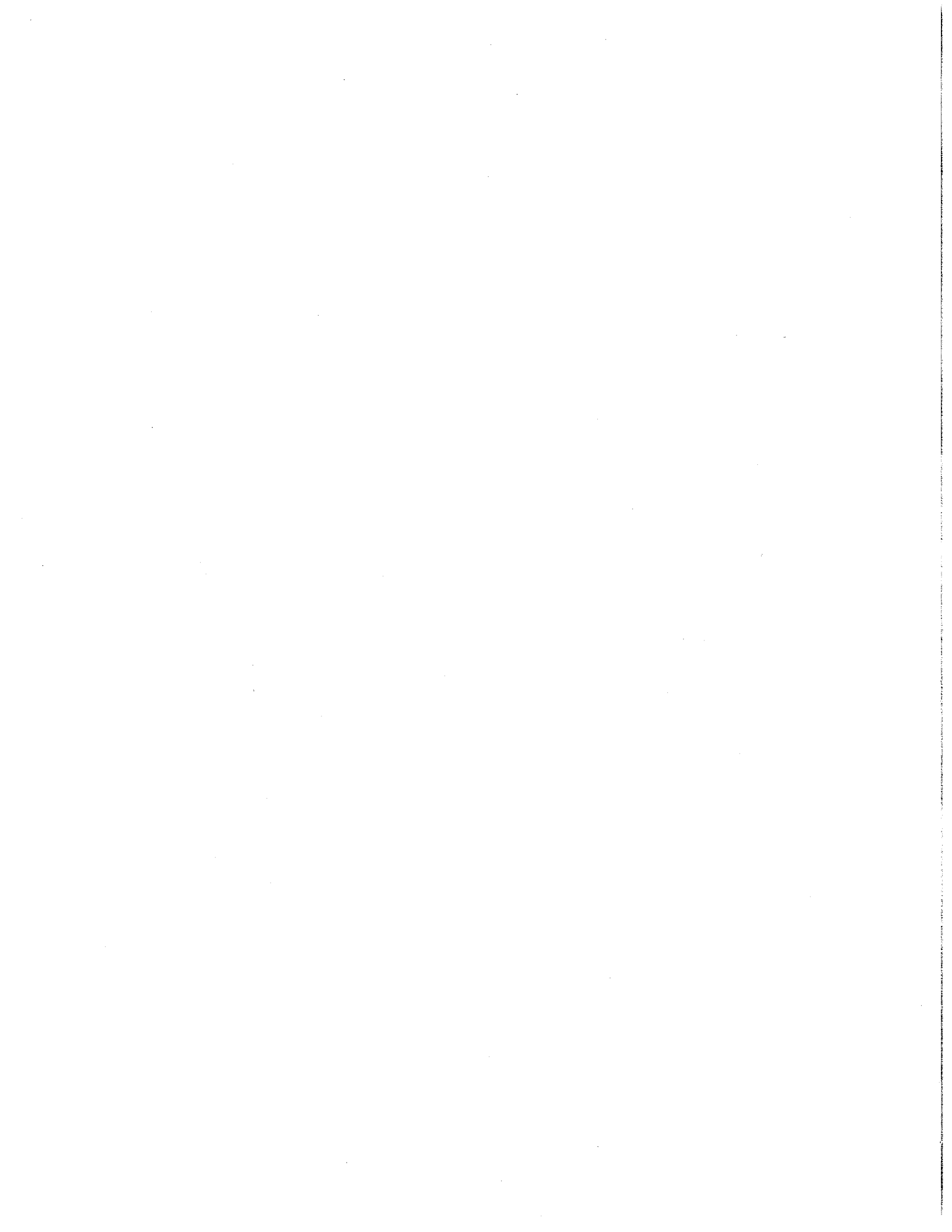


Family Resource Centers Monthly Reports

- County East FRC
- County South FRC
- County West FRC
- Eastside FRC & Project Connection
- Emma L. Johnston SSFRC
- Westside FRC
- Early Childhood Career Pathway Program

10-2021





County East Family Resource Center October 2021 Board Report

Center Services:

