

Family Resource Centers Monthly Reports

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

05-2023



County East Family Resource Center May 2023 Board Report

Center Highlights:

County East Family FRC hosted Upstate Mobile Mammogram Bus on May 5, 2023, 9 AM - 3 PM. Upstate hosts two onsite Mammogram Bus appointments annually at the Guest House. Seven participants were referred to Upstate for screenings.

County West RAPP and Vera House Elder Abuse Support participants attended a Mother's Day luncheon at the Empire Buffet.

County East FRC hosted a senior summer program planning lunch meeting on May 15. The program will highlight, health, wellness and financial literacy.

Upcoming Events:

- Summer Programs: Senior Summers
- Parenting Education Facilitator
- Cornell Cooperative Extension Healthy for Life
- Lunch & Learn Financial Literacy

Ongoing Site Services:

- Sick & Shut-In Support
- Vera House Elder Abuse Support Group
- Crisis management & Family Development Services as needed
- RAPP
- Lock 4/Erie 21 Programs

Success Story:

County East FRC assisted a single female customer to obtain suitable affordable housing in East Syracuse. The customer was assisted with legal counsel through the Volunteer Lawyers Project to avoid eviction and assisted to secure housing with the current landlord with support from Section 8 and TANF.



County East Family Resource Center May 2023 Board Report

Center Services:

Adult Recreational Activities	9
Care & Share	1
Domestic Violence Support	1
Eligibility Determination	3
Eviction Counseling	3
Follow Up	2
Grocery Shopping	2
Health Insurance	1
Home Visits	6
Information/Referral	15
Landlord/Tenant Mediation	1
Mediation/Customer Advocacy	2
Tenant/Landlord Mediation	2
Rides Provided	15
Wellness Education	2
Total	74



County South Family Resource Center May 2023 Board Report

Center Highlights:

In May, County South hosted a free clothing drive at the Tully Masonic Hall. Families went out with bags full of spring and summer clothing. What was left was given to the local refugees and to CWFRC's Treasure Go Round as they pass out clothing year round. Lots of outreach and transportation needs were met this month and as always, several food deliveries for those who do not have transportation. Lots of summer planning is going on.

Upcoming Events:

- Summer Youth Programming and Camperships
- End of the year celebrations for the Parenting Classes and Women's Wellness Group

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 – 2nd and 4th Wednesday of each month
- Crisis management and Family Development Services as needed

Success Story:

As the Care and Share program winds down for the year, we are mindful that at County South, 67 families received \$200 each, totaling \$13,400. This went to them for their National Grid bills. County South is only one of the six PEACE, Inc. Family Resource Centers that are processing these applications, so our total when the season ends should be huge. A great example of our role in the community to help those in need meet their basic needs.

Services:

Appointment	2
Baby items	1
Before and After School Programs	36
Care and Share	7
Client reports improved financial well being	4



County South Family Resource Center May 2023 Board Report

Crisis Response/ Call in Response	8
Diaper Bank	5
Domestic Violence Support	4
Eligibility Determination	3
Financial Skills Training	1
FISH	4
Follow Up	4
Food Delivery	53
Form of ID	2
Gas Voucher	6
Health Insurance	1
Holiday/Other giveaway- Free Clothing Drive	31
Home Visit	3
Housewares/ Furniture	2
Hygiene/Toiletries	9
Information and Referral Calls	1
Information/ Referral	9
Laundry Voucher	1
National Grid	1
Prepared Meal – on site	15
Proof of current Address	2
Rental Assistance	1
Rides Provided	38
Signed Intake	2
SNAP	1
Substance Abuse Supports	1
Table Giveaway- non Food Bank	1
Temporary Housing	1
Walk In	1
Wellness Education	15
Total	276



County West Family Resource Center May 2023 Board Report

Center Highlights:

During the month of May the Baldwinsville Volunteer Center ran a “Dress for Success” clothing drive, all clothing was donated PEACE. Emergency Food Pantry numbers began to rise, however additional SNAP benefits left from COVID funding were given to all children throughout the month. The number of families served dropped as the month progressed. We assisted a R.A.P.P family to get 4 new twin beds from Ashley furniture and a new foundation for the Grandmother’s bed. We also worked with Healthy Families to provide a new porta-crib, safe sleeping education materials and new clothes.

Upcoming Events:

- “Parents with Hope” Parenting Class Tues 6/06. 6/13 and celebration-end of class 6/20
- R.A.P.P. coffee hour 6/8 10AM
- Baldwinsville River days outreach event Fri 6/9-Sat 6/10
- R.A.P.P. end of school year kick off Summer beach day 6/29
- Volunteer lunch/quarterly birthday celebration Thursday June 1

Ongoing Site Services:

- Food Pantry – Wednesdays, 10-1pm and by need
- Treasure Go Round (clothing & necessities) – appointments Monday-Friday, 10-3pm
- Fidelis Healthcare outreach – first and last Tuesday of each month

Success Story:

One of our clients finally moved in to his new apartment at Country Club in Village Green. He has been on a waiting list for a few years, living mostly with friends and then rented a bedroom in a house with several others in a shared space. He is thrilled to have his own place and we assisted him with many household items to get started. Recently he stopped by to say that he met a few new friends and is really enjoying his life.

