

COMMUNITY ACTION

of Greene County, Inc.



2020 Annual Report



Creating Opportunities... Fighting Poverty... Changing Lives

To say that 2020 was challenging would be an understatement. Early in the year, the COVID Pandemic took hold of our communities, challenging healthcare professionals, schools, business owners and every day people alike. Businesses and schools closed, jobs were lost, as well as lives.

Community Action of Greene County continued to provide essential services to some of the most vulnerable amongst us, demonstrating resilience and commitment to our mission.

Only essential services were permitted to operate in the early phases of COVID, so our Weatherization program ceased operation, as well as our thrift store. We found work for staff of those programs assisting in our services that were deemed essential, such as our food pantry.

Early on in the pandemic, the way we provided services was altered. Home visits stopped, our lobby was limited to one person at a time, masks were mandated, and our service delivery, other than our food pantry, was done remotely. We reduced our hours of operation in order to reduce risk of exposure to our staff, and then made our food pantry available during all of our open hours to make it more accessible to those we serve.

We implemented our mobile food pantry, bringing food packages to those in our community that lacked reliable transportation, those who were quarantined, homeless, and seniors and others afraid to go into stores due to compromised immune systems and fear of exposure. In addition, we accompanied Greene County Public Health on their mobile Covid testing sites throughout the county.

Our Weatherization crew, paid through covid related grants, expanded our lobby to allow social distancing in the lobby, and to allow computer access for consumers without coming into our office space. They were instrumental in getting our mobile pantry off the ground- helping with both food pickups from the food bank and other sources, as well as accompanying pantry staff to the mobile sites. The crew also built a storage shed, moving their tools out of the main office building, allowing us to double our food storage for the food pantry.

Our intake and application process became virtual, with consumers able to register for services online and sign forms electronically. Interviews and case management were conducted via telephone, plexiglass dividers protect our receptionist and staff in our interview room.

Our domestic violence hotline remained active, and our two domestic violence shelters were combined to allow staff reduced exposure- working on a rotating basis. Strict protocols were put into place regarding masks, social distancing and disinfecting as those living in communal settings are at a greater risk of contracting and passing on COVID. Due to staffing shortages and reduced census, our Greene County shelter was closed for much of the past year.

Very strict protocols regarding mask wearing, social distancing, and sanitization were adopted in the office for both staff and visitors as well, along with a new tracking system in case of contact with someone who indeed tested positive for covid. While we did have several staff quarantined over the past year for exposure or possible exposures, we were fortunate in that only 2 staff tested positive, and only had to close our office completely for one week immediately after the Christmas holiday. Neither case was so serious that it required hospitalization. With a good percentage of staff now immunized, either fully or with one shot under their belts, and with immunizations now more available to the general public, we look forward to returning to a more “normal” way of conducting business. It is difficult to provide Human Services void of human contact.

In addition to our regular programs, since Covid we have received several new grants to respond to, prepare for or prevent Covid and its affects. Additional funds are now available through the agency to work with those experiencing homelessness or housing insecurity due to COVID. In addition, funds are available for income qualified households that can address utility shutoffs, internet needs (for remote school and work), and daycare- basically any need that can be related back to Covid. While the requests for assistance are steady, we expect an

influx once the moratorium on evictions is lifted. We are conducting outreach to encourage the public to reach out now, rather than waiting for the lift.

In addition to COVID wreaking havoc across this country, the deaths of George Floyd and Breonna Taylor at the hands of police sparked unrest, and rekindled the national dialogue on race relations and policing. Community Action came up alongside of the Civil Rights Movement in the 1960's, and although our community is fortunate to not see the violence and blatant racism experienced in other states and cities, we recognize, as Dr. Martin Luther King Jr. did, that "injustice anywhere is a threat to justice everywhere". As stated in the national Community Action Promise, "we care about the entire community", "we embody the spirit of hope", and we work towards "making America a better place". As such, we provided staff with a full day Diversity, Equity and Inclusion training, which included information on the systemic racism that has, and still exist in our communities, which leads to people of color being disproportionality affected by poverty. We were proud to be invited to have a part of the local conversation on police reform in our community, and look forward to continued partnership with local government and law enforcement in assuring equality for all.

While the past year has been the most difficult to navigate in my now 20 years of employment with this agency, I can honestly say I've never felt more proud of the people I work with, or the work that we do. Those living in poverty, unstably housed, working either low paying jobs providing essential services (in nursing homes, grocery stores, etc.) or who lost their jobs due to the pandemic, are at greater risk for contracting the virus, and have less resources for protecting themselves. The staff of this agency, also, is considered essential, yet very little is mentioned of the human service workers who have risked their own safety to provide for others. Despite the very real concerns for their own safety and health, staff pulled through to take care of those less fortunate and continue to provide services to those in need in our communities.

Sincerely,

Florence Ohle
Executive Director

Community Action of Greene County Inc.

Senior Staff

Executive Director	Florence Ohle
Operations Officer	Vacant
Director, Family, Community And Victim Services	Barbara Palmateer
Director, Weatherization Assistance Program	Eugene Kelly
Thrift Store Manager	Bryan Hale

Board of Directors

President	Tracy Ricci (representing NYS Assemblyman Chris Tague)
Vice President	Lori Torgersen
Treasurer	Carrie Multari
Secretary	Carol Pfister (Representing Village of Athens Treasurer Gail Lasher)
	Maryann Scalera
	Nancy Barton
	Tracy Jo Szepessy
	Aidan O'Connor Jr.
	Julie Wade

Grow it Forward Greenhouse Project, Inc.

