



Programmatic Overview

2018

The following document gives details on each of the programs of Family of Woodstock, Inc. Included is information on how to contact each program, who the leadership is, the services offered, and the outcomes achieved by the program in 2017.

*An Agency
summary*

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PREFACE

The following document is an overview of the accomplishments of the Family of Woodstock, Inc.'s programs in 2017. The agency is undertaking a multi-year succession planning effort as its long-time Executive Director moves towards retirement in the next two to three years.

Succession planning is a critical element of organizational development, and while it is generally envisioned as the replacement of the agency's top leadership, it is really a process that should go on at every level of the organization on a continuous basis. It involves planning the advancement of each staff member and an analysis of where they may fit in the overall structure of the agency. It should start with a vision for how the agency will look in the future and what resources and abilities each level of the organization will need to be effective. It is not sufficient to just provide training on subjects relevant to the individual's current responsibilities.

As Family has grown its programs and initiatives, the nature of the agency's leadership has had to expand and develop accordingly. This is a continuous process, not one that just begins when there is a change in the primary leadership. Professional development efforts ensure that staff are well prepared to take on responsibilities and can effectively provide the services required at every level of the organization. In Family's case, we have had to significantly expand the middle management of the agency, increasing the number of Team Leaders by three, along with creating positions of Deputy Director and Grants Manager. This expansion is directly associated with the need to expand the capacity of the organization and to reduce the scope of the responsibilities of the Executive Director. The expansion is a work in progress, not only in defining and creating positions, but in encouraging the integration and collaboration of program management and breaking down the silos which can develop around individual program areas. A key measure of the success of this effort will be the degree to which programs integrate their efforts, utilize agency-wide resources, and improve the communication and collaboration between the various programs. For Family, this involves the integration of 21 discrete programs, covering such diverse areas as domestic violence, re-entry, child care, food security, homelessness, and crisis intervention.

A critical portion of the succession planning has been to build and empower the Board of Directors. The agency has been helped in this effort by the support of the Dyson Foundation, which has not only funded a consultant to provide training and direction towards succession planning, but also technical assistance to improve the agency's fundraising and donor development. The consultant has guided the development of a strategic plan for agency leadership, which included an assessment of board leadership needs, as well as the core responsibilities of the Board of Directors to effectively provide that leadership. Consultants provide a critical, objective perspective as they are not immersed in daily operations, and they offer the experience of how other organizations have navigated similar challenges.

Succession planning not only involves identifying who will take over the leadership, but developing a plan for how that leadership will both maintain and expand upon the agency's programming. As part of this process, the agency is examining new potential funding sources and shifting a portion of its focus from government agencies to foundations and the private community. This involves outreach targeting groups that do not currently support Family and assessing the strengths of the agency's outreach and where it needs to be further developed.

AGENCY SUMMARY

Family of Woodstock, Inc. (Family) is a multi-program human service agency providing services throughout Ulster and surrounding counties. Founded in 1970, Family's principle focuses are **crisis intervention services** - Family runs one of the oldest continuously operating 24-hour-a-day emergency switchboards in the country, which is county-wide and toll free; and walk-in centers in Woodstock, New Paltz, Ellenville and Kingston - **emergency shelters** - Family House, a 14-bed runaway and homeless youth facility; the Darmstadt Shelter for the Homeless, a 23-bed shelter for men and women, primarily in recovery; the Family Inn, a 27-bed shelter for homeless families; the Washbourne House, a 17-bed domestic violence shelter, for survivors and their children; and MidWay, two supervised transitional living residences for up to six homeless adolescents each, and, when necessary, their children – **child care programs** – Family's Child Care Connections program serves families, child care providers and the communities of Ulster, Columbia and Greene Counties; and the Child Care Subsidy Administration for the Department of Social Services of Columbia County – **case management and care coordination services** – to such discreet populations as adults and adolescents struggling with issues of substance abuse and/or health or mental health issues; individuals involved with the criminal justice system; homeless individuals and families; survivors of domestic violence; as well as the general public - **and food programs** – extensive food pantries at the walk-in centers in Woodstock, New Paltz, Ellenville, at the domestic violence shelter, and at the Family Inn; and distribution of donated produce and food from local farmers to the county's food pantries and feeding programs. The Agency is leading a coalition whose goal is to improve the storage of donated foods throughout the county and better share resources to the network of food pantries and feeding programs.

Family provides non-residential services to survivors and perpetrators of domestic violence including: an advocate at the Ulster County Family Court; individual and group counseling for survivors of domestic violence; groups for men and women in the Evolve program who have been violent with a family member; and supervised visitations authorized by the Family Court for non-custodial parents. The Agency is leading the effort to expand strength-based and prevention programs which grow healthier individuals and communities, working with many of the county's school districts and participating in collaboratives in New Paltz and Ellenville. As part of this effort, the agency utilizes Trauma-Informed and Positive Youth Development approaches and is implementing restorative justice principles wherever possible. Family advocates for the creation of affordable housing and has taken responsibility to provide reentry support for those returning to the County from state prison and local jails. To assist with this effort, the Agency provides long term housing support for individuals and families whose heads of households struggle with significant disabilities. Family assists with vocational training and employment support for those we serve. The agency is involved in the transition in the delivery of behavioral health services to be funded through Medicaid as part of the Adult and Children's Health Home initiatives.

The goal of Family's programs is to assist people to achieve self-sufficiency and self-respect.

MISSION STATEMENT

Family of Woodstock, Inc. is a network of individuals, paid and volunteer, whose mission is to provide confidential and fully accessible crisis intervention, information, prevention, care coordination, and support services to address the needs of individuals and families and to build a supportive and healthy community.

We believe that the common ground which unites us, both helper and helped, is greater than the differences which divide us, and that everyone deserves the respect and support of our larger community. We seek to embody and model the qualities of caring and respect within our organization and with those whom we serve. We maintain an attitude which is non-judgmental and non-directive, so that all individuals are encouraged to resolve problems in a way that honors their own cultural, religious, socio-economic and value systems. We endeavor to empower each person to find their own solutions to the challenges before them. In this work, we are committed to search all avenues for assistance, creatively combining resources, as needed. In addition to assisting individuals and families, we continually seek to improve the quality of life in our community by addressing gaps in services and by advocating for more comprehensive, effective, culturally appropriate and humane responses to people's needs.

The scope of the Agency's vision allows us to bring to bear resources to address a broad spectrum of human problems.

HOTLINE/WALK-IN SERVICES

FAMILY OF WOODSTOCK (FOW)

16 Rock City Road

Woodstock, NY 12498

(845) 679-2485 / 338-2370

Staff: Crisis Hotline - 3 full-time / 7 part-time / 60 Volunteers

Team Leader: Tamara Cooper

Assistant Program Director: Sue Carroll

Program Hours: Crisis Hotline - 24 hrs. /365 days
Walk-ins - 9:30am to 9:30pm; 24 hours in emergencies
Textmeback Textline – 7 days a week, 5:00am to 1:00am

PRIMARY FUNCTIONS: Crisis intervention; emergency short-term counseling; information and referral; case management; care coordination; emergency food; access to emergency housing; after hours, weekend and holiday coverage for many county, state and local agencies; emergency textline for crisis and information and referrals; emergency resources in situations such as homelessness, lack of fuel or utilities, lack of food, or emergency transportation for the Ulster County Department of Social Services; facilitation of the evidence based suicide prevention programs SafeTALK and ASIST and evidence based counseling programs, Mental Health First Aid and Youth Mental Health First Aid. This hotline also serves as the 24-hour access point for Family's Domestic Violence, Homeless, and Runaway and Homeless Youth shelters.

