

**TO: Board of Directors**

**RE: Family Resource Centers Program Reports**

**The following documents are attached:**

**(1) FRCs Customer Satisfaction Survey**

**(2) FRCs Monthly Reports**

- County East FRC
- County South FRC
- County West FRC
- Eastside FRC & Project Connection
- Emma L. Johnston SSFRC
- Westside FRC

**02/2018**





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Family Resource Centers

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Joseph E. O'Hara, Executive Director

## **MONTHLY BOARD OF DIRECTOR REPORT**

**January 2018**

Prepared by: Mary Beth Welch

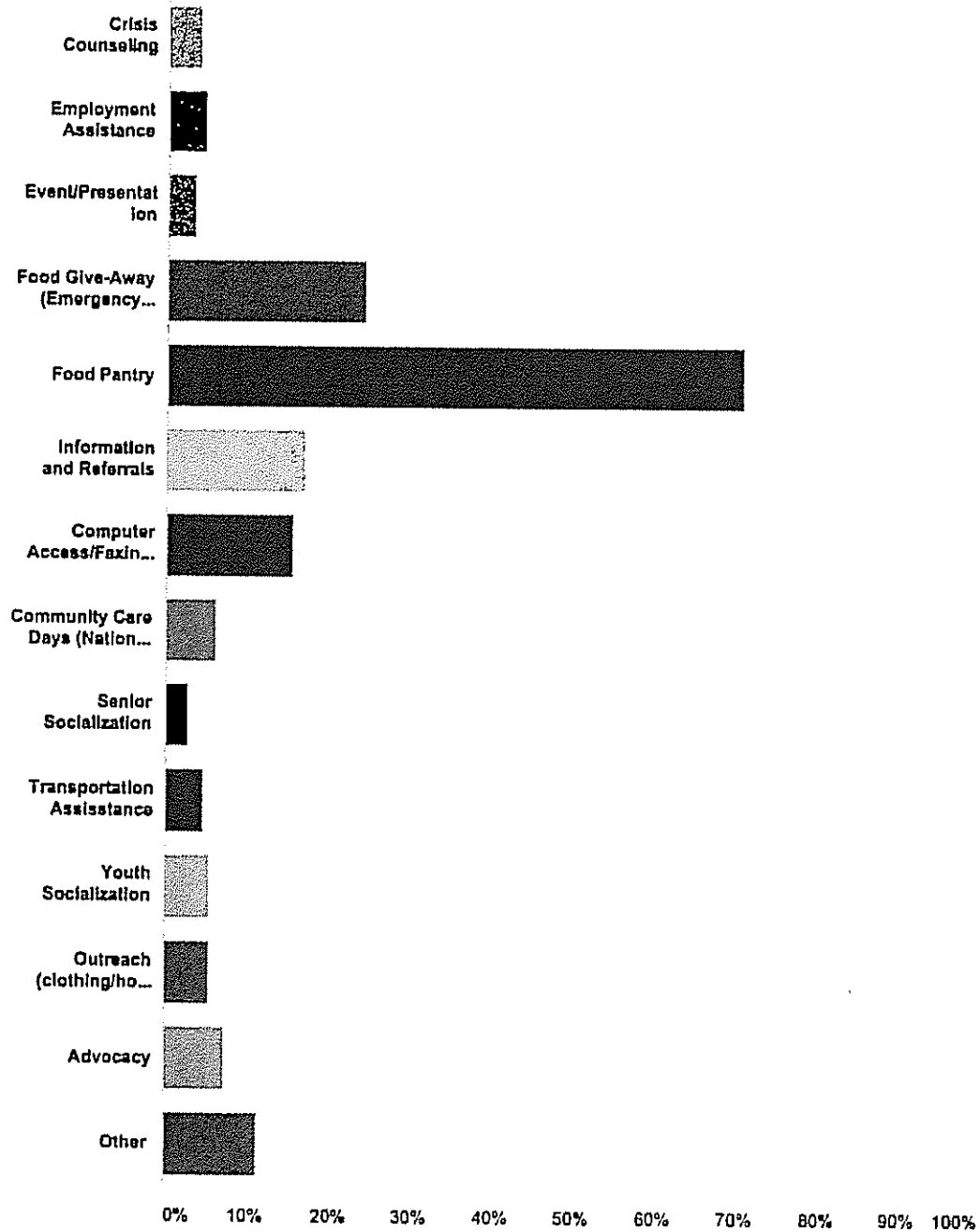
Please see the attached PEACE, Inc. Customer Satisfaction Survey:

- Q1. Which services did you receive from our Agency?**
- Q2. Did you wait for more than 30 minutes prior to seeing someone?**
- Q3. Did the services provided meet your needs?**
- Q4. Were you treated with courtesy and respect by our staff?**
- Q5. Would you recommend our services to others?**



### Q1 Which services did you receive from our Agency? Please check all that apply

Answered: 150 Skipped: 3



**Answer Choices**

**Responses**

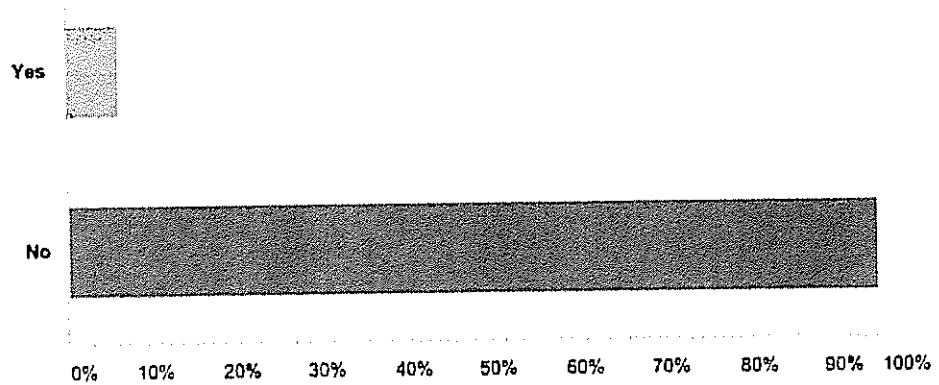
Answer Choices	Percentage	Count
Crisis Counseling	4.00%	6
Employment Assistance	4.67%	7
Event/Presentation	3.33%	5
Food Give-Away (Emergency Food)	24.00%	36

## PEACE, Inc. 2017 Customer Satisfaction Survey

Food Pantry	70.67%	106
Information and Referrals	16.67%	25
Computer Access/Faxing/Copies	15.33%	23
Community Care Days (National Grid, Health Ins., etc.)	6.00%	9
Senior Socialization	2.67%	4
Transportation Assistance	4.67%	7
Youth Socialization	5.33%	8
Outreach (clothing/household items/school supplies etc.)	5.33%	8
Advocacy	7.33%	11
Other	11.33%	17
<b>Total Respondents: 150</b>		

