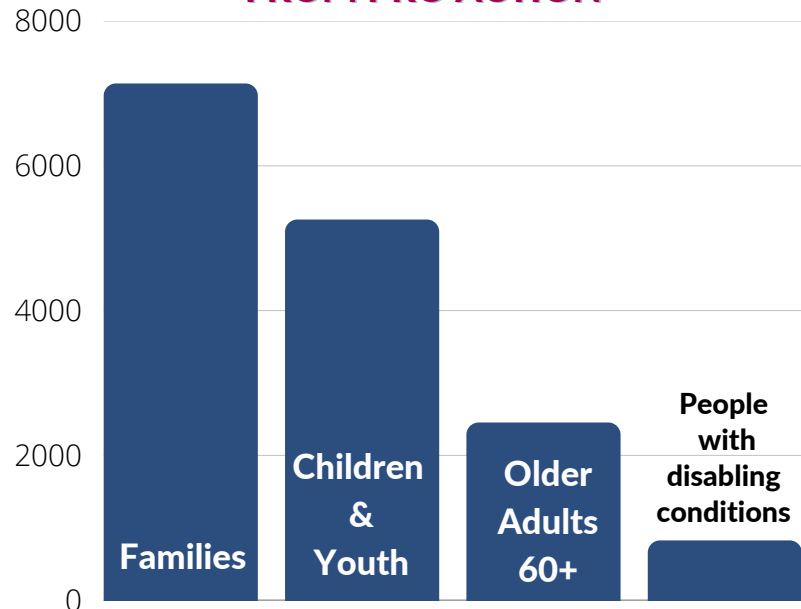
**Sites**

**28**

**Partners**

**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. According to local community need data, they include (1) lack of economic security; (2) lack of housing and basic needs; (3) limited affordable child care and family supports; (4) lack of transportation, and (5) lack of available and affordable health and mental health services.

Pro Action customers earn low incomes despite working. Of the reported 5,324 individuals over the ages 18-74 receiving Pro Action services, 43% are working. Despite this, 81% of households served by Pro Action programs have incomes below 200% of the Federal Poverty Level. Among families participating in Head Start, 64% have one or both parents working, and 36% have neither parent working. 64% of enrolled families are at or below the poverty guideline.

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, providing guidance and tools for job seekers to secure good jobs and develop skills to support their success in the workforce.

## The Local Need

**41%** of survey respondents stated the need for **higher-paying** jobs, and **46%** report difficulty paying monthly bills.

**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.

**33%** identified **transportation** as a top need and **18%** reported missing medical appointments due to lack of reliable transportation.

**15,855** 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

**2,923** TANF applicants received **case management** and received assistance and referrals.

**520** participants in the **Youth Empowerment Program** completed **training**; **226** accessed financial literacy **education**; **106** searched for a **job**.

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

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

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

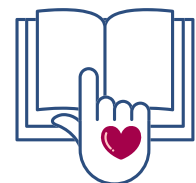
**12** adults were matched with an **Adult Literacy tutor**.

## Our Annual Impact

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

- **16** TANF Case Management Participants
- **44** Youth Empowerment Program Participants
- **9** Senior Community Service and Employment Program participants
- **27** Wheels for Work participants
- **84** Summer Youth Employment Program participants

**10** Adult Literacy tutors provided **1,546** hours of 1:1 or small-group **tutoring**.



## Going the Distance

**Four thousand miles.** That's the distance Raquel and her husband traveled to relocate for her husband's job—from Brazil to Corning, New York. Arriving in a new country is overwhelming under any circumstances, but with limited English, navigating everyday life in America was even more challenging for Raquel.

Enter Pro Action's Adult Literacy Program, which provides literacy tutoring and English as a Second Language (ESL) services. Pro Action partners with the Southeast Steuben County Library in Corning to offer **Vocabulary and Coffee and Coffee, Tea, and English** classes. Raquel began attending faithfully and also worked closely with the literacy tutor she was paired with through the program. In 2024, Raquel and her husband welcomed their first child, Melissa.