Center Services:

Appointment	1
Care & Share	1
Clothing Closet	7
Crisis Response/Counseling	4
Diaper Bank	2
Fax/Copies/Computer	4



County West Family Resource Center May 2023 Board Report

Follow up	3
Food Delivery	2
Food Pantry	22
Form of ID	1
HEAP	2
Home Visit	3
Housewares/Furniture	6
Information/Referral Calls	8
Information/Referral	5
Job Placement (previously unemployed)	1
Job Referral	3
Laundry Voucher	7
National Grid	1
Parenting Class	6
Parenting Support	1
Permanent Housing	1
Prepared Meal (On-Site)	8
Professional Clothing	1
Proof of Current Address	1
Proof of Income	1
Rides Provided	6
Signed Intake	1
SNAP	3
Table Giveaway (non-Food Bank)	25
Volunteering	1
Total	131



Eastside Family Resource Center May 2023 Board Report

Center Highlights:

SCSD Alternative Program, Golden Age Social Club and ESFRC has a successful day at Green Lakes State Park. SCSD Alternative Program enjoyed a day at Rosemond Gifford Zoo.

V7 the van that transports the SCSD Alternative Program was installed a camera system where there is visual and sounds

Upcoming Events:

- June 7th Know Diabetes by Heart –VanKeuren Square
- June 13th SCSD Alternative end of the year at Black Mamba Roller Skating Rink
- June 20th Golden Age Social Club - Robert H. Treman State Park
- June 21st Outdoor Health & Wellness - Robert H. Treman State
- June 27th Health & Wellness Resource Fair.....10 am – 2 pm

Ongoing Site Services:

- Golden Age Social Club – (Senior Program) Tuesdays & Thursdays, 10-2pm
- CARES- 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
- Maternal Care – YMCA of Central New York– Wednesday's June 7 –August 30

Success Story:

The Team presented on Girls Circle to New York State Community Action Association (NYSCAA) Regional Meeting- Fulton on May 11, 2023 and was invite to present in September to statewide conference.

Two staff completed Introduction to Results-Oriented Management and Accountability (ROMA) Training.



Eastside Family Resource Center May 2023 Board Report

Center Services:

Care & Share	12
Diaper Bank	11
Education Assistance	0
Employment	0
Emergency Clothing Assistance	10
Fax & Copies	8
Food Pantry	27
HEAP Process Application	0
Hygiene/Toiletries	3
Information/Referral	19
OPWDD: Prepared Meal (on-site)	74
OPWDD: Rides Provided	74
SCSD: Prepared Meal (on-site)	210
SCSD: Rides Provided	210
Rides Provided	27
Golden Age Social Club Services: Rides Provided	2
Golden Age Social Club Services: Meal (on-site)	58
Table Giveaway (non-Food Bank)	361
Total	1106



Southside Family Resource Center May 2023 Board Report

Center Highlights:

Met with grant writer Lucy Totino to formulate the Mother Cabrini Interim Report for re-entry. Participated in the Multidisciplinary Team Meeting, May 14, hosted by Vera House via Zoom. Re-Entry case manager and staff intern attended Clean Slate Advocacy Day May 31 at the State Capital in Albany, NY, hosted by CCA

Upcoming Events:

- Healthy Masculinity Training Institute with MCSR June 14 – 16, Washington, D.C.
- Re-Entry Fair at Southside FRC in July
- Journey, Joy, Jubilation, Juneteenth Block Party 2023, Thur. June 15, 2023

Ongoing Site Services:

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

Success Story:

During the month of May the SSFRC was able to give out non-food pantry to items to those in need from the community. Staff was able to remove items from the back storage to create a safer and up to date pantry area to better serve those in the community. This move brings the pantry to the 1st floor of the building and gives our clients that may experience issues with going up and downstairs a better quality of food choices that ultimately creates better life choices.

Center Services:

Fatherhood Parenting Class	21
Fax/Copies/Computer	8
Follow Up	2
Food Pantry	18
ID Card	3
Information/Referral	35
Job Referral	5
Prepared Meal (on-site)	19
Re-Entry Family Development	4
Re-Entry Intake & Informational	4



Southside Family Resource Center May 2023 Board Report

Resume Development	1
Rides Provided	24
Table Giveaway (non-Food Bank)	10
Vocational Training	1
Total	155



Westside Family Resource Center May 2023 Board Report

Center Highlights:

We re-establish our partnership with Work Experience (Jobplus) to be able to have more volunteer in our site from the community and also provide work experience to does that need it.