ANCILLARY SERVICES: Food closet; free store (clothing, furniture and household items); public rest room; free public telephone for local calls and long distance in emergencies; message services; client advocacy; employment file; motel placements for individuals and families unable to be served by Family's shelters; volunteer transportation; community bulletin boards; and host-site for other community programs and initiatives. The program provides food and gifts to families and individuals during the major holidays. Local schools and courts use the program as a placement for community service and it serves as a placement for interns from local colleges and graduate schools. Program staff are active in the town's Emergency Management Committee and the program had a generator donated by Ulster County Mental Health Department that enables it to provide ongoing assistance during emergencies. Refrigeration for medications, electricity to charge cell phones and computers and space to get warm or cool off are all available to the community. Also offered is assistance to residents in applying for benefits on-line. As applying for services on-line has become more common, our staff is trained to assist clients in accessing resources via the internet. Finally, the program plays an integral part in the delivery of mental and physical health services in the county by operating as the on-call resource for Ulster County Mental Health, Astor Family Services, Hudson Valley Mental Health, Rockland Children's Psychiatric Services, the Institute for Family Health and the Ulster County Health Home. The program also responds to calls after-hours for local AA groups.

DEMOGRAPHY OF CLIENTS: The program serves the full population of the surrounding

community, including all ages, races, ethnicities, and income and functional levels. Generally, the primary populations served are young adults through late seventies, both male and female.

2017 ACCOMPLISHMENTS:

78,809 individuals and their families have sought assistance in addressing problems by contacting FOW as the source for a broad array of services including community information and resources, emergency services, crisis intervention, free food and clothing, and support to break through personal isolation.

2,211 individuals and their families whose current situations and/or disabilities are so overwhelming that intensive services are required to help them stabilize and cope with their life issues have received assistance at FOW by participating in case management assessment and planning services.

785 individuals have begun to regain control of their lives which have been damaged by substance abuse/addiction through participation in self-help groups, counseling, and/or residential rehabilitation programming as a result of referral, advocacy, and ongoing support by FOW rehabilitation programming.

303 individuals have begun to come to grips with the impact of a variety of mental health issues including abuse and other traumas by participating in ongoing counseling with program staff or with other mental health practitioners referred to by FOW.

293 individuals and their families have stabilized their finances and living situations by applying for and receiving all entitlement services for which they are eligible, with the help of Family staff, including Emergency Assistance for Families, Emergency Assistance for Adults, TANF, Safety Net, SSI, SSD, Medicaid, Food Stamps and/or WIC.

717 individuals and their families have found or retained permanent housing as a result of assistance from program staff in the following areas: assistance in locating housing; advocacy with landlords; assistance in finding security deposits and establishing utilities; help in locating furniture and house wares; help in arranging payment from Ulster County Department of Social Services; help in moving in; and assistance to understand the rights and responsibilities as tenants.

2,345 individuals have been given food for themselves and their families and have reviewed with staff of the program their eligibility for WIC, Food Stamps, and other entitlements.

1,224 survivors of domestic violence and perpetrators have sought assistance and have begun to deal with these issues by contacting FOW.

202 individuals have begun to become self-sufficient by increasing their vocational skills, becoming job prepared, and finding employment with assistance from FOW staff.

Family of Woodstock provided short term counseling on a one on one basis to **100** people last year. The program also sponsors a Holistic Health Fair 4 times a year, and houses a weekly relapse prevention support group.

RECENT DEVELOPMENTS:

Family of Woodstock continues to be an integral part of the community. Relationships with town agencies such as local police have become more collaborative in recent years, reflecting the importance of community based organizations to fill the gaps created by the reduction of available government services and resources

Reflective of the way people communicate, Family of Woodstock, known for reliable and supportive crisis hotline work, has begun a texting service called TextMeBack. TextMeBack is an additional service option that users have in reaching out for the support and information that Family has traditionally offered over the phone. Benefits include being accessible to those without calling capabilities, discreet usage, and a written record of support, information, and referrals. Most importantly, texting provides a new and comfortable access for some consumers needing assistance who might otherwise not outreach to the agency. Historically, Family has served people in all walks of life, and our creation of a textline is the next step to continue this tradition. Examples of those we serve include: those experiencing domestic violence; those in need of mental health services, those needing housing (or shelter); those concerned about the wellbeing of loved ones; those in crisis situations; those in need of education; and those with questions or concerns about resources in the Ulster County community.

As our community has been impacted by the ongoing opiate epidemic, Family in conjunction with other local organizations and agencies is developing the capacity to respond to overdose emergencies through training individuals in the delivery of Narcan, an antidote to an opioid overdose. Working with OASAS to deliver community trainings and to develop our own cadre of trainers, Family is actively promoting this harm reduction strategy. Family is also playing a role in the dissemination of information on the current epidemic by working with county organizations such as the Prevention Coalition, the Institute of Family Health and treatment providers to hold forums for parents and assemblies for students in the local school districts. We also played a primary organizational role in the development of the Police Assisted Addiction and Rehab Initiative (PAARI) which has been successfully used to help people addicted to opiates find treatment services immediately and continue to be an active partner in the initiative.

Just as our hotline has traditionally been a hosting site for those who have requirements for community service, we have begun to be a site for interns from all levels of educational programs, from high schools to graduate schools. This has become a very robust system of on the job training for a wide variety of students that benefits both the student and the program. The Program Director, who was recently promoted to Team Leader of Staff Training, continues to be active in the OMH SPEAK initiative, and continues to deliver SafeTALK and ASIST trainings concerning suicide prevention and intervention. The program is also offering a new community based training promoted by the Obama administration, Mental Health First Aid (MHFA) both the adult and youth curriculums. The Team Leader has also received training in the evidence-based curriculum Crucial Conversations, which she offers to agency staff.

Program Manager Ron VanWarmer is communications director for the county's Disaster Recovery and Response Committee (DRRC). The DRRC was established to help the county better prepare for natural or manmade disasters and their impact. Among other responsibilities, Ron works with the agency to ensure that there can be communication via ham radio between Family's countywide programs in the event of a disruption.

The town of Woodstock established a Human Rights Committee to address any issues of potential violations of the rights of its community members. Family had a presence in the development of this committee and is a partnering member, represented by Salvador Altamirano-Segura.

FAMILY OF NEW PALTZ (FONP)

**51 North Chestnut St.
New Paltz, NY 12561
(845) 255-8801**

Staff: 2 full-time / 25 volunteers

Program Director: Ivan Echenique

Assistant Program Director: Icilma Lewis

Program Hours: 10:00am to 5:00pm Monday-Thursday, 10:00am-4pm on Friday
Available through the Hotline 24 hours in emergencies

PRIMARY FUNCTIONS: Crisis intervention; emergency short-term counseling; information and referral; case management; care coordination; emergency food; and access to Adult, Adolescent, and Domestic Violence Case Management, Child Care, and Emergency Housing Services. The catchment for this office is the entire southeastern quadrant of the county.

ANCILLARY SERVICES: Food pantry; free store (including clothing, furniture and household items); public rest room; community bulletin board for employment opportunities, available housing, messages, workshops, computer classes and seminars; free public telephone for local calls and long distance in emergencies; client advocacy; emergency transportation; supervision of community service, work experience, work-study, internships, and court-mandated community service; and a meeting place for other community services.

DEMOGRAPHY OF CLIENTS: The program serves the full population of the surrounding community including all ages, races, ethnicities, and income and functional levels. Generally, the primary populations served are young adults through late seventies, both male and female. FONP serves a larger student population than the other walk-in centers.

2017 ACCOMPLISHMENTS:

44,220 individuals and their families have sought assistance to address problems by contacting FONP as the source for a broad array of services, including community information and resources, emergency services, crisis intervention, case management, food, free clothing, and assistance to break through personal isolation.

364 individuals and their families whose current situations and/or disabilities are so overwhelming that intensive services are required to help them stabilize and cope with their life issues have received assistance at FONP by participating in case management assessment and planning services.

521 individuals have regained control of their lives which have been damaged by substance abuse/addiction through participation in self-help groups, counseling, and/or residential rehabilitation programming as a result of referral, advocacy, and ongoing support by FONP.

431 individuals have begun to come to grips with the impact of a variety of mental health issues

including abuse and other traumas by participating in ongoing counseling with program staff or with other mental health practitioners referred to by FONP.

832 individuals and their families have stabilized their finances and living situations as a result of applying for and receiving all of the entitlement services for which they are eligible, including Emergency Assistance for Families, Emergency Assistance for Adults, TANF, Safety Net, SSI, SSD, Medicaid, Food Stamps, Section VIII and/or WIC.