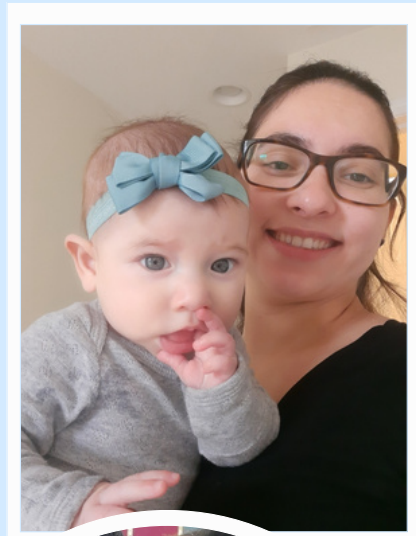
Raquel has progressed from a low-beginning ESL student to a high-intermediate level. She has earned her driver's license and can confidently carry on conversations in English. She now has the language skills needed to succeed in the workforce. Thanks to her growing confidence and proficiency, Raquel independently manages all of her family's daily responsibilities.

This story is about far more than learning English. Raquel and her husband do not have extended family in the United States. Despite that, she built a strong support system by forming meaningful relationships with classmates who were navigating similar experiences. Her ESL class even hosted a baby shower for her before Melissa was born. When Raquel's family visited from Brazil, she brought them to class to meet everyone. There was a shared sense of gratitude, knowing that Raquel had created an extended family to lean on.

Raquel continues to attend class to further refine her skills—and Melissa comes along, learning words in both English and Portuguese.

At Pro Action, we know that support looks different for everyone. We take great pride in offering diverse services that meet people where they are and help them build better lives.

Raquel, we are honored that you shared your story. While we know you are grateful for what you have learned from us, *we are just as grateful for what we've learned from you.*



# Resilient Children & Families



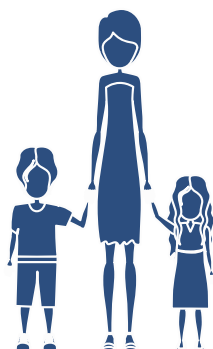
Children in Pro Action's service area are more likely than adults to live in poverty. In Steuben County, 27% of children under age six live in poverty; in Yates County, that figure is 20%. The high cost and limited availability of quality child care, lack of living wages, rising housing costs, and other barriers place economic opportunity out of reach for many families.

At the same time, low educational attainment is becoming a generational challenge, with half of the children in the service area entering kindergarten not fully school-ready. Programs in the Resilient Children and Families domain address these interconnected challenges through a two-generation approach that supports both children and the adults who care for them.

Children's programs create nurturing environments that foster learning and healthy development, while family programs help caregivers set goals, identify and build on their strengths, and strengthen relationships. Pro Action's Resilient Children & Families teams are committed to providing responsive, participant-informed services, with leadership and input from the families we serve.

## 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**.

## Making it Work

Andy and Brittany are like so many young parents in our community, facing a difficult question: to work, or not to work? Both wanted to continue working to support their growing family, but the cost of child care for two children would consume much of their income. Beyond the expense, they were equally concerned about finding quality, reliable care for their two boys.

Pro Action Child Care Council specializes in building the supply of registered child care providers and connecting families to the Child Care Assistance Program (CCAP), which helps working families afford child care. For Andy and Brittany, this meant finding full-day care for their youngest son, Lincoln, and after-school care for their older son, Logan.



The Child Care Council identified quality child care providers near where the family lives and helped Andy and Brittany enroll in CCAP. They found a program where both boys could attend—and we're happy to report they are thriving! With dependable child care in place, Andy and Brittany are able to work and provide a stable home for their family. Knowing their children are in a safe, nurturing environment during the week gives them peace of mind and allows the family to spend meaningful time together in the evenings and on weekends doing the things they love.

Each year, Pro Action's Child Care Council helps hundreds of families access quality child care. Andy and Brittany are grateful for the support and guidance they received from the Child Care Council team throughout this process.

