

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

02-2024



County East Family Resource Board Report February 2024

Center Highlights:

Fidelis Care Street Side Mobile Bus was onsite during the Mammogram Bus event (see success story below). Staff answered questions, provided information and assisted with enrollment into affordable health care plans to eligible community families or individuals.

The center Galantines Day on February 13, 2024. Galantines is celebrated by women in support of women in the celebration of love.

Five parents participate weekly the Live & Learn mother's group, a strength-based curriculum that encourages and supports parenting education and awareness.

Upcoming Events:

- Live & Learn Women's Group: Weekly @ ESFRC
- Women's History Month/Black History- March 26, 2024
- EITC Tax Prep- March 25, 2024
- Care & Share 2024
- The Morning Dew

Ongoing Site Services:

- Sick & Shut-In Support
- Crisis management & Family Development Services as needed
- RAPP
- Vera House Elder Support
- Lock 4/Erie 21 Program
- Live & Learn Parenting Support

Success Story:

The center hosted the Upstate Mobile Mammogram Bus. Nine individuals had scheduled appointments. The bus provides annual mammogram screening to women in the East Syracuse community. This is an ongoing collaboration between CEFRC and Upstate.

Center Services

Care & Share Recipients	10
Crisis Response/Call-In Response	4
Eligibility Determination	16



County East Family Resource Board Report February 2024

Exercise & Fitness Chair Yoga	4
Fax /Copies/Computers	5
Follow-up	11
Food Pantry	2
Grocery Shopping	2
HEAP Recipient	16
Home Visit	3
Hygiene/Toiletries	5
Information/Referral	15
In-Home Care Sessions	3
Live & Learn Class	5
Rides Provided	10
Supportive Conversation	3
Volunteering	8
Total:	112

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County South Family Resource Center

February 2024 Board Report

Center Highlights:

CSFRC welcomed new office manager, Nancy Rittenhouse to their staff this month. Nancy will work PT on Mondays and Wednesdays. The Care and Share Program started on February 13th. Numbers will be lower for this program for us this year as they are implementing a new rule that you have to owe at least \$1 in order to qualify for this \$200 credit. Many seniors will not be eligible. Todd Goehle and Maribel Arce did an assessment with Coordinator, Barb Kohberger on poverty and community issues in the rural area of the county. The Parents with HOPE parenting class continues to meet and finished up their unit on addiction.

Upcoming Events:

- Tax Day at CSFRC- March 4th
- Tuesday's Women's Wellness will start again on March 12th
- Spring clothing drive- date TBA

Ongoing Site Services:

- Women's Wellness and Support Group – Tuesdays, 6:00-8:30 PM Restarting in March
- 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:

Housing is an issue in the rural part of the county since the pandemic. One of the customers at CSFRC was living in his car for several months and finally moved in with his daughter for the winter. With staff's assistance, he applied for housing in Syracuse, Tully, Marcellus and anywhere where there was a subsidized housing option. Finally, after a year, the customer was recently offered an apartment in Marcellus overlooking Nine Mile Creek. He will be given a security deposit and will access furniture and housewares from CSFRC. He can take one of his dogs with him and has found a good home for the other. He is thrilled with his new apartment and is looking forward to having a safe space of his own. Special thanks to the apartment manager who moved this person up the waiting list of 48 people.



County South Family Resource Center
February 2024 Board Report

Center Services:

Baby Items	1
Before and After School Programs	17
Care and Share	9
Childcare	1
Crisis Response/Call in Response	7
Diaper Bank	6
Domestic Violence Support	2
Eligibility Determination	3
Fax/Copies /Computer	3
Financial Skills Training	1
FISH	9
Follow Up	2
Food Delivery	49
Gas Voucher	8
Grocery Shopping	1
HEAP	1
Home Visit	1
Housewares/Furniture	1
Hygiene/Toiletries	9
Information /Referral	9
Landlord/Tenant Mediation	3
Mediation/Customer Advocacy	2
National Grid Budget Plan	2
Parenting Class	16
Permanent Housing Placement	1
Prepared Meal (on site)	17
Rides Provided	14
School Supplies	2
SNAP Enrollment/Reapplication	2
Supportive Conversations	3
Table Giveaway/Non Food Bank	3
Temporary Housing Placement	2
Total	207



County West Family Resource Center February 2024 Board Report

Center Highlights:

The Care and Share season for the \$200 National Grid credit opened this month. Many folks are unable to apply yet due to the new requirement of having at least a \$1 bill due on their National Grid account.