931 individuals and their families have found or retained permanent housing as a result of assistance from program staff in the following areas: assistance in locating housing; advocacy with landlords; assistance in finding security deposits and establishing utilities; help in locating furniture and housewares; help in arranging payment from the Ulster County Department of Social Services; help in moving in; and assistance in understanding the rights and responsibilities of tenants.

522 individuals have begun to become self-sufficient by increasing their vocational skills, becoming job prepared, and finding employment with assistance from FONP.

5,958 individuals have been given food for themselves and their families through the program's pantry and have reviewed with staff their eligibility for WIC, Food Stamps, and other entitlements.

81 survivors of domestic violence and perpetrators have sought assistance and have begun to deal with these issues by contacting FONP. The program also refers individuals to legal services where appropriate.

Under the leadership of Paul Brown, a past Family Board of Director, the program has established a Computer Skills and Internet Job Search program which helps local individuals gain a greater understanding of how to use a computer and apply this knowledge to their everyday lives. The program attempts to teach students how to use word processing software, typing skills, resume preparation, conducting job searches, completing online applications etc. The office skills program has expanded to provide instruction on the use of social networking to seek jobs and training opportunities, often in Spanish. The program has four active volunteers who form the advisory committee and are planning to move in the direction of “digital literacy” as a goal for those participating. A key element in the program’s success has been its willingness to cater the program to the individualized needs of each student rather than a specific curriculum which may be too advanced for some and not meeting the needs of others. Throughout 2017, the program has continued to grow with 12 new participants, bringing the total to 42 participants since its inception in 2015, some of which have acquired and maintained gainful employment.

In addition to the Hotline/Walk-in Services described above, the program houses staff from the Adolescent Services and Adult Case Management programs. The site also sponsors a number of groups open to the public, including: three weekly AA meetings; a weekly Narcotics Anonymous meeting; multiple weekly computer skills trainings and job searches; one weekly co-dependency group; one weekly AL-Anon group; a Mental Health Wellness group, sponsored by Ulster County Mental Health and Mental Health Association. MISN by appointment to assist with

applying for Health Insurance, by appointment. There are occasional open house held in the AJ Babb room have been held to recruit employees by Any-Time Home Care and Willcare.

RECENT DEVELOPMENTS:

Family of New Paltz has expanded its community services by collaborating with local businesses to establish programs such as: the Rotary Clubs' Operation Warm Program which provides individuals with winter coats and other services during winter months as needed; Cornell Cooperative Extension's Eat Healthy on a Budget Program which provides participants hands-on lessons in healthy meal planning, preparation and smart shopping to save money; New Paltz High School's Protein Program where local business donate 10lbs of protein each month to FONP; the Elks Club which assists us in fundraising and food drives; and Community Compost in New Paltz to reduce food waste to name just a few. Program leadership will continue to be active in facilitating the turning in of unused prescription drugs to the local police agency for safe disposal in order to limit the availability drugs to the community's youth. As a result of the changes in the delivery of mental health services in the New Paltz area and the initiation of the Health Home program, it is expected that FONP will play a greater role in the provision of support services to those with mental health and other disabling conditions. As part of an agency-wide effort, New Paltz staff have been trained in administering Narcan and will train on its use and distribute Narcan to individuals seeking it in the New Paltz community.

GOALS:

- Explore ideas to increase fundraising revenue for the Rubber Duck Race and Turkey Trot.
- Collaborate with St. Joseph's Church & ShopRite management to establish "Expiring Food Program" where we will accept sell by date of frozen items for our Food Pantry program.
- Collaborate with SUNY NP interns to increase social media presence.
- Continue the Bridging the Digital Divide program where we loan laptops/iPads for students in need of computers for schoolwork and establish a tutoring program with local school districts.
- Increase community outreach, particularly to the Hispanic community.
- Establish new partnerships with local agencies and continue working with organizations we currently work with.
- Collaborate with other FOW programs to assist in meeting and exceeding agency goals and objectives.
- Increase number of volunteers at FONP.

FAMILY OF ELLENVILLE (FOE)

**221 Canal Street
Ellenville, NY 12428
(845) 647-2443**

Staff: 2 full-time paid / 10 weekly volunteers, 15 ad hoc volunteers

Program Director: Vivian Roman

Assistant Director: Domnic Pidone

Program Hours: 9:00 a.m. to 4:30 p.m. Monday, Tuesday, Thursday, Friday
9:00 a.m. to 6:30 p.m. Wednesday
Available through hotline 24 hours in emergencies

PRIMARY FUNCTIONS: Crisis intervention: emergency short-term counseling; access to Adult, Adolescent, and Domestic Violence Case Management, Child Care, and Emergency Housing Services. The catchment for this office is the entire southwestern quadrant of the county.

ANCILLARY SERVICES: Client advocacy; food closet; free clothing store; housewares closet for kitchen needs; loan closet for medical needs (i.e. wheelchairs, crutches, walkers—all when available); linen and personal care items closet; free public telephone for local business calls and long distance in emergencies; access to computer and internet; employment and rental listings; and use of meeting space for community groups and other agencies' programming. Seasonal programs include holiday foods and toys, outerwear distribution, basic school supplies. Hot drinks and food snacks are available every day during open hours. Books for children and adults are available for reading in or taking home. Extensive bulletin board and pamphlet areas with information on all local and many countywide agencies, programs and special events. Supervision is provided for community service, work experience, work-study and internships, and for court-mandated community service. Motel placements for individuals and families unable to be serviced by Family's shelters are arranged.

DEMOGRAPHY OF CLIENTS: The program serves the full population of the surrounding community, including all ages, races, ethnicities, income and functional levels. Generally, the primary populations served are young adults through late seventies, both male and female. Since 2014, a substantial number of school aged children are served by the snack and food offerings after school and during the summer. The Ellenville community has a larger minority population than the rest of the county, outside of midtown Kingston.

2017 ACCOMPLISHMENTS:

18,159 individuals and their families have sought assistance to address problems by contacting FOE as the source for a broad array of services, including community information and resources, emergency services, crisis intervention, free clothing and food, and assistance to break through personal isolation.

223 individuals and their families whose current situation and/or disabilities are so overwhelming that intensive services are required to help them stabilize and cope with their life issues have received assistance at FOE by participating in case management assessment and planning services.

62 have regained control of their lives which have been damaged by substance abuse/addiction through participation in self-help groups, counseling, and/or residential rehabilitation programming as a result of referral, advocacy, and ongoing support by FOE.

204 individuals have begun to come to grips with the impact of a variety of mental health issues including abuse and other traumas by participating in ongoing counseling with program staff or other mental health practitioners referred to by FOE.

202 individuals and their families have found or retained permanent housing as a result of assistance from program staff in the following areas: assistance in locating housing; help in locating furniture and housewares; help in arranging payment from the Ulster County Department of Social Services; help in moving in; and assistance in understanding the rights and responsibilities of tenants.

88 individuals have begun to become self-sufficient by increasing their vocational skills, becoming job prepared, finding and maintaining employment with assistance from FOE.

6,136 individuals have been given food for themselves and their families and have reviewed with staff of the program their eligibility for WIC, Food Stamps, and other entitlements.

48 victims of domestic violence and perpetrators have sought assistance and begun to deal with these issues by contacting FOE.

128 individuals addressed their own health needs by seeing a medical professional in the community with support from FOE.

70 individuals addressed outstanding legal issues.

13 individuals continued or addressed issues concerning their education.

64 individuals improved communication within the family by participating in individual or family counseling.

In addition to the Hotline/Walk-in Services described above, the program houses staff from the Adolescent, Domestic Violence, Health Homes and Adult Case Management Programs on a full or part time basis, and other Family of Woodstock, Inc. programs provide services at the Ellenville office. Both our new Domestic Violence Counselor and Program Director are fluent in Spanish.

Family of Ellenville participates in the Wawarsing Council of Community Agencies and the Ellenville-Wawarsing Chamber of Commerce activities. Staff of the program are active members of the Ellenville Chapter of the NAACP .