At Pro Action, we know *it's about more than just child care*. It's peace of mind. It's one less stressor in a stressful world. We are honored to serve families like Andy and Brittany's.

## On the Road Again

Courtney Cawley is a mom on the go. A substitute teacher with a husband who works full time, Courtney is raising three young daughters while juggling a very full schedule. For more than six years, she and her family have been regular visitors to Pro Action's Hornell Family Resource Center, where they've built meaningful connections with other families, children, and Center Coordinator Tonya Tierney.



Like many families, Courtney and her husband live paycheck to paycheck, making it difficult to cover unexpected expenses. So when their family van broke down at the same time their furnace stopped working, the impact was overwhelming. The van was essential—it got the girls to school, Courtney to work, and carried the family through everyday needs like grocery shopping and doctor appointments. Courtney's father was also without a vehicle at the time and relied on the van to get to work, making it a vital lifeline for two families.

Feeling stressed and unsure where to turn, Courtney shared her worries with Tonya as she tried to find resources to cover both repairs. Tonya immediately stepped in, helping secure funding for the van repair and offering reassurance and emotional support during a very stressful time.

Without the support of the Hornell Family Resource Center, the outcome for Courtney and her family could have been very different. Courtney is deeply grateful for the financial assistance and compassionate support that helped keep her family on track and able to provide for their daughters.



At Pro Action, we know that families today are facing significant stress and challenges. That's why we're committed to showing up, offering support in every way we can. **Through our Family Resource Centers, we're helping people—and changing lives—every day.**

# Basic Needs Support

By providing basic needs support, Pro Action reduces obstacles on the path to prosperity. 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.

Pro Action customers earn low incomes despite working. Of the reported 5,324 individuals ages 18-74 receiving Pro Action services, 43% are working. Despite this, 81% of households served by Pro Action programs have incomes below 200% of the Federal Poverty Level. At the same time, the costs associated with living and working – including child care, transportation, housing and food – are out of reach. Nearly half of survey respondents reported difficulty paying monthly bills and report that, *“even working full-time, it’s not enough to cover bills.”*

## The Local Need

Nearly **13,000** people in the service area are **food insecure**. **20%** of children in Steuben, **17%** 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

**2,285 WIC** participants received **supplemental food** (**1,660** infants/children).

**900 older adults** received a meal or farmers market coupons. **96,215 meals** were prepared and distributed/served.

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



**650 households** in Yates County received **food assistance** and more than **3,640 food boxes** were distributed. An

additional **8,149 boxes** of fresh food was distributed through a **self-serve program**.

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

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

## Our Annual Impact

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

**10,961 volunteer hours** were contributed toward building a community where basic needs are met.

Total **volunteer hours** donated were valued at

**\$169,896**

**35 Unhoused** individuals receiving intensive case management services accessed permanent housing.

**68 Weatherization** customers preserved safe, affordable housing.



## A Smooth Transition

Moving to a new state can be overwhelming. For Jessica, relocating from South Carolina to Steuben County was a major change—especially since she had never traveled farther north than Virginia. Starting over in a new place felt daunting, but she and her family quickly found support through Pro Action’s Women, Infants, and Children (WIC) Program.

From the beginning, Jessica felt welcomed. Pro Action’s Steuben County WIC staff responded quickly to every question and concern and checked in regularly on Jessica and her toddler throughout their time in the program. Their support helped ease the transition and provided reassurance during an important stage of her daughter Shelby’s development.



While WIC is designed to provide supplemental food, nutrition information, and breastfeeding support for mothers and children up to age five, for Jessica, the program meant much more. WIC staff became trusted connections—and friends—offering encouragement, guidance, and a sense of belonging. Jessica credits the WIC program with making her adjustment to a new state “a breeze” and says she is sad that her daughter will soon be aging out of the program.

Today, Jessica is an enthusiastic advocate for WIC, sharing her experience and encouraging others to take advantage of the program’s many benefits. At Pro Action, we understand that every WIC participant is caring for an infant or young child—and that families need more than nutritional support alone. We are committed to ensuring that every caregiver feels welcomed, supported, and connected, just as Jessica did.