Benefit Coordination: Health Ins./HEAP/SNAP/SSI	6
Crisis Response/Counseling	2
Eviction Counseling	3
Home Visit	2
Information/Referral	19
In-Home Care Session	1
Landlord/Tenant Mediation	5
Permanent Housing	6
Rental Assistance	2
Rides Provided	6
Temporary Housing	4
Wellness Education	2
Other	12
Total:	70

Center Highlights:

County East FRC attended the three-day NYSCAA/NYSWDA virtual conference. The conference was informative and offered interactive participation in each breakout session. The Keynote speakers offered great resources and information that can be used and share with staff and community members. Many new features were incorporated into the conference and the navigation from session to session was more user friendly this year. Kudos to NYSCAA/NYSWD.

County East FRC attended Senator Mannion's Senior Fair at Onondaga Community College SRC Arena on October 19, 2021. The event was hosted, by local community organization sharing program information and activities with seniors.

Informational booths offered incentives and free give-a-ways to participants, Raffles were held with gift cards and movies passes and other items relevant to our senior population. County East provided information from Vera Houses' Elder Abuse program and offered information that supports the FRC. Seventy-five Halloween goody bags were distributed at the event highlighting programs and services offered through Vera House and County East.



County East Family Resource Center October 2021 Board Report

County East FRC in collaboration with ESM High School assisted the school with personal hygiene bags for the students of the high school. In speaking with the school counselor there has also been an identified need for the elementary school as well. Personal care bags were presented to the EMS district that will address the need for both the High School and the Elementary School. Fifty plus bags were donated to the school.

The need to support some type of healthy snack option was also discussed; some of the student arrive to school hungry, for both before and after school activities. County East FRC has connected the counselor directly with Eastwood Senior Center, to alleviate this problem and our concern.

County East FRC assisted a single individual with a virtual housing inspection with Section 8. The individual has no connection to the internet and was very stressed out about the upcoming inspection, and did not know what to do. I inquired to see how she was doing, and she told me her struggle. I told her that I would bring the cell phone or laptop and assist with the inspection. Alleviating her stress and showing her first hand the power of technology. Giving her a sneak preview into the internet and the empowerment of the World Wide Web.

County East FRC in collaboration with County West took the parents of RAPP Program to Tim's Pumpkin Patch on October 9, 2021. The patch offers many activities to children and families. Activities are Hayrides, a Haunted Maze, a petting zoo, touring of the grounds. Live music and entertainment. Pumpkin picking and yummy sweet treats and great food. The families enjoyed all the festivities of the pumpkin patch; we all had a good time

County East hosts the Tepe Parenting Educational classes on site once a month at the Guesthouse.

Upcoming Events:

- Parenting Education: 11/5/21
- Coordinators Team Meeting @ The Guesthouse 11/17/21
- RAPP Luncheon: 11/18/21
- Elder Abuse Support Meeting: November 2021
- Thanksgiving Baskets 11/22/21
- Mobile Mammogram Bus: December 9, 2021 9-2:30
- Give A Holiday

Success Story:



County East Family Resource Center October 2021 Board Report

County East FRC assisted a customer through National Grid's arrears program. In providing advocacy referral and support from County East and National Grid the customer was assisted with nearly the entire arrears on the utility bill.

Due to no work during summer as a teaching assistant, with no unemployment benefits offered during summer, leaving a gap in income and a financial burden on the family. Receiving assisted, through this programs offers hope for the family who continues to suffer from the financial burden of loss of income last summer.





County South Family Resource Center October 2021 Board Report

Center Services:

Diaper Bank	7
Domestic Violence Support/ Crisis Response/Counseling	22
Food Delivery	21
Gas Voucher	5
HEAP/SNAP/TANF	12
Housewares/Furniture	6
Information/Referrals	10
Landlord/Tenant Mediation	3
Parenting Class	9
Rent Payment/Rental Assistance	7
Rides Provided	23
Winter Items (Clothing Closet)	18
Other	2
Total:	145

Center Highlights:

October has been a busy month at County South. A Women's Support Group was started on Monday evenings meeting from 6 PM to 8:30 PM. A parenting class called "Parents with Hope" also began this month and meets on Wednesday evenings from 6- 8 PM. Both groups include dinner and childcare.