Family of Ellenville sponsors the following weekly groups open to the public in the community room: three Narcotics Anonymous groups; a 12 step Recovery Assurance group; a batterers group (Evolve); a domestic violence survivors support group; and a knitting and crocheting group for males and females. Family's Supervised Visitation Program provides supervision for children and their non-custodial parent. People, Inc. runs a Reach One Social group in the community room. The Walker Valley Buddhist monastery uses the room for English classes, through Ulster Literacy, for their monks. The Office for the Aging periodically uses Family of Ellenville office space for one on one Medicare enrollment, advocacy, and explanation and comparisons of Medicare drug plans. In August, we hosted the NAACP voter registration drive. Agencies and groups using the community room provide FOE and the agencies opportunities to become more familiar with the staff and programs of each other.

RECENT DEVELOPMENTS

FEEDING AMERICA

In July 2014, Family of Ellenville became the agency responsible for receiving the food from the Feeding America program through the Regional Food Bank of North East New York. **As of 2017**, twice a week staff or volunteers from FOE visit the receiving department at the Napanoch Walmart, and get salvaged and donated foods. The volume of donations is substantial. In 2017, FOE transported, weighed, stocked and distributed **93,113** pounds of food in about 150 trips. A crew of 3, one staff and 2 volunteers, do the transport. Family of Ellenville acts 2 days a week as a distribution point for some of the foods, arranging for them to be delivered to other food pantries, soup kitchens, churches and shelters that are members of the Regional Food Bank. About a third of the Feeding America food was redistributed. We highly commend the staff of the receiving department, the various department managers, and the managerial staff of Walmart for caring so much for their community.

FOE continues to provide outreach and care coordination to Ellenville area patients of the Heath Home program. Health Home Care Managers from the Ellenville branch of the Institute for Family Health refer their patients to Family of Ellenville for a wide range of resources and services.

Family of Ellenville relies heavily on the help of volunteers. The program accommodates individuals that require or want community service hours, and has provided opportunities for high school students who, as a requirement of their graduation need CS hours, folks that need CS hours mandated by the courts, individuals from local agencies that deal with drug and alcohol addiction as a part of their program of recovery, people building a resume after returning from prison, and youth sent by the Juvenile Community Accountability Board to accomplish restorative justice projects as part of Family's One80 program. Examples of the work provided by these volunteers include: answering the hotline; maintaining informational resources; stocking the food pantry; breaking down and recycling the extensive amount of cardboard generated as well as collecting donated overripe produce for the compost containers. Additional tasks include:

organizing the free clothing store; providing building and grounds repairs and maintenance; researching, downloading, and posting job opportunities; and assisting with health fairs and fundraising events.

In the past year, FOE provided work and learning opportunities to the following: 10 individuals fulfilling court community service; 1 individual in the DSS CWEP program; 2 college students in field placement semesters; 1 undergraduate student; 3 high school students performing educational community service; 2 high school students with summer employment; and 1 local addiction treatment patient seeking community work. One youth participating in the JCAB process provided volunteer assistance with a FOE fundraising event. The United Health Care agency provided a 7 person volunteer team that divided into outdoor garden workers and indoor free store workers.

FOE also provides volunteer opportunities for clients of other human services agencies on an ongoing basis. Ulster-Greene ARC Dayhab program provides several clients on a monthly food bank pick up run to Monticello to help load and unload at FOE. In addition, Dayhab sends clients weekly with supervisor to work one on one on a food pantry task. Pilot Industries brings an average of 3 clients a week with supervisor to assist on the grounds or in the food or linen closets. Ulster Cerebral Palsy agency provides one client per week with job coach for similar work. A disabled young worker and her coach, both from Sustainability CSA in Accord assist in organizing the linens and personal care items closets. As with the groups using the community room, staff and clients of their agencies and FOE become more familiar with each other. FOE enjoys a cooperative relationship with Samaritan Village residential treatment program. One of their staff had worked her court community service hours with FOE so became very familiar with FOE services and programs. When FOE was in need of strong volunteers to build the community garden (spreading soil, mixing compost, sawing wood for the garden beds' frames), the worker was able to get permission to bus down to FOE a dozen workers. These workers, along with another dozen community workers recruited by Ulster Corps, including families with children, created the entire garden in one afternoon, including planting seedlings. In turn, Samaritan clients have been bussed back to FOE for the winter coat giveaway event, and for shopping in the free store, which included receiving reading glasses.

FOE participates in publicity, community events, and fundraising events most months of the year. These include health fairs, street/park and farm fairs, and Ellenville Schools open house events. FOE will be hosting 1 Large penny social event yearly which provide outreach and entertainment for low and middle income residents. Northeast Off Road Adventures, an off road driving school in the hills south of Ellenville held an event to benefit us. Winter toy drive to benefit us, providing us with toys for our annual giveaway. FOE also partnered with the Ellenville Police Department for their annual toy drive which provided 300 children with gifts. The community garden ("Ellenville's Secret Garden") suffered some loss of produce by "critters" but did have delicious bumper crops of many vegetables. This year also some tree limbs and sapling trees were removed to allow more sun to the garden as well as preparing the site for the proposed garden shed. A full mature apple tree which was moved from the old garden site and trucked over to the current site survived the digging and replanting well. The entire FOE property received a new 4 foot fence as a result of a request to the Ellenville building department. This fence also creates 2 of the boundaries for the community garden.

FOE has become an informal meeting place for socializing. We provide snacks and coffee and computer access as well as books, magazines, and coupons. Occasionally we offer stews or soups in crock pots, and at times we receive leftover cooked food to share from Shiloh Baptist Soup Kitchen (to whom we frequently deliver Feeding America donations) or other events. We generally have groups of seniors or mixed aged groups and/or families with young children spending time relaxing and socializing and sharing information with each other, often while charging their electronic equipment. Middle and high school students in groups schedule a stop at FOE after school for snacks.

As part of an agency-wide effort, Ellenville staff have been trained in administering Narcan and will train on its use and distribute Narcan to individuals seeking it in the Ellenville community.

DOMESTIC VIOLENCE SERVICES

THE WASHBOURNE HOUSE

PO Box 3817

Kingston, NY 12402

(845) 679-2485 / 338-2370

Staff: 6 full time / 6 part-time

Program Director: Karen Storch

Children's Program Case Manager: Allie Torres

Program Hours: 24 Hour Access through the county-wide hotline and text line.

PRIMARY FUNCTION: To provide safe shelter and comprehensive trauma informed services to survivors of domestic violence and their children.

ANCILLARY SERVICES: Counseling (individual and group); case management services; peer support; domestic violence support and education groups; Department of Social Service domestic violence waiver evaluations; recreation and education for children; parenting support and education; assistance in finding transitional and permanent housing; community education and trainings for hospital, police and school personnel; transportation; referrals for medical and mental health treatment; food pantry for former residents as part of aftercare.

DEMOGRAPHY OF CLIENTS: Domestic Violence survivors and their children.

2017 ACCOMPLISHMENTS:

The program provided safe shelter and services to **37** women and **40** children, for **5,285** nights in 2017. The average length of stay was **68** nights and the program had an occupancy rate of **14.5** per night. The residents addressed the following issues with the assistance of program staff:

- **30** women were assisted to access entitlements including Public Assistance, SSI, SSD, and Child Support.
- **6** women were employed while residing at the Shelter.
- **22** residents participated in residential support groups including domestic violence education groups during which domestic violence issues such as safety planning, power and control, and the impact of the violence on the children were discussed.
- **22** women received individual counseling.
- **23** women and **32** children were referred assisted by program staff to access medical services.
- **18** women were assisted to access mental health services at Hudson Valley Mental Health or Behavioral Health at the Institute for Family Health.

Women who chose not to attend the groups (mostly because of their work schedules or language barriers) were provided one on one support and counseling. We continue to modify group days and times to meet the needs of our clients.

Of the **37** women housed: **4** returned home; **11** moved into their own apartments; **9** are being assisted with housing by Family's transitional living program; **3** moved to other shelters for safety reasons; **2** moved in with family or friends; and **4** were referred for placement to DSS or provided motel lodging. **3** individuals/families were still in the shelter at the end of the year.

Residential Adult's Program

The adult's program has been the focus of 2017 as we work hard to improve and develop a safe community where adults can express their feelings and deepen their connection to other residents. This year we continued to expand the choices that we provide to our residents continuing to offer trauma informed yoga, offering art groups, and working to develop a creative writing group that met on and off throughout 2017. We also have continued to connect our residents to the Clemente Program for the arts that is sponsored by Bard College and offers adults college credits. This program meets weekly at the Kingston Library and has been a source of inspiration and education for many of our residents.