### Q2 Did you wait more than 30 minutes prior to seeing someone?

Answered: 150 Skipped: 3

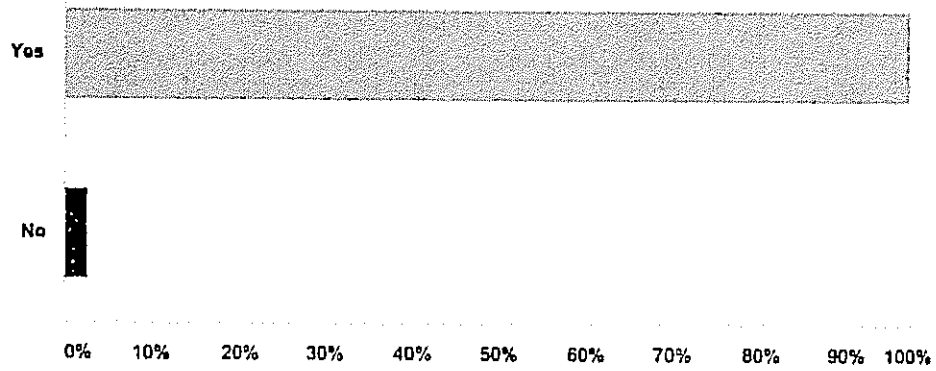


Answer Choices	Responses	
Yes	6.00%	9
No	94.00%	141
<b>Total</b>		<b>150</b>

### Q3 Did the services provided meet your needs?

Answered: 153 Skipped: 0

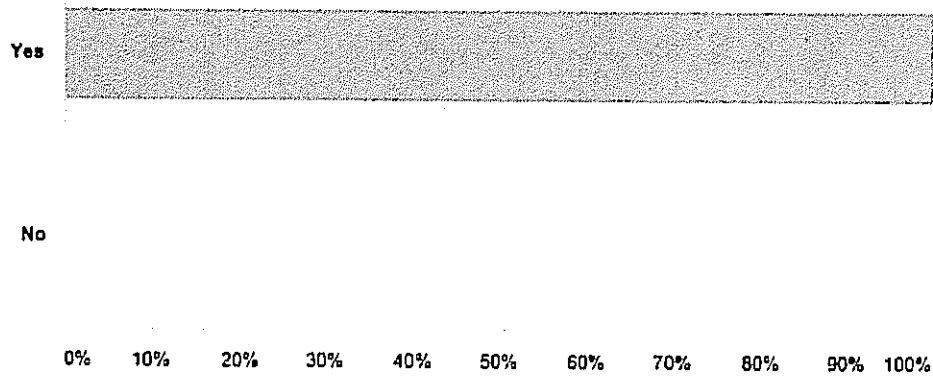
PEACE, Inc. 2017 Customer Satisfaction Survey



Answer Choices	Responses	Count
Yes	97.39%	149
No	2.61%	4
<b>Total</b>		<b>153</b>

**Q4 Were you treated with courtesy and respect by our staff?**

Answered: 153 Skipped: 0

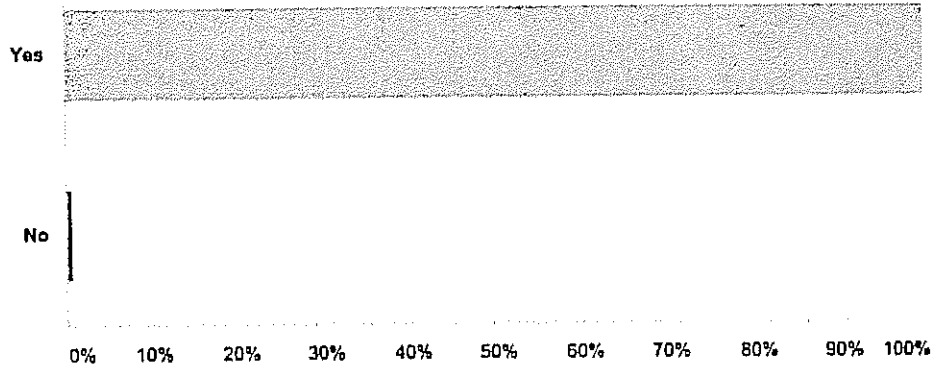


Answer Choices	Responses	Count
Yes	100.00%	153
No	0.00%	0
<b>Total</b>		<b>153</b>

**Q5 Would you recommend our services to others?**

Answered: 153 Skipped: 0

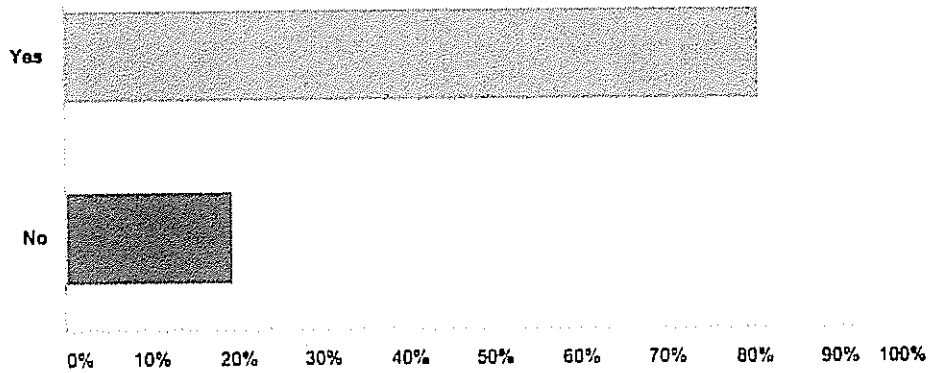
PEACE, Inc. 2017 Customer Satisfaction Survey



Answer Choices	Responses	Count
Yes	99.35%	152
No	0.65%	1
<b>Total</b>		<b>153</b>

**Q6 May we contact you to provide a testimonial?**

Answered: 103 Skipped: 50



Answer Choices	Responses	Count
Yes	80.58%	83
No	19.42%	20
<b>Total</b>		<b>103</b>

**Q7 Name (Optional)**

Answered: 104 Skipped: 49

**Q8 Phone (Optional)**

Answered: 91 Skipped: 62





Joseph E. O'Hara, Executive Director

215 West Manlius Street Suite 2  
East Syracuse, New York 13057

**Family Resource Center Monthly Report**  
(January 2018)

**County East Family Resource Center** Date: 2/8/18

# Total Volunteers	5
# New Volunteers	2
# Clients served	60
# Clients set up in Cap60 <small>Currently experiencing problems with CAP 60, working to address issues.</small>	
Referral Internal/External	45
# New collaborations <u>List names of collaborations below:</u> Community Care Hub National Grid	2