Operations/ Sales Manager
Farm Manger
Marketing and Sales

Rebecca Roach
Allison Brabham
Delphina Madera

Board of Directors

President

Stephen Hadcock

Treasurer

Nancy Richards

Heather Stine

Charles Brooks

Aidan O'Connor, Jr.

Julie Wade

At A Glance

Food Pantry	3,117 persons, 346 unduplicated households, 1648 food packages, 28,053 meals
Mobile Food Pantry (Oct- Dec only- stats were not separated before then)	196 persons, 76 unduplicated households, 96 packages, 1, 764 meals
Feeding America	162 food pickups, 81,717 lbs of food
Farm to Food Pantry	36 food pickups, 19,490 lbs of food Lbs distributed to other pantries – 8,805.50
Pay it Forward Thrift Store	116 donations valued at \$35,161 63 vouchers distributed for \$1,386
Emergency Assistance	15 rent/ security, 9 utilities, 6 internet, 3 gas cards, 1 motel stay, 1 trash removal, 1 air conditioner, 1 septic repair
Healthy Homes Case Management	22 households
STEHP (Solutions to End Homelessness)	Rapid Rehousing (literally homeless) 32 individuals, 14 households assisted with security or rent Prevention – 130 individuals, 44 households at risk of becoming homeless served with rental arrears
Resource Room (computer, phone, fax use)	16 unduplicated people, 42 visits
Wheels for Work Auto Loans	1 loans open, 1 paid off
Domestic Violence Hotline Calls	887
Shelter – Greene County	36 individuals
Shelter – Columbia County	113 individuals
Greene – Orders of Protection	44
Columbia – Orders of Protection	41
VITA	161 tax returns, \$211,108 in refunds
Weatherization	19 households
Here Comes Christmas	283 children served
Back to School	57 children served
Victims' Advocacy Program	34 innocent victims of crime were assisted, 28 Orders of Protection granted



Cards expressing appreciation for the assistance received through our agency were abundant this year, with many remarking on the care and compassion demonstrated by our staff

Dear Diane,
I would like to thank you
so much for your help with my
Rent in my most difficult time.
I have never had to ask for
before I always could pay my
but with have to stop because
medical problems I wanted to co
or a few more years. I miss wa

Much thanks for all that
you do in all of your
programs. Words cannot express
my overwhelming thanks
during these difficult times.
Safe, healthy and warmest
wishes this holiday season



Volunteers deliver food via our Mobile Food Pantry, house to house as well as setting up a table for residents of The Mews in Prattsville.



We are so appreciative of the support we receive from our community members, both the private and business sectors. Catskill Ambulance sold shirts to benefit our Domestic Violence Program during Domestic Violence Awareness month in October. Here Rebecca receives the check



See and Be Bakery collected donations and distributed gift cards to their store through our food pantry!



GSK Oak Hill donated tooth paste to be distributed through our pantry as well!





The Catskill Fortnightly Club supports our Annual Here Comes Christmas Program with a generous donation!

No further caption necessary!



County Waste Employees donate bicycles for kids enrolled in our Here Comes Christmas Program!



While our Weatherization Program was deemed “non-essential” service at the onset of COVID, the crew most certainly proved themselves essential to us! While we couldn’t use Weatherization grant funds to pay them, other COVID related grants allowed us to keep them working, making modifications to our office in order to increase capacity to serve and protect staff and consumers!! Our lobby was doubled in size to accommodate social distancing, and a shed was built on site to house Weatherization supplies, allowing our food pantry to be expanded as well!



Community Action staff assist at a mass food drop at the Cairo Durham HS, organized by Catholic Charities



Mobile Food Pantry accompanied Greene County Public Health's mobile Covid testing sites throughout Greene County- pictured here is the first clinic, at Catskill High School.

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of Greene County, Inc.

2020

Funding Source	STATE	FEDERAL	LOCAL	PRIVATE
Columbia County Dept of Social Services			\$50,069.98	
Community Services Block Grant - NYS Dept. of State		\$368,345.95		
Donations				\$92,618.49
Emergency Food & Shelter		\$29,082.00		
Federal Family Violence Prevention		\$54,677.20		
Fee for Service & Program Income				\$69,814.96
Foundation Grants				\$71,000.00
Greene County Dept. of Social Services			\$104,367.48	
Greene County Legislature			\$41,930.00	\$0.00
Greene County Youth Bureau			\$0.00	
Interest Income				\$158.32
LDSS (Domestic Violence Per Diems)			\$354,737.30	
NYS Division of Housing and Community Renewal	\$441,275.00			
NYS Division of Criminal Justice Services	\$18,728.03			
NYS Empower				
NYS Office of Temp/Disab Assist (STEHP)	\$267,505.21			
NYS Office of Victims Services	\$346,860.27			
Other Grant Funding				\$19,839.60
Pay it Forward Thrift Store Income				\$42,288.68
Transitional Housing Income				\$5,736.24
U.S. Department of Housing and Urban Development		\$69,271.00		
IN KIND Services, Non Monetary Donations and Services				\$62,468.92
Rent, miscellaneous income				\$13,966.06
Totals	\$1,074,368.51	\$521,376.15	\$551,104.76	\$377,891.27
TOTAL AGENCY INCOME: \$2,524,740.69				

Community Action of Greene County, Inc.
Annual Income
2020