Our commitment to community development within the Shelter has changed how the Shelter operates—we have begun to have women cooking more frequently together and continue to encourage the healthy community that many of our residents need in order to heal. We continue to have residents return to the shelter to visit with our staff or to have dinner. This year we also began allowing current residents to attend non-residential support groups while they were still in shelter which has helped build a stronger bridge between the residential and non-residential programs.

In October our children's coordinator, Barbara McClinton, was promoted to our adult case manager. Barbara continues to bring an increased energy and vitality to the shelter as well as a unique ability to meet clients where they are while also encouraging their growth.

Residential Children's Program

The children's component provides a safe and therapeutic environment in which children are encouraged to express and discuss their feelings concerning the violence that they have been witness to, or have been directly victimized by.

The goals of the Residential Children's Group activities are to:

- Reduce the trauma related to the exposure to domestic violence.
- Enhance the children's self-esteem.
- Assist the children to identify and label their feelings.
- Assist the children to use non-violent techniques to resolve conflict.
- Provide Education about Teen Dating Violence Prevention
- Identify the signs, symptoms, and behaviors that may indicate the need for special services, and advocate to insure that the child (children) receive all necessary services.

These goals are met through the following activities: children's playgroups; school age support groups; individual counseling with the child; parenting support groups; individual parenting sessions; recreational activities; staff observations; community advocacy; and referral services.

Additional activities that the residential children's program staff provide are as follows:

- Assistance with homework, providing all school supplies needed, and arranging tutors as necessary.
- Activities that focus on positive role modeling.
- Welcome packets for each child which include a stuffed animal, books, and a few toys.
- Birthday and holiday parties providing the opportunity for socialization and recreation.

The program utilizes an evaluation instrument which assists staff to assess the impact of the violence on the child through observations of the children's behavior, interactions with others and developmental stages with the support of the parent. Referrals to outside agencies are made when indicated by the staff evaluation. Staff provides a safe and healthy environment by modeling patience, and non-judgmental attitudes in addressing the needs of the children.

In 2017, there were **40** children served residentially, of which **32** participated in children's activities.

This year the shelter continued to serve an increasing number of bilingual and ESL children. The program utilized its bilingual staff as effectively as possible to maintain the level of services for these families. Staff continued to expand bilingual materials available for both children and parents. The program's children's case manager was out on maternity leave this year and one of our full time childcare coordinators left her position abruptly. The result has been less staff that have been available to work with shelter children. We have connected more children to Head Start this year and have worked even harder to provide parenting support to our adult clients. We continue to connect all of our children to summer camps and to encourage and facilitate the use of the local YMCA for indoor recreation during the winter months.

Residential Parenting Program

The primary goal of the Residential Parenting Program is to empower parents and allow them to regain their voice with their children. The parents at the shelter are given the opportunity to participate in individual and group parenting instruction, including non-violent discipline, and communication skills. Specific concerns of each parent about their children are covered in individual sessions. This year, the staff has worked hard to reinforce the idea that parents are the experts on their children—using this philosophy has helped staff empower parents to make their own choices for their children and to feel empowered to do so. We continue to ask questions of our clients and to find out what they need to feel like more effective parents. We try not to get between any parents and their children and instead seek to enhance and support the special bond between them. We use the Family of Woodstock values of non-judgement and non-directive support as often as possible in our parenting work.

In 2017, of the **19** parents who resided at the shelter, **17** were provided with individual (or group) parenting sessions to address their needs.

RECENT DEVELOPMENTS

This past year we continued to widen our doors at the Shelter—screening in residents and not screening them out. We all seemed to feel the consequences of working with higher needs clients

for longer stays. We feel proud of our increased ability to retain clients, but also must acknowledge the impact that some of these clients have had on our energy level and time. This year we are committed to working harder to support our staff as they interact with clients with more mental health needs, more substance abuse challenges, and more parenting deficits. We remain committed to this work while we acknowledge the deeper toll that some of these situations have had on each of us individually. Our need to train, supervise, and connect with our staff has never been clearer. We closed 2017 proud of the work we have done to expand our client base, and also committed to providing increased support to our staff as we continue this difficult but critically important work for our community.

NON-RESIDENTIAL DOMESTIC VIOLENCE SERVICES

PO Box 3516

Kingston, NY 12402

(845) 331-7080 9:00am - 5:00pm only (leave message)

Staff: 4 full-time / 1 part-time / 1 consultant

Program Director: Emily Trotter-Bodie

Staff: Maria Guldán, Tiffany Santiago, Lyuba Rackliff, Evelyn Rogers, Anne Penman

Program Hours: 9:00am to 5:00pm Monday through Friday; some support groups held in the evening.

PRIMARY FUNCTIONS: Crisis Counseling and Case Management for survivors of domestic violence who are not seeking residential services and/or are ex-residents; depending on the number of participants available, a weekly English speaking support group in Kingston which includes a children's group and a weekly Spanish speaking group in Kingston which includes a children's group; individual one on one sessions or bilingual support groups in Ellenville and New Paltz; advocacy for survivors seeking Orders of Protection and temporary custody from the Family Court; advocacy for survivors seeking services at the Department of Social Services; a domestic violence education program for people referred by the Department of Social Services Child Protective Services and area courts; weekly educational groups at the agency's homeless shelters.

ANCILLARY SERVICES: Crisis intervention; information and referrals; community education for the general public; youth outreach, prevention, and education; outreach to the LGBTQ community; outreach to the Hispanic community; and supportive services within the judicial, police, and school systems. The program also gives former residents and group members access to a food pantry, school supplies, and provides holiday gifts, food, and parties for former residents and those participating in non-residential programming.

DEMOGRAPHY OF CLIENTS: Survivors of domestic violence and their children.

2017 ACCOMPLISHMENTS:

26 adults gained support and learned that they are not alone in dealing with domestic violence through participation in support groups, during which they discussed available community resources, the impact of ongoing court cases, the cycle of violence, issues of power and control, and the effects of domestic violence on their children. **21** adults (15 individually and 6 in group format) participated in Domestic Violence Education sessions as required by CPS or area courts. **40** adults at our homeless shelters participated in Domestic Violence Education sessions in group class format. **114** adults, some of whom did not participate in groups, received one-on-one counseling and case management. **27** people sought assistance from our bilingual counselor / case managers with translation assistance. **272** people took a positive step towards protecting themselves and their children by seeking assistance from the program's Family Court Domestic

Violence Advocate. Of those petitions, **185** resulted in Orders of Protection being issued.

Non-residential Children's Program

The Non-Residential Program now provides two weekly groups that serve both adults and their children simultaneously. One of the groups serves the children of the Spanish speaking support group in Kingston. Our non-residential children's groups target many of the goals described for the residential program groups. Knowledgeable child care staff work to provide a safe environment for children to freely express themselves. A family style meal, modeling positive communication and safe interactions takes place at each group. Individual time with the staff, as needed to offer an opportunity to express feelings about the abuse the children have witnessed and/or endured, is offered whenever possible. Referrals are made to outside agencies when additional services are assessed to be needed.

In 2017, **31** children attended group, doubling the amount from the year prior. Staff observed that children who regularly attended the groups were more comfortable to express themselves and in general, happier. Both groups ended the year with a small holiday celebration and simple thoughtful gifts for the children.

In 2017, the Children's Program provided new school supplies and backpacks to all of the children in our Non Residential program. Our annual Holiday Gift Drive provided gifts for **70** children who had themselves, or their parents had been helped by our program throughout the year.

RECENT DEVELOPMENTS:

2017 once again brought about staffing changes to our Non Residential Services. In summer of 2017 the program welcomed a new Counselor / Case Manager who is based in our Ellenville walk in center. Her work is a continuation of our services to those in need in that area of Ulster County, she devotes time to working in Kingston as well. Her predecessor left our program to become the Program Director of Family of Ellenville and works closely with her when she is stationed there.