The Free Fall Clothing Drive was held October 22 with 35 families receiving clothing for colder weather. Several community volunteers helped with this effort which was greatly appreciated!

Lots of assistance was given this month for SNAP and HEAP. Staff is working on the customer list for the Christmas Basket Program.

Upcoming Events:



County South Family Resource Center October 2021 Board Report

- Tully Community Christmas Basket Program- December

Success Story:

It is always great to see those whom we serve give back to their community as they become more independent and self – sufficient. One of the volunteers for the clothing drive was that person. She has been involved with the center for a couple years, receiving services such as rental assistance, advocacy and Family Development. She now attends the parenting class and cooks dinner occasionally for that group. When the clothing drive was being organized she couldn't wait to help! She helped fold clothing and also came to help clean up the following week. Her husband says it keeps her healthy to get out of their busy home and help others. Her assistance was appreciated very much and it was nice to see this family involved in a positive effort!



County West Family Resource Center October 2021 Board Report

Center Services:

Benefit Coordination: Care & Share/Health Ins./HEAP/SNAP/SSI	13
Clothing Closet	61
Cooking/Gardening/Nutrition Class	1
Crisis Response/Counseling	7
Fax/Copies/Printer	11
Field Trip	1
Food Delivery/Pantry/Table Giveaway	84
Holiday/Other Giveaway	2
Home Visit	2
Housewares/Furniture	4
Hygiene/Toiletries	3
Job Referral	2
Lock Box	1
Rides Provided	8
Other	9
Total:	209

Center Highlights:

October was filled with many events promoting healthier living as well as fun festivities to celebrate the season of autumn and Halloween. Fresh produce is distributed weekly to clients in support of healthier eating.

CWFRRC has resumed the monthly transportation to Walmart for clients who do not have transportation.

Loads of Love Laundry vouchers continue to be distributed to clients who are in need of them.

Families in the RAPP program went to Tim's Pumpkin Farm on October 2nd and enjoyed a day filled with fun fall activities and were able to take home a pumpkin of their choice. RAPP families enjoyed attending the Broadway production of Charlie and the Chocolate Factory on October 16th.



County West Family Resource Center October 2021 Board Report

Cornell Cooperative came to CWFRC on October 7th and provided those who attended with an informative lesson on healthier eating and a delicious recipe to try.

Various outreach opportunities continue to be a success. Representatives from Fidelis, United Health Care and Healthy Families are available on different weeks each month to assist families and answer any questions. United health care representative joined in the Halloween celebration by providing children with a lollipop ghost craft.

15 pumpkins were distributed to families. Costumes and trick or treating candy bags were available for all who visited the center.

Upcoming Events:

- In November, fresh produce distribution will continue. One particular client relies on this distribution because his diet is limited due to health issues.
- Representatives from United Health Care, Fidelis, and Healthy Families will continue to provide outreach to families in the community.
- Winter coats, hats and gloves will be distributed to families as the weather becomes colder.
- Transportation to Walmart once a month will continue for clients who lack access to transportation.
- NAC will have an in person meeting on November 9th. RAPP families will have their meeting on November 18th and enjoy an afternoon of bowling on November 20th.
- Thanksgiving meals will be distributed to clients during the week of Thanksgiving.
- As the HEAP program opens, CWFRC will provide applications, copying, and faxing of HEAP applications to clients.

Success Story:

Tiffany, a client of CWFRC, has generously volunteered to take on the task of keeping our Emergency Hygiene Pantry fully stocked and organized. She has been consistently coming into the center for the last few months to perform this important task. She reorganized the Hygiene Pantry and made sure that any items that have expired are disposed of properly. Tiffany comes in each week with her aide to do inventory and shop for any items that need restocking. With the help of her aide, Tiffany will shop in local stores to purchase items most needed depending



County West Family Resource Center October 2021 Board Report

on the season and restock the shelves each week. During the summer, Tiffany made sure CWFRC's families has access to bug spray, sunscreen and first aid products. For the upcoming cold weather and holiday season, Tiffany plans to make sure our families have lip balm, hand lotion, tissues as well as items needed for food storage and disposal such as garbage bags and aluminum foil. Tiffany has also made individual hygiene bags using the sample bottles of shampoo, lotion, bars of soap as well as toothbrushes and toothpaste. This project makes access to multiple items more efficient; especially on our busy pantry days. CWFRC has benefited from Tiffany's dedication to this ongoing and valuable project.