**Center Highlights:**

**County East Family Resource Center attended the Care & Share Webinar on January 23, 2018. To obtain updated information to process the Care & Share application for the 2018 grant season.**

**County East Family Resource Center hosted the EITC Super Tuesday on January 29, 2018. Fifteen individuals have been referred to the program.**

**County East Family Resource Center host National Grid Tuesday's. National Grid Advocate comes into the site and assists consumers in the community with problems and concerns pertaining to the National Grid accounts. Eight consumers were referred and assisted by Mary Beth Basha.**

**County East Family Resource Center provided transportation and advocacy to Social Security Disability Hearing, the individual was injured on the job and have been seeking assistance for a time now.**

He had surgery to the rotator cup but continues to move through the process with limited ability. The outcome for this procedure is promising according to his court appointed legal counsel.

**Upcoming Events:**

Community Care Hub- 2/1/18

Care & Share Program –On-going

Bennett Manor Collaborative Meeting 2/9/18

National Grid Tuesdays – Mary Beth Basha 2/26/18

EITC Program Tax Preparation- Ralph Lieke  
1/29/18 and 2/26/18

**Success Story☺**

PEACE, Inc. County East Family Resource Center assisted a senior volunteer with no family with medical transportation, and stayed in the hospital while his surgical procedure was performed. The individual was born with a cleft palate, in the 1940's, growing up in a state school, the procedure was never done correctly, the individual has been experiencing pain and pressure, and needed the operation done to offset some other medical conditions as a result.

County East Family Resource Center has provided advocacy, information and referrals to support the individual as he is not able to speak clearly, until the sinus area heals, during the surgery the doctors were able to correct the palate, sleep apnea, and monitor the heart, and stroke that he had a year ago.

The procedure was successful and the individual is feeling better. The individual will continue to be supported through the Sick & Shut In program, with weekly home visits and follow-up.

This report was respectfully submitted by

Denise Vanderpool  
Coordinator

## Family Resource Center Monthly Report

**Center** County South Family Resource Center    **Date** January 2018

# Total Volunteers	18
# New Volunteers	0
# Clients served	56
# Clients set up in Cap60	2
# Emergency Food donations	4
# New collaborations <u>List names of collaborations below:</u>	

### **Center Highlights:**

January was spent providing lots of in depth case management dealing with systems; housing, needed outreach, and healthcare needs.

Parenting and youth groups are meeting each week.

The FISH program is recruiting customers as the numbers are down. South Onondaga/ Navarino's program is on hold until spring.

### **Upcoming Events:**

EITC program will be provided at CSFRC on February 5<sup>th</sup>.

Care and Share begins on February 1<sup>st</sup>.

### **Success Story**

None this month.



## Family Resource Center Monthly Report

Center \_\_\_\_\_ County West Family Resource Center Date January 2018\_

# Total Volunteers	16
# New Volunteers	2
# Unduplicated Clients served	341
# Clients set up in Cap60	2
# Emergency Food donations	213 served/ 1917 meals
# New collaborations <u>List names of collaborations below:</u> State Farm Insurance/Baldwinsville	1

**Center Highlights:** Ralph Lyke was here to prepare taxes on 1/22. United Healthcare and Fidelis was here doing outreach. They helped many during open enrollment. Brandy from Healthy Families was here assisting pregnant and parenting clients. We continued to organize the donation area.

**UpComing Events:** We will have Fidelis healthcare and United here doing outreach. We are resuming Parent Cafe and wellness Wednesdays. Brandy from healthy families will be here and we will have "fruit smoothies" for Valentine's Day. We will recognizing February as 'dental awareness" month with educational materials, hand outs and free toothbrushes/floss and toothpaste. Our first beginner's computer class will be Friday 2/9. We are excited to help those who have no computer experience get started. One of our regular senior clients volunteered to lead the class and we hope to continue offering these classes as everyone gets comfortable using the computer.

**Success Story:**

One of our clients is beginning a paid internship through his BOCES HVAC program. He was released from prison almost two years ago and has followed through with all his requirements from parole. He has been focused and committed to finishing his education and making a better life.