Our Youth Educator, something we had been excited to add to the team, left the agency after a short time. It is our hope to be able to reinstate the position again in the future as there is a great need for youth domestic violence services. Our Co-Located Services at The Department of Social Services, which began in December of 2016, has built a stronger relationship with the department. Our advocate provides counseling, information & referrals, advocacy, and case management services directly at DSS. The service is being provided by one of our Bilingual Counselor / Case Managers part time, and she continues her other responsibilities when not at DSS.

The program's leadership has focused efforts for the year ahead on staff training efforts. Our ongoing commitment to training all program staff in Trauma Informed Care, as well as additional supports through the agencies required trainings and beyond are a top priority for 2018. With many new team members to the Domestic Violence Program both Non Residential and Residential we look forward to a year of team building and training.

Both program directors have continued participating in NYSCADV, the state coalition against

domestic violence, which supports efforts of inclusive programming and trauma informed practices. The program is also a member of the NYS LGBTQ IPV Network, which aids in training and understanding of state regulations to be fully accessible to any survivors regardless of gender, gender expression, sexual orientation, race, religion, or disability. Locally, program leadership are active members of the Ulster County Interagency Council on Domestic Violence which meets monthly. The program has also taken a proactive role in the new IPVI Initiative launched by the District Attorney's office that will take place in Kingston launching this spring.

EVOLVE

**PO Box 3516
39 John Street
Kingston, NY 12402
(845) 331-7080**

Staff: 1 full-time / 10 part-time facilitators

Program Director: **Khadijah Ward**

Program Hours: Groups are run on Monday, Tuesday, and Wednesday evenings, and Thursday afternoon and evening; administration available Monday through Friday **8:30am to 4:30pm**; seven long-term groups are run per week in Kingston and one per week in Ellenville.

Program Sponsors: The program is supervised by Family of Woodstock, Inc., and is supported by the Ulster County Interagency Council on Domestic Violence. The program receives referrals from the Ulster County District Attorney, Ulster County Probation, the Kingston Domestic Violence Court, Ulster County Family Court, town magistrate courts, the Ulster County Mental Health Department, the Ulster County Department of Social Services, and the NYS Division of Parole.

PRIMARY FUNCTIONS: Counseling and education groups for men and women who batter. Participants must attend and actively participate in 33 sessions in order to successfully complete the program. The groups are co-facilitated by a male and female. While there is no fixed curriculum, the program uses the interactions in the moment to address such issues as: triggers to violence; power and control; taking responsibility for one's actions and outcomes; parenting and child development; family of origin-dynamics & history; work relationships; cultural values and impact on behavior; drug & alcohol abuse and its impact upon violence; gender-based roles and expectations; dealing with hurt, fear, trauma, rejection & disappointment; current family relationships, and re-establishing relationships with children hurt by past abuse or separation; alternatives to abusive & violent behaviors; why is jealousy so hard to deal with; addiction to drama in relationships; negotiating finances in relationships; co-dependency; the need to be right and have the last word; reaching out to others when in need and identifying supports; individuals' double-standard concerning fidelity; identifying why people stay in unhealthy relationships; and how the courts, child protective system, child support, and supervised visitation programs work.

ANCILLARY SERVICES: Information and referral; individual crisis counseling; referral for substance abuse or mental health counseling; coordination and communication with various referring agencies; and community education concerning domestic violence.

DEMOGRAPHY OF CLIENTS: Men/women who have been violent with a family member(s). They may either be mandated by the courts, CPS, probation or parole, be referred by Mental Health, or volunteer. Individuals involved in the criminal justice system or who have had such

severe anger management issues that they are not eligible for other anger management programs are accepted into the Evolve program.

2017 ACCOMPLISHMENTS

Initial intakes were provided to **155** men and **17** women in 2017. All were assessed for the need to participate in additional mental health and/or substance abuse services. **2** men required mental health services and a clearance from their service provider before being allowed to begin Evolve groups.

In total, **236** individuals participated in long-term groups in 2017. **73** men and **7** women successfully completed the program. **27** men and **4** women did not complete the 4-week orientation period. **50** men and **4** women were terminated for lack of attendance or participation issues. Of those terminated, we know that **12** men and **1** woman violated either parole or probation and were incarcerated, **2** men went into substance abuse treatment, **3** men absconded, **2** men completed parole and no longer wished to attend, **1** man was exempted by the court, **1** man died, **1** woman was group disruptive and **1** male volunteer did not feel the group setting was what he needed.

RECENT DEVELOPMENTS:

There have been requests for the program to open an anger management component separate from the domestic violence groups. In part, this is driven by the fact that the anger management program run by the Mental Health Association does not accept individuals who have been involved with the criminal justice system. We are not able to entertain this proposal for lack of resources. The program, throughout its history, has taken individuals with significant anger control issues, even when the issue that referred them to Evolve may not have been as a result of a domestic incident. People who cannot control their emotions lash out in whatever circumstances they feel threatened or impugned. The issues dealt with in Evolve are relevant to gaining control of one's emotions and understanding why one does what she/he does, however that anger is demonstrated.

HOMELESS SERVICES FOR ADULTS AND FAMILIES

DARMSTADT SHELTER

40 Thomas Street
Kingston, NY 12401
(845) 331-1395

Staff: 10 full-time, 1 part time

Program Director: Liz Bahr
Assistant Program Directors/Services: John Alexander, Christina Basden
Assistant Program Director/Facilities: Peter Bazzani
Program Hours: 24-Hour Access

PRIMARY FUNCTIONS: Emergency shelter (up to 90 days) for up to **23** men and women. Housing and services for men and women participating in daily substance abuse and/or mental health programming, who need a clean and sober living environment. The program also provides Intensive Homeless Supervision, including supervision and support to individuals at risk of requiring a higher level of care or supervision and those involved in the criminal justice system.

ANCILLARY SERVICES: Crisis counseling; case management; information and referrals; linkages to other county and private agencies' programming; parenting education; information on identifying domestic violence; life skills training; legal consultation referrals; educational advancement; domestic violence classes for both men and women; acupuncture, massage, and other holistic health care services delivered on premises by practitioners from Health Care is a Human Right; free haircuts; free clothing exchange; assistance in locating clean and sober housing; transportation; and after care and homelessness prevention services. The Learning Station is an accessory building providing space for classes, and allowing clients access to computers for such tasks as job and housing searches. The program provides drug testing at the request of the Probation or Parole Departments or when it appears that a resident has violated the drug policy and needs to be tested. Leadership of the program also provide administration for the Supervised Visitation program (see below).

DEMOGRAPHY OF CLIENTS: Ulster County residents in need of short-term housing, primarily those with a history of substance abuse and/or mental health issues, or involved with the criminal justice system.

2017 ACCOMPLISHMENTS:

The program provided **96** men and **86** women with **5,969** nights, an average length of stay of **32.8** days at a **71%** occupancy rate, with an average of **16.4** residents per night. There were **21,501** meals served.

The program provided specific case management services to individuals as follows:

- **47** have been provided drug and alcohol services including participation in substance abuse day treatment services, assistance in accessing rehabilitation, clean and sober shelter and assistance attending 12-step programming
- **85** individuals have been assisted in accessing legal services

- **129** individuals have been aided in completing their eligibility intake for Medicaid and other health insurance
- **150** individuals were assisted in identifying primary care physicians, and receiving medical treatment, including dental services, many for the first time in years
- **60** individuals have been assisted in accessing counseling services from Hudson Valley Mental Health, the Institute for Family Health and other service providers
- **70** individuals have been assisted in locating permanent housing
- **51** have been assisted in locating and picking up furniture, and assisted with moving into new housing
- **26** individuals were assisted in obtaining WIC, pregnancy, parenting and other family support
- **47** individuals were assisted with SSD/I and other entitlements benefits
- **9** individuals were assisted in obtaining birth certificates
- **16** individuals were assisted in getting cell phones
- **91** individuals were assisted in obtaining Food Stamps and other entitlements
- **34** were provided landlord advocacy
- **5** veterans were offered assistance from Soldier On and other veteran's services
- All residents were provided information on harm reduction.