## Yes I Can!



In 2025, Jean Starr broke her hip and required five surgeries followed by a stay in a rehabilitation center. Eventually, her doctors told her, **“You can’t go home.”**

Jean’s response? **“Oh yes, I can.”**

At 80 years old, Jean knew she would need support—but her determination, paired with a thoughtful recovery and care plan, made all the difference. With help from Pro Action’s Home Delivered Meals/ Meals on Wheels Program, Jean was able to do exactly what she set out to do: return home.

Once home, Jean enrolled in the program and began receiving nutritious meals delivered by her driver, Holly. Jean says the meals ensure she’s eating well—rather than grabbing a quick snack—and she’s deeply grateful to still be living independently. The meals are always on time, they taste great, and, as Jean puts it, “they help me so much.” We were honored to play a small part in helping Jean get home—where she belongs.

At Pro Action, it’s a privilege to be part of stories like Jean’s. We never lose sight of the fact that our meals and regular check-ins are a critical support for older adults across our service area—helping them remain safe, comfortable, and independent in the place they call home.

# Thriving Older Adults

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 Office for Aging (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 Older Adult 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 **30%** of the population in Yates is **over the age of 60**.

Over **20%** of residents in the service area over age 60 live in **poverty**.

At least **185** Yates OFA customers are **frail** and **217** are **disabled**.

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

**30%** of community survey respondents indicated that **access to home delivered meals** is a top priority for access to **nutritious food**.



**537**  
**Yates OFA**  
**Customers**  
**live alone**

## Our Reach

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

**122** older adults received **emergency pendants** to quickly call for help, and **4** received **radio tracking devices** so they could be located if lost.

**69** participants received **medical** and **37** received **non-medical transportation services**.



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

**497** received unbiased **insurance counseling** to help access coverage.

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

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

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

## Our Annual Impact



More than **410** individuals maintained **safe, independent living** as a result of Yates OFA services.

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

**930** 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.



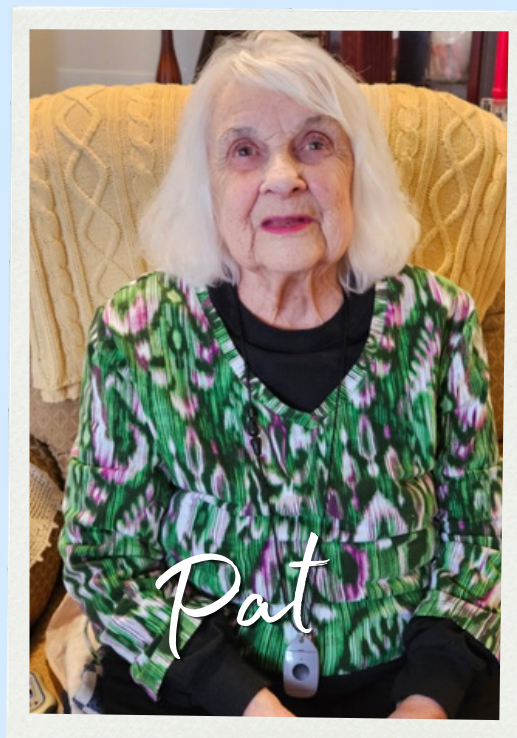
## Happy at Home

Since 2017, the Yates Office for Aging (OFA) has provided wraparound services to help Pat remain in the place she loves most—her home. Now 88, Pat continues to rely on OFA’s support to live a healthy, happy life.

When Pat first connected with Pro Action’s Office for Aging, she was struggling to keep up with household tasks and meal preparation. A caseworker worked with Pat to assess her needs and connect her with the right supports. Through the Expanded In-Home Services for the Elderly (EISEP) program, Pat was matched with a dedicated aide who assists with housekeeping, grocery shopping, and errands. She also receives nutrition counseling, helping her plan and prepare healthy meals with her aide’s support.