Eastside Family Resource Center October 2021 Board Report

Center Services:

Food Pantry	20
Hygiene/Toiletries	5
Information/Referral	2
Job Shadowing	1
Table Giveaway	203
Total:	229

Center Highlights:

SCSD Alternative program is up and running new teachers Carolyn Corcoran and Roy Neal and for the month of October had nine students

Open positions filled

- Cory Hicks – Student Navigator
- Collette Orr – Advocate
- Elijah Thornton - OPWDD
- Augustus Grissett – Family Navigator

Collaborating with the following agencies:

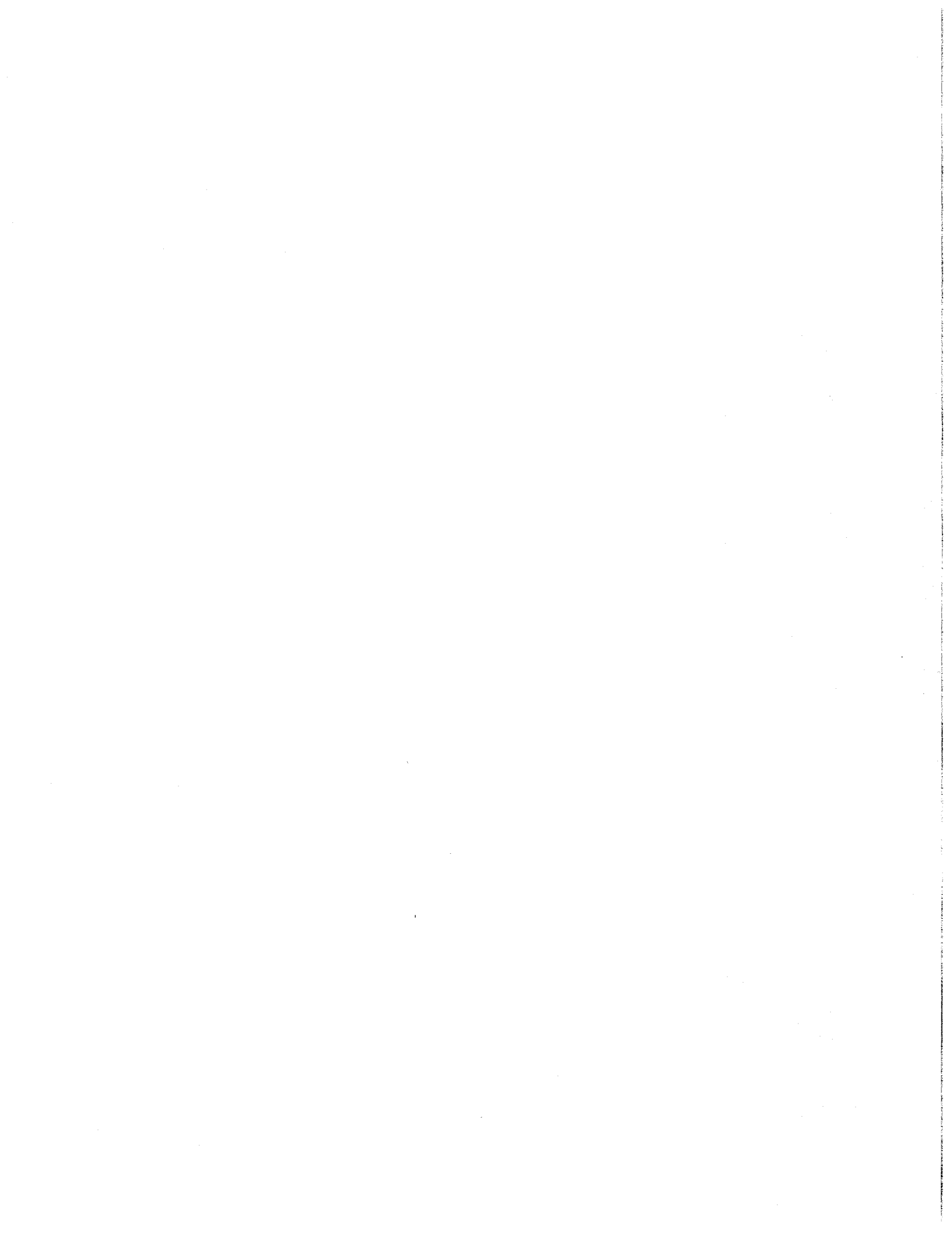
- A4TD – Volunteer working at the front office
- CNY Works – A Henninger student working at the center
- Job Plus -Tracy Bendura volunteers for the center
- Onondaga County Dept - Sarah Easterly – Fatherhood Program