Upcoming Events:

- Father's Day Dinner

Ongoing Site Services:

- Diaper Pantry – Tuesdays, 10 am to 1 pm
- Food Pantry – Third Thursday of the month, 10 am to 1 pm
- Health Department provides COVID test every Tuesday, 10 am to 1 pm
- Mobile Unit Ultrasound New Hope Families May 23rd and July 13th from 10 am to 1 pm

Success Story:

We have been working together with a client also hand in hand with Syracuse Financial Empowerment to build his credit in the past months since the client was having a hard time with his current vehicle. We set up a goal for 6 months to 1 year to work on his credit to be able to apply for a dealer vehicle. In the last week of May, we received good news that the client was approved for a Toyota 2020.

Center Services:

Care & Share	13
Clothing Closet	24
Diaper Bank	93
Eligibility Determination	5
Fax/Copies/Computer	9
Follow up	7
Food Pantry	76
Form of ID	4
HEAP	1
Hygiene/Toiletries	91
Information and Referral Calls	1



Westside Family Resource Center May 2023 Board Report

Information /Referral	3
Language Translation	16
Proof of Current Address	1
Rides Provided	3
Signed Intake	4
Table Giveaway (non-Food Bank)	24
Total:	375



Early Childhood Career Pathway Program May 2023 Board Report

Center Highlights:

In May, the ECCPP had 2 new Family Daycare intakes and 1 new CDA intake; Attended NYSCAA Regional Meeting; Delivered 3 Client Recognition Packs; Processed 1 Infant/Toddler CDA Renewal; Current caseload is 46 clients.

The Council for Professional Recognition (the agency that issues the CDA credentials) released a statement saying they are experiencing internal administrative changes and that candidates can now expect wait times on credential decisions to take as long as 12 weeks. In the past, credential decisions were typically made within 1 week.

Upcoming Events:

- Attend Merrick/Sumner Workforce tabling events
- Attend ESFRC Health Fair

Success Stories:

Kristina C (Liverpool HS) finished 120 hours of CDA training at Child Care Solutions. Her next steps are to complete the portfolio, schedule her classroom observation and take the final exam.

Jocelyn R (Little Apples Daycare) applied for and received her CDA Renewal. This is Jocelyn's 2nd CDA Renewal through this program. We originally met Jocelyn in the summer of 2020 at Little Apples Daycare and helped her with her first CDA renewal. We appreciate that our clients come back through the program for renewals, or other needs, and encourage everyone to do this. We also track our clients CDA expiration dates in order to prevent credentials from expiring.

Kiriminett Lopez (Family Advocate at WSFRC) provided translation services to help Wanda D (MANOS) change her CDA from Spanish to Bilingual. In order to do this, we needed to call the Council for Professional Recognition with the client, translator, and advocate/coordinator present. The Council's current on-hold time for phone calls is around 45 minutes. This is a barrier for clients as they are working and it's hard to schedule 45-minute phone calls with their work schedules.

Center Services:



Intake & Informational	3
Coordination	18
Follow Up: Registered Family Daycare	27
Follow Up: Childhood Development Associate Credential	41
Language Translation	3
Marketing	3
Food Delivery	9
Diaper Bank	9
Client Recognition Packs Delivered	5
Self Employment Skills	1
Total:	119

Workforce Program May 2023 Board Report

Center Highlights: In May, the Workforce Program had 8 new intakes; Attended 2-day BOOST Convening in Baltimore; Attended Syracuse BOOST monthly team meeting; Attended National Early Care and Education Workforce Center webinar. Current caseload is 20 clients.

Upcoming Events:

- Attend Merrick, Sumner and Genesee Head Start tabling events
- BOOST Wrap-up Interview with Cynthia O'Connor
- East Adams Redevelopment meeting with Child Care Solutions and City of Syracuse
- Data Driven Decision Making Team meeting
- Supervisor Training
- Eastside Family Resource Center Health Fair tabling event

Success Stories:

Jovanna C, one of our Head Start parents, has completed 6 weeks of Phlebotomy training through Onondaga Community College! A NYS Reimagine grant was available so she could attend the training for free. Her next step is to complete 100 hours of clinical rotation. Once the clinical rotation is complete, she then can apply to employers for a permanent position. She can also sit for certification through the National Health Career Association.



Monica C, another Head Start parent, has completed 5 months of training at the EOC for Medical Billing and Coding! She is preparing for her exam which should be completed by the middle of June.

Jaquari B (Eastside Family Resource Center) has completed his first semester of the Le Moyne Lock4 program in Computer Programing/Cyber Security! He has one more semester to complete and will then hold his certification and be able to gain employment in the field. All training through the Lock4 program is free and students are eligible to receive a monthly stipend of \$250 if they attend 80% of their classes.

Center Services:

Intake	8
Follow Up	19
Program Onboarding	10
Coordination	4
Translation	2
Total:	43

