
2025

ANNUAL REPORT



THE COMMUNITY ACTION PROMISE

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.



WE VALUE

- Advocacy for individual & community change
- Partnership with service recipients and other organizations
- Stewardship for public & private resources
- Accountability for our actions as mission-based advocates, partners and stewards

OUR MISSION

Community Action of
Greene County (CAGC)
empowers
disadvantaged
individuals and families
to grow and thrive
through person-centered
services. CAGC
promotes collaboration
to strengthen the
community.

OUR MANAGEMENT TEAM



Florence Lorenz
Executive Director



Eugene Kelly
Bookkeeper/Office
Manager



Barbara Palmateer
Director of Family
& Community
Services



Brooke Pappalardi
Interim Director of Victim
Services



Nick Van der Vossen
Director of Weatherization

OUR BOARD OF DIRECTORS

BETH DALY - PRESIDENT

LORI TORGENSEN-VICE PRESIDENT

CARRIE MULTARI- TREASURER

JULIE WADE- SECRETARY

MARYANN SCALERA

TRACY JO SZEPESSY

NANCY BARTON

ROBERT HART

TRACY RICCI

SHEENA HASSELL

HANNAH CALHOUN

JAY LUCAS

2025 has certainly posed its share of challenges for this agency. With priorities changing with the new administration, several of our funding sources were, and are still, at risk of elimination, reductions, or changing eligibility requirements. Once again, we were put in a position to prove our resilience and ability to quickly shift gears and find ways to continue to provide vital services to residents of Greene County.

At the core of all we do is our dedicated staff- whether assisting people with housing related issues, family violence, food insecurity or making homes more safe and energy efficient, it is the work of our employees making the difference. With the government shut down this past fall, we were forced into the unfortunate position of instituting a partial layoff across the agency, as our largest funders were unable to reimburse us for expenditures. The staffs' response? "what will happen to our clients?"

Fortunately, we were able to bring all back on staff full time within a month, and maintain services as best we could uninterrupted. We are not, however, out of the woods yet. As of this writing, the Office of Management and Budget is not paying the states for the Community Services Block Grant, which means we are not again being reimbursed for expenditures we have made. This is regardless of the fact that this money was appropriated by congress.

As we move into our 60th year of providing services to those among us requiring assistance to get by, we are more aware than ever of the need for our services. With the ever rising costs of living- food, gas, heating, utilities, it seems more important than ever that supports such as those we offer are available to the community.

We look forward to continuing our important work, and the opportunities for new and expanded partnerships to improve the quality of life for those we serve. As always, we are appreciative of the ongoing support we receive from the Greene County Legislature and all of our community partners.

A YEAR IN STORIES

- *In one of the small tight knit communities located in the mountains of Greene County, a family faced the heartbreaking loss of their father / husband after a long battle with illness. During his last few months, the family's finances became severely stretched, leading the wife to seek help from Community Action. In addition to assisting her with a crucial bill that alleviated some of the financial burden she was facing, the agency's staff also provided essential support as well as information on local resources. The local community rallied around her, offering emotional and financial support. This assistance from neighbors and friends helped her navigate the difficult days following her husband's passing. The community helped with the cost of a private nurse, his funeral, as well as creating a meal train for over thirty days so that her family didn't have another thing to worry about. Inspired by the kindness shown to her and the impactful help she received from the agency, the wife decided to give back by becoming a volunteer herself. The wife wanted to channel her gratitude into helping others through participation in the Women's Auxiliary, PTA, and her church. She shared with CAGC staff how deeply appreciative of the agency she was and how our service is what actually prompted her to give back.*

- *Staff arrived at work one early morning to find a young man sleeping in his car in our parking lot. When he awoke, clearly embarrassed, he apologized and said he had nowhere to go, he was homeless. When asked if he had sought assistance with emergency housing with the Department of Social Services, he explained that when he first lost his housing, he did in fact apply for help. Because he was working, his income deemed him ineligible for assistance. After a period of, as he stated "looking and smelling like dirt" when reporting to work, he was fired, and now had nothing. He was offered food and referred back to Social Services for emergency housing.*
-

