

COMMUNITY ACTION OF ORLEANS AND GENESEE

EMPLOYEE NEWSLETTER



Our mission:

To provide services, with dignity and respect, that help people become self-sufficient

Hello Team:

I hope everyone is doing well. This is a very busy time of the year for our agency but as always, we pull together as a team to serve our community. This past week we were unexpectedly short on volunteers for our pop-up-pantry. Through emails over the weekend, staff enlisted friends and family members to help. This cold-day effort was featured in Orleans Hub. <https://orleanshub.com/cars-line-up-during-cold-food-distribution-this-morning-in-albion/>. Thank you to everyone for stepping in to help! During our in-service last year, we talked about how we are one agency, Community Action of Orleans and Genesee, with several wonderful programs. This was a great example of how people across programs pull together to help where needed. During this busy time, our agency has some important milestones. Our New York State review is February 22, our Community Services Block Grant Annual Report is due in March, our Triennial Review of Compliance and Standards in April, and our Head Start Focus Area 2 is due sometime before June. These are all opportunities for us to show our regulators the good work we do. It is critical that we are able to demonstrate outcomes. With that, I want to take a few minutes to discuss services and outcomes. You may remember at our in-service, Jackie Orr, CEO of NYSCAA did an excellent presentation on ROMA. Results Oriented Management and Accountability (ROMA) is a management and accountability process that focuses on results achieved through agency activities. Utilizing ROMA to demonstrate outcomes is a requirement of being a Community Action Agency. It is important for us to consistently evaluate the services we provide to ensure they are resulting in outcomes that address the needs of the community. For example, we frequently offer Pop-Up-Pantry services which provide boxes of food to members of our community. The reason we provide this service is to address food insecurity, the fear a person experiences when they do not have a steady source of nourishment. Another goal is to provide healthy food options in favor of unhealthy fast food which contributes to a number of health problems. But what if the box contains only cans and the customer does not have a can opener? What if they do not have the tools to prepare the food? What if the contents of the box contain items that the customer is allergic to, or cannot eat due to religious reasons? What if the recipient does not know how to prepare the ingredients in a way that is palatable or their children will eat? What if then, the customer does not eat, or instead eats something unhealthy? Did we achieve the outcomes we hoped for? Here are some other examples of differentiating services from outcomes.

Need	Services/Programs	Outcome
Children need to be prepared for entry into kindergarten.	Early Head Start Head Start Early Head Start Childcare Partnership	Children have the skills and are emotionally prepared to be successful in school.
A young mother wants to find a job to help support her family financially	Case Management Family Advocacy CCR&R Job Development	A young mother has daycare for children and attained employment to improve financial position.
A family is having difficulty with energy expenses.	Weatherization Emergency Services Case Management	The family is better able to pay for energy expenses due to reduced energy consumption.

Notice that often, multiple services are needed to help someone achieve self-sufficiency and some of those services may come from our partners rather than our own programs.

So...why is this important? Besides, the obvious reason, of helping people, tracking these outcomes demonstrates our efficacy. When grantors entrust us with money, they want to know we are able to make a difference with those resources. The ability to demonstrate outcomes are how we do this. In the example above the service of providing food is only effective if the recipient is actually able to use the food to provide consistent nutritious nourishment. This is a key reason why it is so important to document using systems like Impowr and the tools it provides to track outcomes.

By the way, collecting data is not only useful for demonstrating outcomes, but also important to help us understand the needs of our customers. Our resources are limited so we often look to address the greatest needs which we have the ability to address. A Young Fathers program is not likely to be the best thing to offer at a Senior Citizens Assisted Living Facility. Offering Tax Services would not be very useful to our Head Start kiddos. Collecting data on the people we serve is an important tool for us to better understand needs, tailor our programs, and demonstrate need when requesting funding and support. Please keep this in mind when conducting intake and help our customers understand why we collect this important information.

We are great agency, collecting data and tracking outcomes enables us to demonstrate the good work that you do!

Be well!

Be Part of the Solution!