Center staff has begun the parenting education credentialing process. The “Parents with Hope” parenting class started on Monday February 5th at Liverpool Head Start.

The NAC approved a scholarship program in honor of Pastor Joe Folckemer, generous PEACE donor.

County West next door neighbor Sullivan’s MMA hosted our R.A.P.P. children during the mid-winter break on Tuesday February 20 and on Thursday February 22. Dylan Sullivan donated his time to us and the kids had an amazing experience.

Upcoming Events:

- Monday March 4, 18 and 25 @1pm-“Parents with Hope” parenting class at Liverpool Head Start
- Monday March 11-“Tax Day” at County West
- Tuesday March 12-R.A.P.P. lunch and review of NY state Kinship Navigator
- Tuesday March 26-R.A.P.P. coffee hour

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

County West has been providing support and services for several years to a client named Tim, N. who suffers from anxiety, depression and agoraphobia. Due to these debilitating mental health issues, Tim has limited contact with others. This client often relied on a family member and CWFRC to provide rides to appointments, often canceling if a ride was not available. In the past, Tim would rely heavily on his brother or CWFRC to provide rides and support filling out applications and forms. This client has successfully reached out and secured Medicaid transportation independently with minimal support. In the past he would not make phone calls to outside agencies that he is not familiar with to obtain services. Tim is increasing his

County West Family Resource Center February 2024 Board Report

confidence and working on his self-advocacy skills. CWFRC is delighted to report that this client will be able to have the increased independence to maintain a healthier well-being since securing this resource.

Center Services:

Care and Share Recipient	5
Clothing Closet	28
Eligibility Determination	5
Fax/Copies/Computer	4
Follow up	1
Food Delivery	6
Food Pantry	11
HEAP Recipient	1
Home Visit	1
Housewares/Furniture	21
Hygiene/Toiletries	6
Information/Referral	6
Laundry Voucher	1
Parenting Support	5
Prepared meal (On-Site)	3
Proof of Current Address	1
RAPP Classroom	1
Rides Provided	7
SNAP Enrollment/Reapplication	1
Supportive Conversations	2
Signed Intake	2
Supportive Conversations	16
Table Giveaway (non-Food Bank)	31
Volunteering	1
Walk-In	1
Winter Items	19
Total	160



Eastside Family Resource Center February 2024 Board Report

Center Highlights:

We have three students from SCSD that started in January.

We assisted 30 clients with HEAP to help with outstanding National Grid bills

New intern from Le Moyne College studying Sociology/Early Childhood and Special Education

Six OPWDD Students and Eleven SCSD students' fifteen Golden Age Social Club members

The OPWDD students & Golden Age Social Club participant learned some things about Harriet Tubman such as her core values, what exactly was going on around that time period, the men she had been with, the house she bought later on in life, and etc...

Upcoming Events:

- Google Workshops for Golden Age Social Club
- SNAP ED lesson w/ Anita Bono from Cornell, 3/5
- Know Diabetes By Heart – Foster Grandparent Program, 3/6
- Know Diabetes By Heart- Foster Grandparent Program, 3/7
- SCSD and Golden Age Social Club fieldtrip to Flamingo Bowling, 3/19
- 12 Men Model 24 hours training program Train the Trainers sponsor by Vera House

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
- Family Re-Entry Program
- Food Pantry – Mondays, 9-12pm
- Diaper Pantry – Wednesdays, 9-4pm
- Fresh food giveaway – every day, 9-4pm
- National Grid – Tuesdays, 10am-1pm
- Live & Learn Women's Group – Wednesday's 10-12pm