Upcoming Events:

Girls Circle started on 10/27/21 with eight young ladies.

Success Story:

All staff completed MyCap Training





Southside Family Resource Center October 2021 Board Report

Center Services:

Clothing Closet	6
Fax/Copier/Computer	3
Food Pantry	14
Hygiene/Toiletries	4
Information/Referral	18
Job Shadowing	1
Rental Assistance	11
Table Giveaway	75
Total:	132

Center Highlights:

Southside Family Resource Center hosted a community event, 75 people attended the event to get information. The purpose of the event was to inform Southside residents about other surrounding organizations and services that SSFRC has to offer such as family development, telehealth, volunteer lawyers services (attend court online), reentry, fresh food give away that's held on Thursday, emergency/food pantry, one on one job specialist counseling/ job readiness.

Planned Parent Hood gave out contraceptives, information on the new trending menstrual cup and pamphlets on services they offer for males and females.

Foster Grandparents from PEACE Inc. set up an informational table and tried to recruit members from the community to become foster grandparents. Love Ya Pride an LGBTQ organization gave out clothes.

Syracuse Community Connections, which has a numerous programs such as father's support, group, Learn As You Grow, and Syracuse Community Doula services gave out information, they are located out of South West Community Center. Families had a choice of hamburgers/cheeses burgers, hot dogs, turkey burgers, NY style sausages, veggie bake beans, mac and cheese, mac salad, cumber and tomato salad, salt potatoes, and brownies from the Lady Bug Food Truck.



Southside Family Resource Center October 2021 Board Report

Pumpkins from Our Farm located in Manlius, NY, candy apples, apple fitters and apple donuts from Beak & Skiff, boy (ninja) and girl (princess crown) Halloween face mask, and child proof pumpkin cutters was given out in reusable Halloween bags.

On 10/29 and 10/31 SSFRC held a safe Halloween gathering, SSFRC partnered with Mahima's Closet for these Halloween events.

Friday 10/29 from 4-6pm, about 20 families pick a pumpkin, made bracelets, colored, and took a free Halloween photo and enjoyed refreshments. We talked about how pumpkins are used for cooking and not just for carving. We gave families different recipes on roasted pumpkins savory and sweet, healthy treats the use of pumpkin seeds, and pumpkin cookies.

Sunday 10/31 from 2-6pm SSFRC transformed into a small hunted hallway, families received tricks & treats, participated in a fun Halloween activities, and refreshments.

SSFRC continues the relationship with CNY Works hiring transitional adults from the age of 16-24 with the program, Working It Out. Participants are hired for 6 months, during these months the goal is for the participants to gain job readiness skills such as fill out time cards, having expectations of being on time and dressing appropriate at the same time finding employment with the assistant of all staff at SSFRC. We currently have three participants.

Upcoming Events:

- Introduction to Girls Circle has an estimated start date of November 15, 2021.
- Thanksgiving plans are giving families the some tools they will need to prepare the turkey, such as a roasting pan, oven save cooking bag to cook the turkey in, long plastic gloves to clean the turkey. SSFRC is going to use the fresh produce grant at this time to provide families with fresh produce to go along with their Thanksgiving dinner.