Renee



Employee news

January

PERFECT ATTENDANCE

- Jan Albanese
- Kathy Alexander
- Jennifer Benz
- Virgie Brooks
- Guy Burke
- Katrina Chaffee
- Melissa DeRose
- Willie Drisdorn
- Gary Elich
- Rachael Escobar
- Michelle Figueroa
- Jackie Gardner
- Michele George
- Stacie Graton
- Renee Hungerford
- Susan Jessmer
- Barb Kiefer
- Bonnie Malakie
- Marc Malaniak
- Carol Pietrzykowski
- Jennifer Puls
- Christina Robertson
- Carolee Wachob
- Kristy Webber
- Jeanette Worsley

ANNIVERSARIES

- | | |
|------------------|------------|
| Stewart, Freddie | 03/01/1977 |
| Jessmer, Susan | 03/14/2016 |
| Escobar, Rachael | 03/25/2014 |
| Reis, David | 03/29/2016 |
| Jennifer Nelson | 03/31/2021 |

February

NEW HIRES

- Jessica Niles
EHSCCP Infant Toddler Specialist
2/11/2022

March

BIRTHDAYS

- | | |
|-----------------|--------|
| Kristen Hale | 18-Mar |
| Carrie Moreland | 31-Mar |
| Danielle Smith | 16-Mar |
| Sharon Wright | 17-Mar |



APRIL'S NEWSLETTER DEADLINE: Mar 25th SEND SUBMISSIONS TO: mfigueroa@caoginc.org

one hour and Spring forward.



**March 13th Daylight saving
time begins.**

COMBATTING THE COVID CRUNCH



CORONA VIRUS
COVID-19

What has COVID done to us?



Need Some Mental Wellness Tips?

Feeling anxious, stressed, depressed, isolated?



Need some technology help?

How-To and Tips on keeping us connected safely.

You can have instant access to a free self-paced educational program.

Enter Google Classroom code: [kqnrtdj](#) to get started.

-OR-

**Email us at: ACTprogram@caoginc.org
to request an email link be sent to you
with instructions.**



We only ask that you complete a few questions prior,
and after the program, so we can report the number of viewers.
We guarantee you'll learn something new!

Funded by NYS Cares for Communities to help Orleans County residents.



March is...National Nutrition Month!

PROPER NUTRITION IS VITAL

And can be achievable no matter your dietary preference!

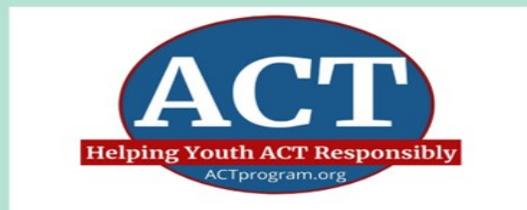
All diet types should strive to include the proper servings of each basic food group!



Check out ACT's Facebook page throughout the month for helpful nutrition tips, tricks, and recommendations!



@ACTprogram



@ACTprogram



Gently used, nice condition furniture and appliances from home and workshop is greatly appreciated

You can arrange for bigger donations to be picked up.

Call 589-1430

Thank you!



Main Street Thrift Store

Store Hours: Wed—Sat 10:30-5pm

Donation Hours: Wed—Fri 10:30-3:30pm

* For Additional time please call for information





Eastern Orleans Community Center

March Activities

March 8th & 22nd Digital literacy Class. Sign-Up to learn Basic Computer Skills. Call either Michelle Figueroa or Debbie Rothmund. 585-589-5605 or 585-638-6395, for more information.

March 17th St. Patrick Day Lunch

March 30th SNAP Education Class



- 1 corned beef brisket, about 4 lbs.
- 1 juice orange
- 18-20 whole cloves
- 1 tsp. whole yellow mustard seeds
- 1/2 tsp. caraway seeds
- 1/2 tsp. whole black peppercorns
- 1/2 tsp. whole coriander
- 3 lbs. small potatoes, peeled (I like to use Yukon Gold in this dish)
- 2 1/2 lbs. carrots, peeled and cut into large pieces
- 1 medium head cabbage



Michelle's

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Corner



Submitted by Michelle Figueroa

Place corned beef in large stockpot. Wash orange, with peel on, then roll around on counter, pressing down to release the juice inside. Push whole cloves into the orange, scattering them randomly. Cut orange in half, gently squeeze some of the orange juice onto the corned beef and place clove studded orange halves in the pot. Sprinkle spices over meat, then add enough water to cover. Bring to a boil, reduce heat, cover and simmer until beef is tender, about 3 hours. Drain.

About 40 minutes before beef is finished, boil a large pot of water

and cook potatoes and carrots. Add cabbage about 10 minutes before you're ready to serve as it doesn't need to cook long. Drain vegetables. Arrange meat and vegetables on a platter and serve with your favorite mustards.