In addition to the services provided residentially, the program had **841** contacts from previous residents or individuals not seeking residential care, but seeking assistance for the following: **90** were provided emergency food; **55** sought mental health services; **22** sought drug and alcohol services; **30** received transportation to drug and alcohol programming, mental health services, legal and medical appointments; and **475** sought help to find housing.

RECENT DEVELOPMENTS:

In 2017, the program provided a tremendous amount of service to a large number of individuals. However, the program has greater capacity than is being utilized. While the program averaged 16.4 individuals per night, with the addition of bunk beds, the program has the capacity to serve 23. Recently, the NYS Office of Children and Family Services has created a designation of runaway and homeless young adults, targeting individuals 21-24 years old. Since the agency does not have a shelter for individuals over 18, Darmstadt serves individuals 18-24, who by OCFS definition are homeless youth or young adults. The agency will be discussing with the Youth Bureau and County leadership the possibility of creating a specialized program targeting 18-24 year old youth and young adults.

FAMILY INN
38 Thomas Street
Kingston, NY 12401
Tel.: 845.340.1847

Staff: 13 full time / 3 part-time
Program Directors: Ricki Abramson
Beatriz Valencia

Assistant Program Director of Children Program: Caitlin Welch
Assistant Program Director of Maintenance: Libaniel Lopez

Program Hours: 24-Hour Access

PRIMARY FUNCTIONS: Emergency shelter for families (up to 90 days).

ANCILLARY SERVICES: Crisis counseling; case management; information and referrals; linkages to other county and private agencies; children's services; tutoring and other educational assistance; parenting education; employment and job readiness training; life skills training; housing information and advocacy; food pantry; aftercare and homelessness prevention.

DEMOGRAPHY OF CLIENTS: Homeless families, and when needed, homeless single females

2017 ACCOMPLISHMENTS:

The program opened **54** new cases and provided shelter and case management services to **47** women, **20** males and **115** children for a total of **182** individuals, counted as **53** families and **1** single individual. There was a total of **9,531** resident nights where **28,594** meals were served. The average length stay was **52** nights, the average number of residents per night was **26**; the occupancy rate was **97%**. Aftercare programming was provided to **20** families who requested services.

The following is a summary of services provided:

Housing Services for 53 Families and 1 single Individual

- **13** families with a total of **53** individuals found permanent housing
- **10** families with a total of **39** individuals were assisted with reunification with their families
- **3** families with a total of **9** individuals were transferred to another program within the agency
- **1** family with a total of **2** individuals found affordable housing at a Boarding House
- **4** families with a total of **13** individuals moved out after services were provided without having created an Independent Living Plan
- **14** families with a total of **40** individuals were relocated by DSS
- **1** family with a total of **3** residents were referred to Rehab and out of County DV shelter
- **8** families and 1 Single resident remained in the shelter during the holiday season.

88 referrals were made for Mental Health/Substance Abuse Services:

63 individuals accessed mental health counseling; **6** were referred to a psych hospital; **1** was assisted to access residential alcohol/drug treatment; **16** were assisted with treatment and **2** were referred to rehab.

192 Referrals were made for Health Services:

75 accessed medical treatment; **39** accessed dental treatment; and **78** were assisted with health insurance issues.

Family Issues:

30 families had CPS involvement, **17** at the time of entry and **13** were made by program staff while in the shelter; **1** individual was assisted in gaining an Order of Protection; **4** individuals were dealing with domestic violence while residing at the shelter; **17** families were assisted with childcare arrangements through Family of Woodstock Child Care Council; In house childcare arrangements were set for **93** children for clients' meetings and appointments.

Legal Services:

Legal services advocacy was provided for residents as follows: **3** concerning entitlements; **11** at City Court; and **14** at Family Court, and **2** individuals were assisted in gaining an Order of Protection.

Entitlement Advocacy: Staff advocated for the following number of individuals to receive these entitlements: **55** TANF; **76** Medicaid; **80** Food Stamps; **1** Safety Net; **3** Social Security; and **44** other entitlements.

Education/Employment Services:

Most of our residents participated in educational/vocational services as follows:

29 participated in Budget and Nutrition training; **16** participated in Planned Parenthood Groups; **3** participated in Raising Hope, **24** participated in Domestic Violence awareness; **25** participated in Parenting; **24** participated in the Learning Station Courses for Success in Employment and Housing; and **40** youth participated in Cornell Cooperation Kids Fun Nutrition groups.

Transportation:

Consumers were provided with **315** trips to services including

Adults: **17** to employment; **48** to entitlement; **40** to housing; **10** to legal services; **39** to medical; and

20 to treatment

Children: **33** to education; **59** to medical; and **49** to other services.

Food/Financial Services:

28,594 meals were served; **134** received clothing; **107** received financial assistance; **11** received assistance with security deposit

Life Skills Services:

Residents gained life skills in the following areas: **125** in personal growth and daily living skills;

124 in survival skills; **67** in financial management; and **17** were supported to maintain employment.

Residential Children's Program

The Children's Program at the Family Inn provides services, advocacy and age-appropriate support for the homeless children and parents who reside in the shelter. At the time of entry, many of the children have emotional problems related to the stress of homelessness, behavioral problems, academic challenges, medical issues, developmental delays, and issues related to the impact of trauma. The pre-school aged children often have problems that have not been identified or addressed at the time of entrance to the Shelter.

The following are the goals of the program:

- Meet children's basic needs upon arrival.
- Work with parents to help them identify and assess their child's needs for special services.
- Facilitate access to medical and dental care, as needed.
- Enroll or re-enroll children in school.
- Assess child's school history to ensure that the child has received all special needs programming required and available. When necessary, tutors are made available.
- Educate parents on issues of age-appropriate behavior, non-violent discipline, child safety, and how to improve communication.
- Enhance the child's self-esteem.
- Encourage and facilitate parent-child activities and bonding.
- Provide recreational activities and a structure to assist parents to ensure that their children are safe and nurtured.
- Provide childcare and children's activities seven days per week to allow parents to achieve other goals, such as finding housing and employment, or dealing with legal, medical or other pressing issues, as needed.

These goals are achieved by:

- Providing material assistance, such as clothing, shoes, and as needed, backpacks and homework supplies, for all children.
- Meeting with parents regularly to set up medical, dental, mental health and other necessary appointments and ensuring access to these services by providing advocacy, scheduling and transportation.
- Assessing educational needs, including school enrollment, transportation (including helping to set up temporary transportation to the school of location as per the requirements of the McKinney-Vento Homeless Education Assistance Act), and tutoring when needed.
- Instructing parents on how to properly install car seats and providing them as needed.
- Building parenting skills by providing one-on-one counseling and on-site parenting groups, and by enrolling parents in parenting classes provided through MHA of Ulster County and Family Services, Inc.

- Organizing children's activities both on-site and in the local area to provide recreation and exercise, and to build self-esteem.
- Providing child care so that parents can meet with their case managers to locate housing, employment or vocational training, and attend mandated life skills groups on such subjects as budgeting, nutrition, parenting and issues related to domestic violence.
- Establishing story time each evening to encourage parents to read to their children and encourage a sleep schedule that ensures proper rest. Parents who participate report that their children become easier to get to sleep and have less behavioral issues the next day.
- Encouraging community involvement by scheduling trained volunteers and interns from local colleges to enrich our program and provide additional one-on-one attention to each child. Recent volunteers have included nursing students from SUNY Ulster, students from SUNY New Paltz and Vassar College, and local musicians.

Upon a family's arrival, Children's Program staff begins working directly with parents to help them assess what their children's basic needs are and then go about trying to fill those needs. Most children do not have basic essentials like pajamas and other clothing, toiletries, shoes that fit, coats and school supplies. The program provides these things through our fundraising efforts and donations of clothing and supplies from individuals and organizations in our community.

The next step is to help parents focus on securing their children's medical and dental care, emotional health, academic and recreational needs. Many of the children have never seen a dentist and are often behind in their immunizations. On average, there are **16** children in our program at any given time. Their ages range from newborn to eighteen years of age. Services for expecting parents are also provided.

The program is staffed seven days per week and there are Saturday outings for children 8 years old and above and Sunday outings for younger children. The program also provides after-care services to help parents follow through with the services or appointments that were set up while the family was residing at the Family Inn.

