

## **Family Resource Centers Monthly Reports**

- County East FRC
- County South FRC
- County West FRC
- Viola G. Chisholm Eastside FRC
- Emma L. Johnston Southside FRC
- Westside FRC
- Early Childhood Career Pathway Program/Workforce Development
- Re-Entry Program

02-2023





## **County East Family Resource Center February 2023 Board Report**

### **Center Highlights:**

County East hosted VITA Free Tax Prep Program on February 6, 2023. Eight individuals participated and had their taxes filed and all expressed appreciation for the program and have all received their refunds.

County East Family Resource Center and Vera House Elder Abuse Program hosted LOVEFest on February 10, 2023, is a celebration of love, and support, to honor families.

County East FRC Coordinator co-facilitates Parent With Hope Parenting Education Classes hosted at County West FRC, classes meet every Tuesday at County West from 10-12 Noon.

### **Upcoming Events:**

- VITA Free Tax Prep Program: March 6, 2023
- Women's History Celebration: March 30, 2023
- Upstate Mobile Mammography April 11, 2023 9AM- 3AM

### **Ongoing Site Services:**

- Sick & Shut-In Support
- Vera House Elder Abuse Support Group
- Crisis management & Family Development Services as needed
- Parenting Class: Parents With Hope
- RAPP
- Lemoyne Erie 21

### **Success Story:**

The Care & Share Program opened on February 6, 2023. Fifteen applications have been submitted, and fifteen have been approved. Upon approval, the customer will receive a one-time payment of two hundred dollars paid directly to National Grid to assist in the high cost of heating their homes. The benefits to our clients totals \$3,000.



## County East Family Resource Center February 2023 Board Report

### Center Services:

|                               |           |
|-------------------------------|-----------|
| Parenting Class               | 2         |
| Adult Recreational Activities | 3         |
| Care & Share                  | 18        |
| Eviction Counseling           | 1         |
| Landlord/Tenant Mediation     | 1         |
| Follow Up                     | 15        |
| Grocery Shopping              | 1         |
| Information/Referral          | 6         |
| Eligibility Determination     | 1         |
| National Grid                 | 2         |
| Rides Provided                | 1         |
| SNAP                          | 1         |
| Volunteering                  | 1         |
| <b>Total</b>                  | <b>53</b> |



## County South Family Resource Center February 2023 Board Report

### Center Highlights:

CSFRC had a busy month with several food deliveries and Care and Share applications. The parenting classes have been learning about Addiction and Parenting Styles. The Women's Wellness group is finishing up with Financial Literacy. The youth program went bowling during the winter break and visited Carol Watson's Greenhouse in LaFayette. Lack of available, affordable housing continues to be an issue in the rural areas of the county.

### Upcoming Events:

- Spring Free Clothing - Dates TBD
- 2nd Tax day in Tully - March 20th - if needed

### Ongoing Site Services:

- Women's Wellness and Support Group – Tuesdays, 6:00-8:30 PM
- Parents with HOPE Parenting class – Thursdays, 6:00-8:00 PM
- Afterschool Group – Monday-Wednesdays, 2:40-4:30 PM
- FISH Medical Transport – Tuesdays and Thursdays
- Fresh Food Delivery from St. Leo's Food Pantry – First Tuesday of the month
- Regular Food Pantry Delivery – 2<sup>nd</sup> and 4<sup>th</sup> Wednesday of each month
- Crisis management and Family Development Services as needed

### Success Story:

The Food delivery services provided by Family Advocate, Brenda Nellenback at CSFRC started during Covid but have continued to be a great resource for those in the community who do not have transportation. Three afternoons a month, Brenda, along with community volunteers, delivers food to the seniors at the Meadows Housing Complex as well as throughout the town of Tully. The average number of families who use this service monthly is between 35- 40. The food comes from St.Leo's Food Pantry and the Fresh Food Giveaway, also sponsored by St.Leo's , the Food Bank and Wegmans.