To support her safety and independence, Pat uses a Personal Emergency Response device, ensuring help is available with the press of a button. She also receives regular check-in calls through the Telephone Reassurance Program, which provides companionship and social connection. Over the years, Pat has also benefited from health insurance counseling and general information and assistance services.

Pat’s experience reflects that of many OFA clients. With the support of her part-time aide and other services, she feels less stress and greater peace of mind. *At Pro Action’s Office for Aging, we understand the importance of helping older adults remain in the comfort of their own homes, and we take pride in providing the supports that allow people to age with grace, dignity, and independence.*



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## Congregate Connections



Arlene lives in senior housing in Penn Yan, where Pro Action’s Senior Nutrition Program operates a congregate meal site five days a week. For Arlene, the program has become an important part of her daily routine—and her sense of connection.

Arlene visits the congregate meal site nearly every day and looks forward to the nutritious meals, which she describes as “very good and well balanced.” But for her, the program offers much more than a healthy lunch. The site provides opportunities for socialization, companionship, and fun, and Arlene encourages others to attend as well. Activities such as ice cream socials, monthly birthday celebrations, word games, and tea and coffee hours help create a welcoming and engaging environment.

Through her relationship with Pro Action, Arlene also discovered an opportunity to volunteer. She now helps answer phones at the Pro Action office when the front desk staff member is away. This experience has given her a chance to build new skills, strengthen connections, and grow her confidence—further enriching her sense of purpose and belonging.

*Pro Action’s Senior Nutrition Program is a critically important service, serving more than 900 older adults each year. Whether through congregate meals or home-delivered service, the program offers nourishment, connection, and reassurance. It’s a reminder—to Arlene and so many others—that they are never alone, and that support is always close at hand.*

Assemblyman Philip Palmesano and Senator Thomas O'Mara presented a proclamation to honor and celebrate Pro Action's 60th anniversary.

Both elected officials reflected on Pro Action's longevity, and the fact that they have celebrated milestones with the agency over the years.

What that shows is Pro Action's ability to continually meet the current needs of our customers, and flex or adapt when needed.

Phil and Tom congratulated and thanked the Pro Action staff for their hard work, and for the difference they make in the lives of people in Steuben and Yates Counties.



Both the Steuben County Legislature and the Yates County Legislature commemorated Pro Action's 60th anniversary with special proclamations.

It's because of the continued support and partnership of Steuben and Yates Counties that we are able to do the work we do every day. We are deeply grateful for your support –and for helping us commemorate and celebrate this meaningful milestone.



## Pro Action Wins Gold!



## We Achieved Gold!

## Pathways to Excellence Program



We are the only Community Action Agency to achieve **GOLD LEVEL** status in New York State!



Gold tier achievement demonstrates excellence in organizational performance management practices through alignment with National Community Action Standards of Excellence.



Pro Action is extremely proud to announce that we have achieved **Gold status** in the National Community Action **Pathways to Excellence Program**. As the first agency in New York State to attain this prestigious honor, we mark a historic milestone for both our organization and our state.

The Pathways to Excellence Program, developed by the **National Community Action Partnership**, is a nationally recognized initiative that **promotes excellence** among community action agencies across the United States. The program provides a **rigorous framework for organizational assessment and improvement**, based on the principles of the Malcolm Baldrige National Quality Award. Agencies participating in Pathways to Excellence undergo a comprehensive evaluation of their leadership, strategic planning, customer focus, measurement and analysis, workforce development, operations, and results.

The gold standard represents the program's **highest achievement**, signifying an agency's **commitment to quality, innovation, and ongoing improvement** in serving low-income communities. Earning this distinction shows Pro Action not only meets but **exceeds benchmarks for excellence** in service, governance, and operations.

*"Achieving the Gold Standard in the Pathways to Excellence Program is a testament to the dedication, passion, and hard work of our entire Pro Action team. We are honored to set this benchmark for the New York State Community Action network and to be recognized nationally for our commitment to empowering communities and driving impactful change. This achievement reflects our unwavering focus on innovation, excellence, and results in all that we do for the families and individuals we serve."* — Laura Rossman, CEO, Pro Action.