Eastside Family Resource Center February 2024 Board Report

Success Story:

Celebrating Black Excellence: A Journey Through History was a very successful event and we had 105 people in attendance. We had youths from PGR, our OPWDD afterschool program, staff and community members and drummers that showcased their talents. Our Guest Speaker Deputy Mayor Sharon Owens of Syracuse was ill and was unable to make the event. The event still went on with amazing speakers from the community such as Gwen Mouk and Dozier Owens from the NAACP, George Kilpatrick from Inspiration for the Nation and Donghoo Sohn from the Asian community. Pastor Phil Turner from Bethany Baptist church enlightened us on his view of Black History before he blessed the food. The Ladies of Zeta Phi Beta Sorority Inc. –Kappa Xi Zeta Chapter presented a video showcasing some of the excellence leaders in Syracuse, N.Y. The event ended with Southern Cuisine refreshments prepared by Brunch on the Go. We had sponsors from Shalonda Graham, Community Family & Caregivers Services, Zeta Phi Beta Sorority Inc. –Kappa Xi Zeta Chapter, PGR Foundation Inc., Smile 360 Syracuse and the Phi Beta Sigma Fraternity –Zeta Psi Sigma Chapter.

Center Services:

Care & Share	8
Clothing	24
Diaper Bank	18
Employment	0
Emergency Clothing Assistance	24
Fax & Copies	43
Food Pantry	35
Hygiene/Toiletries	17
Information/Referral	3
Intake	28
OPWDD: Prepared Meal (on-site)	55
OPWDD: Rides Provided	55
SCSD: Prepared Meal (on-site)	0
SCSD: Rides Provided Field Trips	0
Rides Provided	25
Golden Age Social Club Services: Rides Provided	18
Golden Age Social Club Services: Meal (on-site)	71
Table Giveaway (non-Food Bank)	481
Total	905



Emma. L Johnston Southside Family Resource Center February 2024 Board Report

Center Highlights:

5 new families filled out intake forms to receive services from SSFRC. Partnered with Syracuse C.A.R.E.S and National Black Health to table at centers fresh food giveaway events. Delivered fresh food giveaways to senior residents at Toomey Abbott, SHA. Center coordinator continued FDC (Family Development Credential) training.

Upcoming Events:

- Senior Field Trip
- Family Game Night

Ongoing Site Services:

- Arts & Crafts Social Club
- Coffee Hour
- Pantry & Fresh Food giveaway

Success Story:

Fatherhood with PEACE will be offered again at the SSFRC location, new time and date, Thursday's from 5p-7p, Dad's will read and participate in various group projects based from the 24/7 Dad curriculum. Guest speakers from time to time to inform the dads of the many resources offered to them.

Center Services:

Adult Recreational Activities	8
Diaper Bank	2
Fax/Copies/Computer	1
Focus Groups (Fatherhood work shop)	2
Follow up	1
Food Pantry	24
Hygiene/Toiletries	2
Information/Referral	11
Obtained Vocational credential	1
Prepared Meal (on-site)	8
Volunteering	5
Total	66



Reentry Program February 2024 Board Report

Center Highlights:

Enrolled seven new clients into the Re-Entry Program and assisted them with resume development, employment search and rental assistance. After meeting with Probation Officer Dotterer, I followed up with 8 of the 12 clients on our shared caseload, scheduled meetings and assisted them with applying for employment. Graduated our seventh cohort of dads through our Fatherhood with PEACE Fatherhood parenting program.