### Center Services:

|                                |    |
|--------------------------------|----|
| Before & After School Programs | 23 |
| Bus Pass                       | 2  |
| Care & Share                   | 46 |
| Childcare                      | 3  |



## County South Family Resource Center February 2023 Board Report

|                            |            |
|----------------------------|------------|
| Crisis Response/Counseling | 6          |
| Diaper Bank                | 3          |
| Fax/Copies/Computer        | 2          |
| Field Trips                | 8          |
| Financial Literacy         | 9          |
| Financial Skills Training  | 1          |
| FISH                       | 2          |
| Food Delivery              | 59         |
| Gas Voucher                | 4          |
| HEAP                       | 3          |
| Home Visit                 | 2          |
| Housewares/Furniture       | 2          |
| Hygiene/Toiletries         | 4          |
| Information/Referral       | 11         |
| Job Placement              | 1          |
| Laundry Voucher            | 1          |
| National Grid              | 4          |
| Parenting Class            | 12         |
| Prepared Meals             | 21         |
| Rental Assistance          | 1          |
| Rides Provided             | 32         |
| SNAP                       | 3          |
| Wellness Education         | 9          |
| <b>Total</b>               | <b>271</b> |



## **County West Family Resource Center February 2023 Board Report**

### **Center Highlights:**

The month of February included many HEAP and Care and Share applications as folks continue to struggle with higher heating costs this winter. We also had many conversations with clients regarding the upcoming SNAP reduction March 1. Our food pantry is well stocked after spending out the extra legislative grant money this month. Parents with Hope parenting class is going well every Tuesday morning. Participants and staff are engaged and learning. R.A.P.P. group met for a coffee hour and for a Valentine's celebration at County East on 2/10. We welcomed a new intern from Onondaga Community College and our staff of volunteers worked hard with their mentors keeping the donation room and the clothing/housewares area neat and organized. NAC meeting on Thursday February 16.

### **Upcoming Events:**

- VITA Free Tax Prep Program
- "Pie Day" Sunoco in Baldwinsville raises funds to donate pizzas-2<sup>nd</sup> year
- Volunteer/staff quarterly Birthday celebration
- R.A.P.P. support group/coffee hour
- Throughout March-National Nutrition month-information and resources provided to clients

### **Ongoing Site Services:**

- Food Pantry – Wednesdays, 10-1pm and by need
- Treasure Go Round (clothing & necessities) – appointments Monday-Friday, 10-3pm
- United Healthcare outreach – first and last Tuesday of each month
- "Parents with Hope" Parenting Class each Tuesday 10-12pm

### **Success Story:**

A young man came to the center looking for help to get back to work. He stated he and his girlfriend and young son are living at his mother's house. He is hoping to get his own home for his family. We assisted him to get the information to reinstate his security guard license. He stated it is one of the jobs he likes and will stick with long term. He followed through with the application, we assisted with the payment for fingerprinting and NY state registration. We also provided 2 affordable housing applications.



## County West Family Resource Center February 2023 Board Report

### Center Services:

|                                |            |
|--------------------------------|------------|
| Bus Pass                       | 2          |
| Care & Share                   | 49         |
| Clothing Closet                | 38         |
| Crisis Response/Counseling     | 5          |
| Fax/Copies/Computer            | 1          |
| Food Pantry                    | 7          |
| Health Insurance               | 1          |
| HEAP                           | 1          |
| Holiday/Other Giveaway         | 1          |
| Home Visit                     | 1          |
| Housewares/Furniture           | 5          |
| Hygiene/Toiletries             | 4          |
| Information/Referral           | 18         |
| Job Referral                   | 1          |
| Laundry Voucher                | 5          |
| National Grid                  | 1          |
| Parenting Class                | 4          |
| Parenting Support              | 4          |
| Rides Provided                 | 8          |
| SNAP                           | 2          |
| Table Giveaway (non-Food Bank) | 37         |
| Volunteering                   | 1          |
| Winter Items                   | 2          |
| <b>Total</b>                   | <b>198</b> |



## Eastside Family Resource Center February 2023 Board Report

### Center Highlights:

Received funding from the American Heart Association, for the Know Diabetes by Heart grant. Received a donation from the Linus Project, of 50 blankets to be distributed to our OPWDD youth, and other youth in center programming. A new Syracuse City School District teach transitioned into our Alternative Learning Program.

### Upcoming Events:

- Black History Poetry @ The PEACE ESFRC was reschedule to March 1<sup>st</sup>, 2023
- Narcan training for the staff and Fatherhood at PEACE members.