## Family Resource Center Monthly Report

**Center:** Eastside Family Resource Center/Project Connection (ESFRC)

**Date:** January 2018

# Total Volunteers	8
# New Volunteers	1
# Clients served	500
# Clients set up in Cap60	25
# Emergency Food donations	72
# New collaborations Syracuse City School OBG (O Brien & Gere) CNY Works Black Nurses Rock	

### Center Highlights:

January 2018-We hired Ladenna Curry for the Syracuse City School student Navigator. She will work with 10 students to provide case management and healthy lifestyles. While promoting education.

On January 19, 2018 Peace Eastside Staff went to Henninger High school to meet with the guidance counselor regarding our program with SCSD. We also met with the Special Education teacher for recruitment for more children for OPWDD.

On January 31,2018- Peace Eastside Coordinator took 10 youth to the MLK celebration at the Dome.

### **New Collaborations**

We are working with community partners to build positive collaboration amongst each other, making sure we are not duplicating services.

## **Up Coming Event**

February 10, 2018- Working with Black Nurses Rock on a Program for the youth

February 24, 2018- Author Jackie Grace will read her book "Leeroy the Wide Mouth Frog" and "Lizzie Mae All about Me Day" to the children in the community. We will also purchase a book for each kid.

## **Daily Programs**

Food, giveaway daily.

Food Pantry every Monday from 9-12.

Fidelis every other Thursday from 10-12

National Grid every Tuesday and Thursday from 10-12.

Department of Labor every Thursday from 10-12

Healthy Neighborhood (passes out cleaning supplies, mop buckets and smoke detectors)

Thank You

Peace Eastside Staff

Coordinator: Rasheada Caldwell

Advocate: Lita Germany

Support Specialist OPWDD- Gavonna King

Support Specialist OPWDD- Alisha Wright



# Family Resource Center Monthly Report

Center: Emma L. Johnston SFRC

Date: 02/08/18

Month of: January

# Total Number of Volunteers	12
# New Volunteers	1
#Clients Serves	463
#Food Giveaway	169
#Emergency Pantry	202
# New Collaborations	2

## Center Highlights:

The Emma L. Johnston Southside Family Resource Center began the year planning and preparing for the upcoming spring and summer.

- At this time 14 youth slots have been preserved at Pack Forest Camp located in the Adirondack Mountains.
- Board of Directors visited SSFRC during retreat.

## Community Participation:

- Staff at the SSFRC will be joining 40 other community members to be trained as Peacemakers.
- Staff met with parents and youth to begin our 2018 Youth Programming.

## Upcoming Events:

- Syracuse University students and clients from the Family Reunification Program will be working together over a 3-month period to create a documentary for the Syracuse Stand.
- Syracuse Inner City Rotary will begin a kick off collaboration with SSFRC youth to start a youth leadership program. The program will run for a year.
- Peacemakers will begin utilizing the space that they are rent to host Peacemakers training sessions.
- Home Headquarters and SSFRC will collaborate together to host a Keep It Green by Going Green workshop at the center.

## Success Story:

The success of story of SSFRC rest with our CNY Works youth who became a client while facing parental challenges. The client a single father of a new born baby was fighting to keep his baby girl from entering foster care. After attending parenting classes and gaining the support from other family members he has full custody of his daughter. Staff will continue to work with the family during their transition.



Family Resource Center Monthly Report

Center: WESTSIDE FAMILY RESOURCE CENTER

Date: January 2018

# Total Volunteers	12
# New Volunteers	7
# Clients served	73
# Clients set up in Cap60	20
# Emergency Food donations	25
# New Collaborations <u>List names of collaborations below:</u> Food Bank Tearney's Martial Arts Providence House SBH Onondaga County Probation NBLCA ACR Health MACNY	

**Center Highlights:** This month the Westside Family Resource Center was very busy we were able to through donations from MACNY and a food drive with Tearney's Martial Arts start an independent Food Pantry, we also met with Food Bank to begin process of opening an official Food Pantry.

This month the Westside Center was able to make a connection with National Black Leadership Commission on AIDS (NBLCA), ACR health, MACNY, Onondaga County Probation, Providence House and SBH. WFRC is getting a steady flow of volunteers from Onondaga County Probation, SBH and ACR Health. In March ACR Health will be hosting healthy relationship/safe sex training with 10 women from the West Side Community. On Presidents Day WFRC will be hosting 15 children for a craft and snack day. Food Bank will be doing a site visit in February. In January WFRC saw more clients and had more volunteers than the previous 3 months. This month WFRC also on boarded two part time workers from The Dunbar Center A4td Program. All the downstairs painting has been finished.