Pro Action extends **heartfelt gratitude to staff, volunteers, and partners**. This achievement would not have been possible without their continued support and collaboration. The agency looks forward to furthering its mission, **advancing opportunities, and championing excellence** in community action for years to come.

For more information, visit the National Community Action Partnership website at [Standards of Excellence | National CAP](#).

## Addison Central School District Partnership - Making a Difference for Children & Families

The Addison Central School District, in partnership with Pro Action of Steuben & Yates, Inc. and the Food Bank of the Southern Tier, held a grand opening for its new Food Center at the Jennie Mose Family Resource Center (14 South St., Addison) on Saturday, October 4. The Food Center is open to all members of the ACSD community. Visitors to the Food Center can select needed items from available inventory, which can include milk, eggs, produce, meats, snacks and canned goods.

*“The Addison Central School District is deeply appreciative of the partnership with Pro Action and the Food Bank of the Southern Tier in the effort to help address the issue of food insecurity for the entire ACSD community,”* said Addison Superintendent of Schools Jim Peiffer. *“Food insecurity is a real concern when it shouldn’t be,”* said June O’Konsky-Crandall, Pro Action of Steuben and Yates Community Based Child, Youth and Family Development Programs Manager. *“This collaboration between the Addison Central School District, Pro Action of Steuben and Yates and the Food Bank of the Southern Tier is helping to break the stigma of using a food pantry and is a movement toward ending hunger. We could not be more honored to be part of this collaboration.”*



**Lindsay Aulin** Foodbank of the Southern Tier Programs & Partnerships Coordinator for Schuyler and Steuben, **Jim Pfeifer** Superintendent ACSD, **June O’Konsky-Crandall** Community Based Child, Youth and Family Development Programs Manager, **Heather Balch** Coordinator Jennie Mose Family Resource Center



## Bella Notte Fundraiser - Empowering & Inspiring

Bella Notte, or “a beautiful night” is Pro Action’s annual fundraiser, held at the Corning Museum of Glass. Local women from across the area come together to raise over \$25,000 to assist families who struggle to pay their expenses due to a variety of reasons. Many of these families are working more than one job and miss the cut-off for assistance by just a few dollars. Our Community Action Angels fund is the only place to find assistance for unfunded needs, making it a critical resource for the people Pro Action supports.

Thank you to everyone who attended our event. We are already looking forward to 2026!



2025

# Bella Notte

- Sweets & Snacks
- Raffles
- 360 Photo Booth
- DJ/Dancing

**Thank you!**  
Over \$25,000 raised to support local children and families!

**November 1st, 2025**  
Corning Museum of Glass

Providing hope and resilience to individuals and families in our community.

\*To benefit Pro Action's unfunded needs program, Community Action Angels.