### Ongoing Site Services:

- Golden Age Social Club – (Senior Program) Tuesdays & Thursdays, 10-2pm
- Fatherhood with PEACE, Inc. – Wednesdays, 5:30-7:30pm
- Girls' Circle: "Friendship" sessions – Wednesdays, 6:00-8:00pm
- Food Pantry – Mondays, 9-12pm
- Diaper Pantry – Wednesdays, 9-4pm
- Fresh food giveaway – every day, 9-4pm
- National Grid – Tuesdays, 10am-1pm

### Success Story:

One of the dad's from the Fatherhood program have gain full- time employment with Amazon Warehouse

### Center Services:

|                                |    |
|--------------------------------|----|
| Diaper Bank                    | 13 |
| Education Assistance           | 2  |
| EITC                           | 5  |
| Employment                     | 1  |
| Fax & Copies                   | 8  |
| Food Pantry                    | 17 |
| HEAP Process Application       | 20 |
| Hygiene/Toiletries             | 3  |
| Information/Referral           | 19 |
| OPWDD: Prepared Meal (on-site) | 13 |
| OPWDD: Rides Provided          | 13 |
| SCSD: Prepared Meal (on-site)  | 81 |



## Eastside Family Resource Center February 2023 Board Report

|                                                 |            |
|-------------------------------------------------|------------|
| SCSD: Rides Provided                            | 81         |
| Rides Provided                                  | 31         |
| Golden Age Social Club Services: Rides Provided | 0          |
| Golden Age Social Club Services: Meal (on-site  | 37         |
| Table Giveaway (non-Food Bank)                  | 329        |
|                                                 |            |
| <b>Total</b>                                    | <b>673</b> |



## Southside Family Resource Center February 2023 Board Report

### Center Highlights:

The site coordinator was able to collaborate with Black Health and Molina Cares to present an Informative Therapeutic Therapy session, the purpose of the session was to inform the community of the resources available for those facing trauma. The site coordinator continues to meet with numerous partners to establish relationships throughout the community, including, Fidelis Cares, CNY Works, CCA (Center For Community Alternatives), Home Headquarters, Syracuse Modeling Neighborhood, Byrne Dairy etc.

Hats and gloves were distributed throughout the month to those in need.

### Upcoming Events:

- Helio Health to presented at Fatherhood with PEACE program
- Meet with Branch Manager of Key Bank on Finical awareness session
- Meet with County West Family Resource Center on ways to engage seniors

### Ongoing Site Services:

- Food pantry, Thursday 12-2pm
- Fresh food give away, Thursday 12-2pm
- Black Health Information table every 3<sup>rd</sup> of the month
- Molina Health Insurance table, Thursday 12-2pm

### Success Story:

The center launched a community coffee hour, offering coffee, scones, and conversation to the community on Tuesday and Thursday mornings. The vision is to expand this community offering to our seniors on alternative days.

### Center Services:

|                                    |    |
|------------------------------------|----|
| Adult Recreational Activities      | 16 |
| Background Check                   | 1  |
| Clothing Closet                    | 1  |
| Diaper Bank                        | 4  |
| Eligibility Determination          | 2  |
| Fatherhood: Diaper Bank            | 1  |
| Fatherhood: Information/Referral   | 22 |
| Fatherhood: Intake & Informational | 4  |



## Southside Family Resource Center February 2023 Board Report

|                                     |            |
|-------------------------------------|------------|
| Fatherhood: Parenting Class         | 22         |
| Fatherhood: Prepared Meal (On-Site) | 25         |
| Fatherhood: Rides Provided          | 18         |
| Follow Up                           | 3          |
| Housewares/Furniture                | 4          |
| Hygiene/Toiletries                  | 1          |
| Information/Referral                | 10         |
| Job Referral                        | 3          |
| Rides Provided                      | 2          |
| Table Giveaway (non-Food Bank)      | 9          |
| Volunteering                        | 15         |
| Winter Items                        | 3          |
| <b>Total</b>                        | <b>165</b> |



## Westside Family Resource Center February 2023 Board Report

### Center Highlights:

Our Free tax prep program was on the Westside center on the month of February. Clients were able to fill their taxes completely free and accessible for the Westside community members.

### Upcoming Events:

Tabling at the Customer Energy Savings Event March 15th from 11:00 am - 2:00 pm @ Salt City Market

### Ongoing Site Services:

- Diaper Pantry – Tuesdays, 10 am to 1 pm
- Food Pantry – Third Thursday of the month, 10 am to 1 pm

### Success Story:

Been working with a single male parent who recently lost his wife and now is taking care of his three children. Have been a difficult time for him since was out of work going through this difficult process. We help this client to apply for SNAP, and HEAP benefits. The client was approved for both benefits and that help him to get caught up on his mortgage payments since now he receiving SNAP benefits for himself and his 3 dependents. HEAP paid all his past-due balances and we got him into a plan payment.