Success Story:

3 Program participants have successfully completed the CNY Works program and at this time they all found employment.



Westside Family Resource Center October 2021 Board Report

Center Services:

Baby Items	41
Clothing Closet	2
Diaper Bank	83
Fax/Copies/Computer	4
Food Delivery	12
Food Pantry	99
Hygiene/Toiletries	95
Language Translation	3
Permanent Housing	1
SNAP	1
SSI	2
Other	2
Total:	345

Center Highlights:

- Tabled at Take Back the Streets' Halloween event at Performance Park. We gave out over a hundred trick-or-treat buckets that included toothbrushes, toothpaste, and hand sanitizer.

Upcoming Events:

- Thanksgiving dinner supplies give away (dish detergent, turkey cooking tins, aluminum foil, oven mitts, sponges, etc.)
- PAVE youth support group: PEACE, Inc. Against Violence Everywhere

Success Story:

- Provided fifty to sixty backpacks with school supplies to students of all ages in our Westside community.



Early Childhood Career Pathways Program October 2021 Board Report

Center Services:

FDC Diaper Bank	5
FDC Follow Up	10
FDC Food Delivery/Pantry	5
FDC Intake & Information	2
FDC Grant Coordination	1
CDA Coordination	17
CDA Info/Intake	2
CDA Follow Up	6
Tech Pack	5
Total:	53

Center Highlights:

Attended NYSCAA conference; attended MY CAP Admin training; Established relationship with MANOS – Partners in Learning. Met with Nicole Collazo Cruz – Career Coach at MANOS via zoom meeting. We had a very nice conversation and learned about each other’s programs and how we might help each other’s clients. We then set up a meeting to finish the CDA with one of their teachers who had completed the 120 hours of training but was not sure how to finish the CDA and set up her observation and exam. I see many clients get stuck at this juncture of their credential and most need support and administrative help to schedule and pay for the next pieces. The Observation and Exam alone cost \$425 and I will be assessing the various scholarships available to her to pay for this portion. I will be conducting an intake with her client in November and will be providing support to guide her all the way to the completion of her Child Development Associate Credential. Once her Observation and Exam are completed, she will be qualified to move into a Lead Teacher position, which comes with a nice pay raise. Nicole Cruz will be providing translation for this process.

Upcoming Events:

- Research Snow Grant
- Parenting Ed



Early Childhood Career Pathways Program October 2021 Board Report

Success Stories:

We are excited to help a client at Merrick Head Start complete her second Child Development Associate Credential! She received her first Credential Certificate in the spring of this year and is now actively working on her second credential! This client has really come such a long way from when we first met in 2019. Upon entering our program, she had been unemployed for over 6 months. We provided interview preparation and resume development and she was hired into Merrick Head Start as a Substitute! She has proved to be an excellent employee and is now moving her way up the Early Childhood Career Ladder. We provided support this month by utilizing the Tech Pack program through the Early Childhood Alliance and Onondaga County Public Library. The Teck Pack program consists of a Chromebook and Hot Spot that is utilized for training/education purposes. The Tech Pack request must come through a Case Manager. Also, the pickup of the Teck Pack must be conducted by the Case Manager along with each subsequent monthly renewal.

In addition, we helped another client at Merrick Head Start by connecting her with a Teck Pack for her first Child Development Associate Credential. She was so thrilled to receive her Teck Pack and couldn't wait to get started on her 120 hours of CDA training. She chose the Kaplan online learning CDA program to complete her 120 hours of training in Infant/Toddler courses. When I dropped off her Tech Pack she was full of smiles and was very grateful!

The ECCPP and WSFRC worked together this month to help a client who is trying to get a job as a Substitute Teacher at MANOS. Nicole Rivera provided translation when I met with the client. The CDA can be very confusing to people and the added language barrier can make the completion of the Credential seem downright impossible. Once the client is hired on as a Substitute, Nicole and I will work together to schedule her CDA Observation and Exam. Once that is completed, she will be able to move up the career ladder into a higher paid position. Thank you Nicole Rivera for your ongoing support of the ECCPP!