-

A YEAR IN STORIES

- *She never imagined she would one day call herself a survivor. For years, she lived in a cycle that felt impossible to escape. The relationship that once seemed loving slowly became controlling, then emotionally abusive, and eventually violent. Alongside the abuse came isolation, fear, and a growing dependence on alcohol to numb the pain. She felt trapped—not only by the person hurting her, but also by the belief that she had nowhere else to go. Like many survivors, she struggled with co-dependency. She believed she needed to stay, that she could fix things, or that leaving would only make life worse. Over time, the emotional toll eroded her confidence and sense of self-worth. The physical violence escalated, and the substance use that began as a coping mechanism slowly became another obstacle in her life. One night, she made the hardest decision she had ever faced—she asked for help. With the support of a local advocate, she entered a domestic violence shelter through Community Action’s Victim Services program. At first, she felt overwhelmed. The shelter was safe, but it was also the first time in years she had been separated from the chaos that had defined her life. With the guidance of victim advocates, she slowly began to understand the patterns of abuse and co-dependency that had kept her stuck. Through counseling, safety planning, and support groups, she started to rebuild the confidence that had been taken from her. At the same time, she faced another difficult challenge: addressing her substance use. Advocates helped connect her with recovery resources and encouraged her every step of the way. Recovery was not easy, but for the first time she felt supported instead of judged. As she gained stability, she began focusing on her future. With encouragement from staff, she worked on practical goals—updating her résumé, practicing interview skills, and applying for jobs. When she finally received a call offering her employment, it felt like a turning point. The job gave her more than income; it gave her independence, purpose, and the confidence that she could support herself. Over time, she continued to build on that progress. She maintained her recovery, strengthened her support network, and worked closely with advocates to plan for long-term stability. Eventually, she achieved something that once felt impossible: she moved into permanent housing of her own. Today, she wakes up in a place where she feels safe. Her home represents more than four walls—it symbolizes her strength, resilience, and the life she has worked so hard to rebuild. She continues to grow, focusing on her health, her work, and the future she now believes she deserves. Her journey is a powerful reminder that healing is possible. With courage, support, and the right resources, survivors can break free from cycles of abuse and build lives defined not by their past, but by their strength and determination.*