Upcoming Events:

- 12 Men Model Training 24 Hour Facilitators Training, March 13, 2024 11-3PM Hosted by Vera House at Eastside Family Resource Center, 202 S. Beech St., Syracuse, NY 13210
- ADVOCATES' ANNUAL Winter Party & Information Fair March 8, 2024, 6PM-8:30PM Le Moyne College (Henninger Athletic Center) 500 Springfield Rd., Syracuse, NY 13214
- Emerging Leaders Institute What is Leadership? Seminar (in-person) April 16, and April 17, 2024, The Doubletree Inn, Syracuse, 6301 State Route 298, East Syracuse, NY 13057

Success Story:

The cross site collaboration between the Eastside Family Resource Center (FRC), the Family Reentry Program and Barb Kohberger at County South, Barbara DesChamps at the County West (FRC) and Stephanie Bingham, Associate Director of Family Services, have been a great success and resulted in reentry clients receiving adult and children's beds, an armoire, dressers, file cabinets, lazy-boys, clothing and other furniture from different donors.

Center Services:

Intake & Informational	7
Family Development	7
Fax/Copies/Computer	5
Follow up	1
Holiday/Other Giveaway	2
Hygiene/Toiletries	2
Information and Referral Calls	4
Information/Referral	14
Job Referral	5
Rental Assistance	1
Resume Development	1
Rides Provided	4
Total	53



Westside Family Resource Center February 2023 Board Report

Center Highlights:

EITC - free tax prep was in our center twice in the month of February. Of the individuals or families, who agreed to file their tax returns, the resulted combined tax refund was over \$52,452.

Upcoming Events:

- Tabling at Afghan Support Center in Syracuse Event March 22

Ongoing Site Services:

- Diaper Pantry – Tuesdays, 10 am to 1 pm
- Food Pantry – Third Thursday of the month, 10 am to 1 pm
- The Health Department provides COVID test every Tuesday, 10 am to 1 pm

Success Story:

We are currently working with a family of immigrants from Venezuela. The family of 5 where sleeping on an air mattress. We provide two twin beds and a play yard for the kids. We also provide winter clothing, emergency food, and diapers. We would continue to help this family in this difficult process since they do not speak English and help them with the immigration process.

Center Services:

Baby Items	17
Care and Share Recipient	4
Clothing Closet	2
Diaper Bank	43
Eligibility Determination	9
Fax/Copies/Computer	14
Follow up	4
Food Delivery	4
Food Pantry	56
Form of ID	3
HEAP Recipient	1
Housewares/Furniture	1
Hygiene/Toiletries	72



Westside Family Resource Center February 2023 Board Report

Job Placement (previously unemployed)	1
Language Translation	8
Resume Development	4
Rides Provided	1
Signed Intake	3
SNAP Enrollment/Reapplication	3
Social Security Card	1
Table Giveaway (non-Food Bank)	8
Walk-In	3
Total:	262



Early Childhood Career Pathway Program (ECCPP) February 2024 Board Report

Center Highlights:

The PEACE team, along with the Early Childhood Alliance, Child Care Solutions, Partners In Learning, the Allyn Foundation and Micron, made a trip to Albany on February 26 to advocate for childcare in Central New York. A rally took place with visits to several legislators. See pictures below.

The program caseload currently stands at 55 with 8 Family Daycares in process, 30 Child Development Associate Credentials in process, and another 17 Family Daycares who are up and running and receiving some type of service through PEACE Inc.

Upcoming Events:

- One Stop System meeting
- Attend the State of the County Address
- E. Adams Re-development Childcare Collective meeting

Ongoing Site Services:

- Wraparound services, support and advocacy for Family Daycares
- Navigate Child Development Associate Credential candidates through credentialing process

Success Stories:

Amanda L. has become a new Registered Family Daycare.

Center Services:

Intake & Informational	3
Follow Up: Registered Family Daycare	6
Follow Up: Childhood Development Associate Credential	25
Scholarship Assistance	3
Food Delivery	15
Diaper Bank	15
Translation	8
Tax Prep	2
Tech Device Loan	1
Budgeting	1



WISE Women's Business Center Referral	1
Total	79

Workforce Program February 2024 Board Report

Referral: Diversity in Early Childhood Education Training	1
Referral: BOCES Licensed Practical Nursing Program	1
Referral: EOC GED	1
Referral: Loretto Certified Nursing Assistant Training/Employment	1
Referral: Ethan Industries Employment	1
Total	5