### Center Services:

|                      |    |
|----------------------|----|
| Baby Items           | 6  |
| Buss Pass            | 1  |
| Care & Share         | 41 |
| Diapers Bank         | 43 |
| Fax/Copies/Computer  | 7  |
| Follow up            | 10 |
| Food Pantry          | 67 |
| HEAP                 | 4  |
| Hygiene/Toiletries   | 59 |
| Language Translation | 4  |
| National Grid        | 2  |
| Non-Driver's ID      | 1  |
| Permanent Housing    | 2  |



## Westside Family Resource Center February 2023 Board Report

|                                |            |
|--------------------------------|------------|
| SNAP                           | 1          |
| Table Giveaway (non-Food Bank) | 6          |
| Information/Referral           | 7          |
| <b>Total</b>                   | <b>261</b> |



## Early Childhood Career Pathway Program February 2023 Board Report

### Center Highlights:

In February the ECCPP had one new intake for the Child development Associate Credential. Attended a meeting with Partners in Learning, to discuss bridging the gap between their employees and our services. Attended Syracuse Healthy Starts State of Our Babies Zoom event. Met with Leslie Lawrence to discuss Social Media and Professionalism while promoting Your Family Daycare.

### Upcoming Events:

- Early Childhood Alliance Childcare Quality Workgroup meeting

### Success Stories:

The ECCPP currently has a caseload of 41 clients.

### Center Services:

|                                                       |           |
|-------------------------------------------------------|-----------|
| Intake & Informational                                | 1         |
| CDA Coordination                                      | 8         |
| Follow Up: Registered Family Daycare                  | 5         |
| Follow Up: Childhood Development Associate Credential | 14        |
| Scholarship Assistance                                | 9         |
| Food Delivery                                         | 8         |
| Diaper Bank                                           | 7         |
| Chromebook                                            | 1         |
| Marketing                                             | 1         |
| <b>Total:</b>                                         | <b>56</b> |



## Workforce Program February 2023 Board Report

### Center Highlights:

In February, the Workforce Program had 7 new intakes for a caseload of 21 clients. Attended Data Driven Decision Making Team meeting. Syracuse BOOST meeting; BOOST Kresge Funder meeting; BOOST Committee meeting; Greater Syracuse Works meeting; EOC Construction Info Session the Workforce Program helped onboard clients into the following programs in February: EOC GED (3) Early Childhood Career Program (3) Career Exploration (3). Total households served to date is 25.

### Success Stories

February caseload was 21 clients.

### Center Services:

|                    |           |
|--------------------|-----------|
| Intake             | 7         |
| Coordination       | 7         |
| Follow Up          | 6         |
| Housing            | 2         |
| Program Onboarding | 4         |
| Food               | 1         |
| Job Referrals      | 3         |
| <b>Total:</b>      | <b>30</b> |



## **Re-Entry Program February 2023 Board Report**

### **Center Highlights:**

Attended Re-Entry Fair at Destiny USA Mall, Feb.22, 2023. Attended Fatherhood Connection Zoom Meeting Hosted By Reggie Cox Feb. 23, 2023

### **Upcoming Events:**

- Fatherhood with PEACE Graduation Ceremony April 5<sup>th</sup>, 2023.
- NYS Fatherhood Initiative Gathering, Tuesday April 11<sup>th</sup>, 2023, at 14 Lakefront Hotel.

### **Success Story:**

Mr. S was released from prison on Sept. 9, 2022 after serving 21 years. I met Mr. S on 11/3/22 at a Center for Community Alternatives (CCA) meeting in Freedom Commons where he was then staying and I referred him to our Family Re-entry Program and scheduled an appointment with him the next day. After completing Intake and Developing a Family Plan Mr. S and I worked closely together to complete his goals. During this period he got his license, moved from Freedom Commons in with family, enrolled in our Fatherhood With PEACE Parenting Class (which he attends weekly work permitting) and secured full time employment on 2/8/23 with CCA as a Partnerships Coordinator cultivating partnerships with local employers and training partners, his duties also include outreach, networking, marketing and public speaking.

### **Center Services:**

|                          |           |
|--------------------------|-----------|
| Family Development       | 2         |
| Job Placement            | 1         |
| Fax/Copies/Computer      | 2         |
| Follow Up                | 3         |
| Information/Referral     | 3         |
| Intake & Informational   | 3         |
| Job Referral             | 2         |
| Prepared Meals (on-site) | 1         |
| Rides Provided           | 4         |
| <b>Total</b>             | <b>21</b> |