## 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!



Sara McFarland

Brandy Comstock



Brandi Gerych



Rebecca Dillon



Holly Clarke



Jennifer Hochman



Ashley Beach



Brandilynn Borden



Linda Smith



Donna O'Connell



Becky Bennett-Tears



Lisa Zeltwanger



Kerry Stermole



Richard Cummings



Linda Pickering



Wendy Harrison

### 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!



Connie Reed



Lisa Schuck



Stephanie Adams



Heather Trenchard



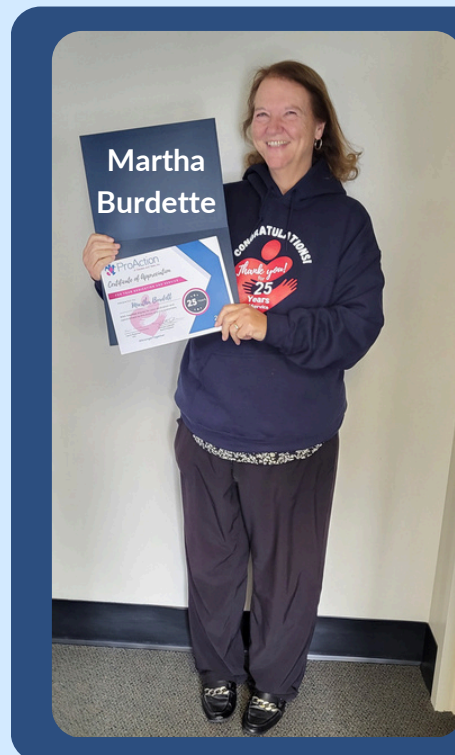
Lori McGregor



Kristin Stone

# Years of COMBINED Experience!

# 250

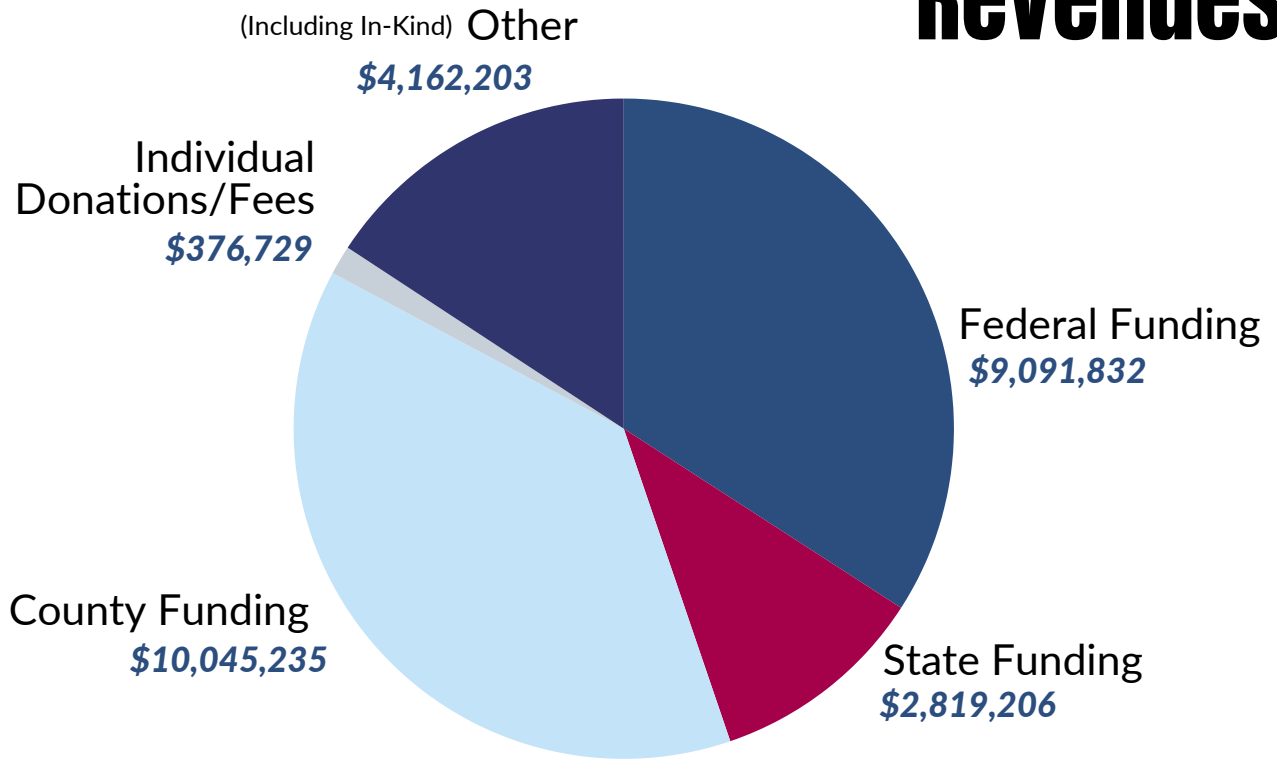


Martha Burdette

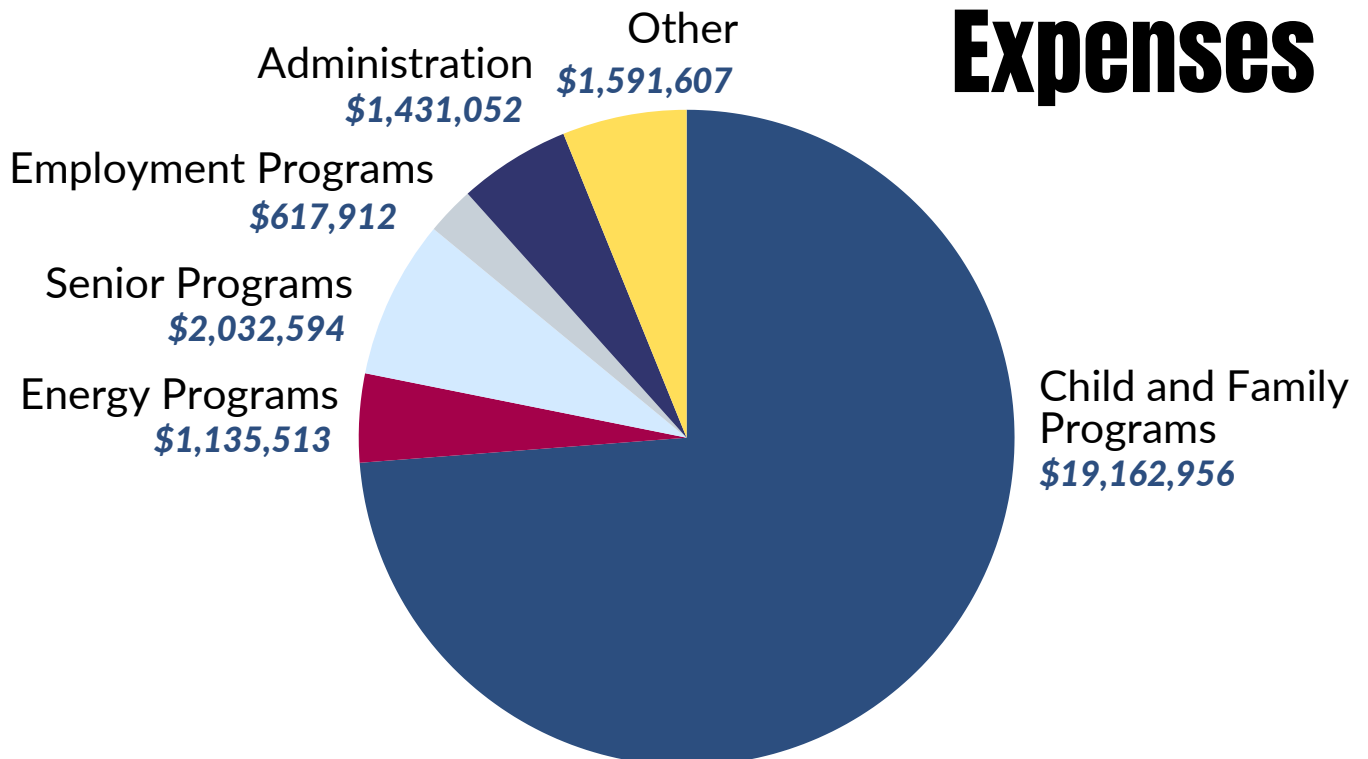


\*Financial report reflects a period of 1/1/2025 to 12/31/25 while program service and outcome figures reflect a period of 10/1/24 through 9/30/25

## Revenues



## Expenses



## Economic Impact

Employees.....	441
Employee Salaries.....	\$8,823,757
Senior Employment Salaries.....	\$254,770
Youth Employment Salaries.....	\$217,990
WIC Coupons Redeemed.....	\$1,430,922
Paid to Daycare Providers for Subsidized Care.....	\$7,655,349

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

**\$18,382,788**



**.94¢**  
**\$1.00**

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 2025 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

100%

**199/199** State and **57/57** Federal Standards of Excellence Were Met