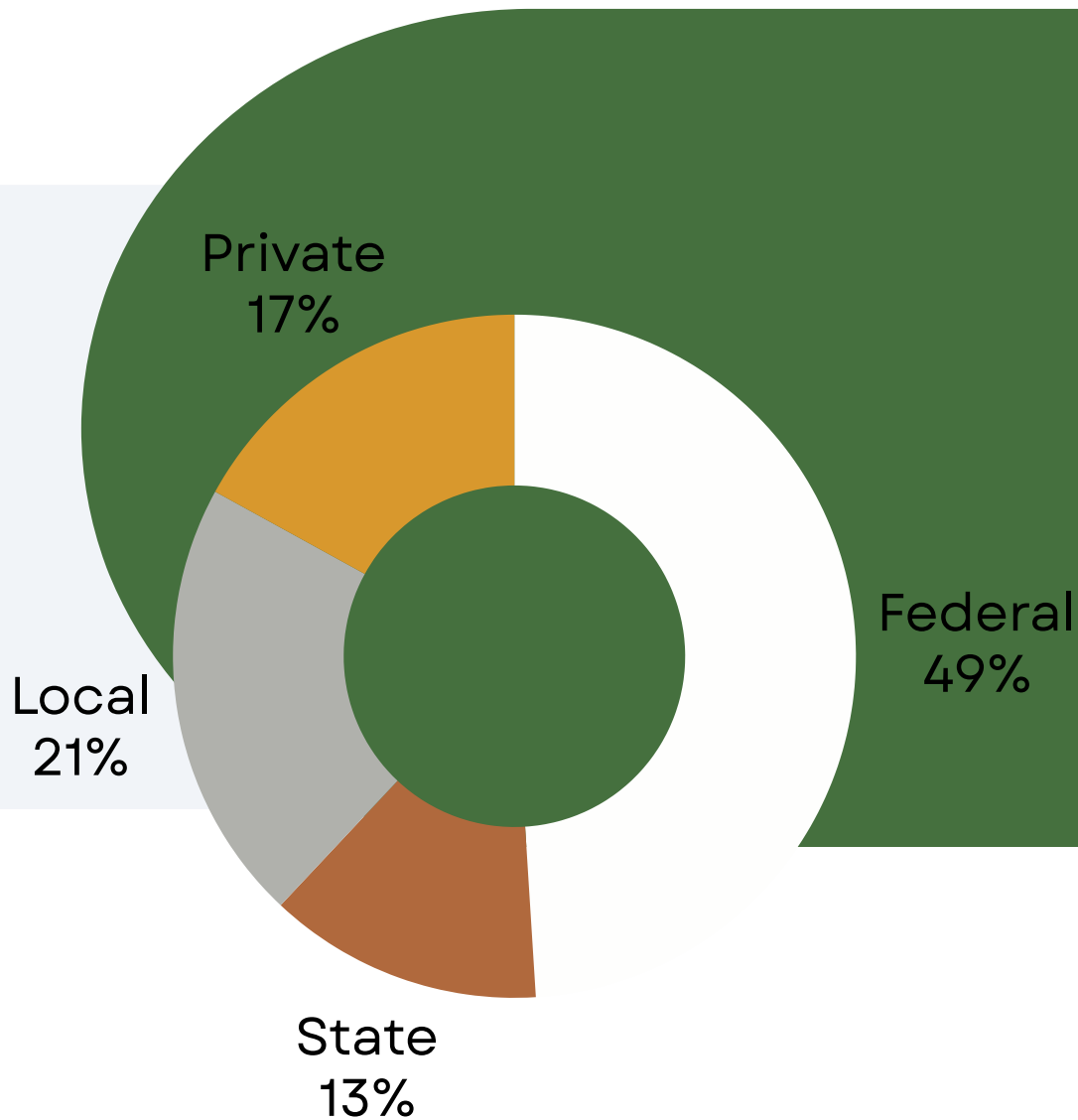


Staff Wellness Day, North South Lake

ANNUAL INCOME

Funding Source	Federal	State	Local	Private
Columbia County Department of Social Services			50200.76	
Community Services Block Grant, NYS Dept. of State	246246.35			
Donations				163994.47
Dormitory Authority of the State of New York		0		
Emergency Food and Shelter National Board	0			
Federal Family Violence Prevention	85323.08			
Fee for Service/Program Income				
Foundation Grants				37961.77
Greene County Department of Social Services			58683.35	
Greene County Department of Social Services- Rental Supplement Program		94976.5		
Greene County Legislature			49871.25	
NYS Comptroller- HEAP Cooling Program	24494.22			
Legal Aid Society of NENY				0
LDSS (Domestic violence per diems)			408220.34	
NYS Department of Agriculture and Markets	0			
NYS Division of Criminal Justic Services (Senator Hinchey)		19994.71		
NYS Division of Housing and Community Renewal	671159.34			
NYS Office of Prevention of Domestic Violence		57437.66		
NYS Office of Temporary and Disability Assistance (STEHP)	185220.74			
NYS Office of Victim Services		186548.45		
Pay it Forward Thrift Store				186637.35
Transitional Housing Income			4547	
United Way of the Greater Capital Region				15000
US Department of Housing and Urban Development (HUD)	132128.33			
In-Kind Services, non monetary donations & services				49478.57
Rent, miscellaneous income				9006.84
Totals	2737131	1344572.06	358957.32	571522.7
				462079

ANNUAL INCOME



FAMILY & COMMUNITY SERVICES

Food Pantry- 5,622 persons, 645 unduplicated households

Mobile Food Pantry - 1,566 persons, 7869 families

Feeding America-144 food pickups, 58,801 lbs of food

Farm to Food Pantry- 33 pickups, 4,703 lbs of food



FAMILY & COMMUNITY SERVICES



Housing:

STEHP (Solutions to End Homelessness)

- 22 individuals served through Rapid Rehousing
- 66 individuals, assisted through Prevention

RSP (Rental Supplement Program)

- 14 households served

FAMILY & COMMUNITY SERVICES



Emergency Assistance:

- 15 rent
- 4 utilities
- 77 household items
- 182 individuals receive clothing
- 32 individuals received bus passes
- Resource Room (computer, fax, phone) 7 persons, 27 visits
- Healthy Homes, 12 at risk households assisted

VICTIM SERVICES



24 Hour Domestic Violence Hotline

- 626 calls

Safe Dwelling Residential Program

- Greene County 23 ppl sheltered
- Columbia County 33 ppl sheltered

Orders of Protection

- Greene County 80
- Columbia county 62

Crime Victims Assistance Program

- 3 victims assisted

PAY IT FORWARD COMMUNITY THRIFT STORE



- 133 donations received at an estimated value of \$ 55,286
- 140 vouchers issued to persons in need, at a value of \$3,518 (clothing, bedding, cooking utensils, etc.)
- Gross sales \$116,900

All proceeds from the thrift store support the programs offered by the agency

WEATHERIZATION ASSISTANCE PROGRAM



- 79 home energy audits performed
- 48 homes weatherized
- 32 homes received air conditioners

*** our Auditor, Bill Zeeb, received the 2025 Program Service Award from the NYS Weatherization Directors' Association!

Dear Carol, Bill, & Nick,
Can't thank you enough,
for the great work you did
on my house.
It makes me believe
in the goodness of humans
when there is so much
discourse in the world today.
Looking forward to spending
some time in my living room
this winter!! Best,

SUMMARY

In addition to our “regular” programs, we also provided 300 children with Christmas gifts, 70 children with new shoes for school, and prepared 156 tax returns bringing \$125,000 in Federal refunds into Greene County!

We also distributed our 2025 Community Needs Assessment Survey!



WANT TO LEARN MORE?



EMAIL

info@cagcny.org



WEBSITE

www.cagcny.org



PHONE

518-943-9205