RECENT DEVELOPMENTS

The agency is a Care Management Agency responsible for providing extensive care management to eligible individuals, families and children. Toward this end, staff of the Family Inn review the eligibility of children for participation in the Children's Health Home initiative and, if eligible and supported by the parents, enroll the child in one of the two available Children's Health Homes.

ADULT AND FAMILY SERVICES

ADULT CASE MANAGEMENT

PO Box 3516

Kingston, NY 12402

845.331.7080

Staff: 13 full-time and 1 part time

Program Director: Victoria Read

Assistant Program Directors: Amy Colon

Rissa Przekop

Andrea Rodriguez

Service Locations: 39 John Street, Kingston
Family of New Paltz, 51 North Chestnut St., New Paltz
Family of Ellenville, 221 Canal St., Ellenville

Program Hours: 9:00am to 5:00 pm, Monday through Friday. Program supervisory staff are available 24 hours a day through the county-wide hotline.

PRIMARY FUNCTIONS: Case management services for homeless individuals and families in transition; case management services for those struggling with mental health issues and/or at risk of or who are currently substance abusers; long term case management and housing assistance to support individuals and families who at the time of intake are homeless, have a disability and are not yet capable of self-sufficiency; care management assistance to stabilize the medical/mental health needs of individuals with 2 chronic illnesses, or who have one and are at high risk of a second; care for individuals with HIV, a Severe and Persistent Mental Illness, or a Substance Abuse disorder, who have Medicaid benefits; assistance to attain security deposits, first month rent, or rent arrears as part of a program to prevent homelessness, or to house those who are already homeless; services to those re-entering the county from state prison, county jail or offenders who have minor children; sponsorship of the Moral Reconciliation Therapy program, a cognitive behavioral change curriculum; and, provision of specialized case management for Hispanic and Latino individuals and individuals dealing with immigration issues.

ANCILLARY SERVICES: Crisis intervention and prevention; assistance with short and long-term housing; information and referral, and when necessary advocacy to assist individuals to access entitlements, mental health and drug/alcohol treatment, and vocational and employment assistance services; job preparedness and one on one life skills training; limited transportation assistance; individual counseling; community education and training on issues of homelessness; assistance with immigration issues; translations; and other legal services.

DEMOGRAPHY OF CLIENTS: Families; single-parent households; singles in transition; the disabled; the Hispanic community; the homeless; individuals with a history of substance abuse or mental illness; individuals with serious health issues; and ex-offenders.

2017 ACCOMPLISHMENTS:

680 cases involving **523** individuals and **182** families including **406** children have sought assistance from Family's Adult Case Management Services concerning such issues as emergency shelter, emergency food, and entitlement advocacy. The program targets specific populations including those involved with Family Treatment and Drug Court, with the Ulster County Mental Health system including Spanish speaking consumers, those sanctioned or seeking assistance from DSS, those reentering the community from incarceration, and those dealing with immigration issues. In addition to those mentioned, **188** households with **233** children who were seeking financial assistance to resolve housing issues were provided with case management and connected to resources to remain or move into permanent housing, including acquiring security deposits for apartments and utilities, locating furniture and house wares, and assisting with moving. Toward this end, the agency has a special fund, the Lorraine Kohn/Michael Wood Fund to help facilitate housing the homeless, and also provides referrals to the United Way/Bruderhof fund. Another **578** consumers who were not opened with ongoing services were assisted with housing referrals and other issues. An additional **805** individuals were either assisted or received referrals towards utility payments.

147 consumers (**47** were singles and **39** families with **34** children) participated in the long-term case management/housing program, a 12-18 month program to stabilize clients in housing through frequent home visits focused on teaching life skills, budgeting and financial management. Program staff also assist clients in identifying and changing behaviors and attitudes which have previously led to their homelessness and financial distress.

SHP 1: **15** families with **35** individuals

SHP 2: **7** families with **19** individuals

S + C Families: **20** families, including **21** adults and **24** children

S + C Singles: **47** individuals

Outreach efforts to the growing Hispanic population continue to be very successful - primary services offered are: immigration; translation; documentation; and accessing entitlements. **44** clients have been assisted with immigration issues, **190** with translations, and **225** obtaining documentation and accessing entitlements, many of whom are not counted as full case management consumers in the numbers above. In addition, staff translated documents for other agencies and organizations, including food pantry lists.

398 individuals have regained control of their lives which have been damaged by substance abuse/addiction through participation in self-help groups, counseling, and/or residential rehabilitation programming, as a result of referral, advocacy and ongoing support of program staff.

159 individuals have begun to come to grips with the ramifications of childhood abuse and other traumas by participating in on-going counseling with program staff, or therapy with other mental health practitioners, as a result of referral, advocacy and ongoing support of program staff.

494 individuals and their families have stabilized their finances and living situations as a result of applying for and receiving all of the entitlement services for which they are eligible, with the

assistance of program staff, including: TANF; Safety Net; SSI / SSD; Medicaid; Food Stamps; and/or WIC. **527** were referred to UCDSS as well.

All individuals have participated in learning the broad array of life skills they needed to function as independent adults as a result of workshops and individual life skills trainings.

183 individuals have begun the process to become self-sufficient by increasing their vocational skills, becoming job prepared, and finding employment. Another **62** were referred for vocational or educational services through other agencies.

The program also provided assistance on a one time basis or very short period of time to **6,422** individuals. Most of these individuals were referred to other agencies' services that would address their needs.

47 families were assisted financially through the Von der Linden Charitable Trust Fund of Dutchess County, to pay utility bills, car repairs, insurance, partial security deposit or rent, medical needs, and various other needs. **87** families were assisted with applications for assistance from the United Way/Bruderhof Fund to pay utility bills, security deposit, or rent.

Case Management Services

Long Term Case Management Program: The program provides rental support and intensive case management services for individuals and families who have a documented disability and are homeless at the time of entry into the program. The primary sources of funding for the program are USD HUD, NYS OTDA and UCDSS as described below:

- ☐ Shelter + Care for Singles - the program housed **50** singles: **20** of whom left the program during the year; **16** completed the program and moved into stable housing, **3** were discharged with an unsuccessful outcome, and **1** died.
- ☐ Shelter + Care for Families - the program housed **20** families (**21** adults with **24** children): **7** of whom left the program during 2017. All left the program to rent their own housing after completion.
- ☐ Supportive Housing Programs I & II - the program served **22** families in 2017 (**23** adults with **31** children); **9** families exited the program to rent their own apartments.

General Case Management: The program provided case management, interpretation (for those who needed it), and support to clients who suffer from mental illness. The program served **256** consumers within the County. **66** of those individuals would not have been able to receive counseling services without the interpretation services provided. The staff developed a comprehensive service plan with the participants geared to achieve goals on any of 11 domains. Staff were also able to assist the consumers in acquiring various entitlements including medical insurance, social security benefits, as well as disability and SSI.

Another **354** clients were assisted on a short term basis with presenting issues. The majority of these individuals are not receiving treatment for their conditions. **519** singles and **153** families received case management that did not include housing.

Mental Health Case Management: the ACMS program also assisted with case management and support to individuals with mental health diagnoses who might not necessarily be engaged in treatment. Through this program **56** individuals were served on an ongoing basis. Another **270** received support services on a short term basis. By the end of the year, **39** cases had been closed, **12** attained all their goals, **7** of them had noted improvement in more than one area, **8** accomplished at least one goal, and **2** were unchanged.

Criminal Justice Services

Re-entry Program: the program provided re-entry assistance to **134** individuals determined to be at high risk by the NYS Department of Criminal Justice Services. This program assisted these individuals to return to our community from the prison system. They were provided with the necessary supports (i.e., housing, counseling, treatments, entitlements, etc.) that enable them to succeed and contribute in a productive and meaningful manner to society. **115** were involved for a minimum of 45 days. Outcomes included: **38** individuals gained employment; **62** individuals were linked to employment or educational/vocational training; **49** were assisted with housing; **105** participated in substance abuse treatment or self-help support groups; **29** participated in treatment for Mental Health; **30** were assisted with entitlements, **43** participated in cognitive behavioral therapy groups, **8** completed the Moral Reconciliation Therapy (MRT) and **4** completed Ready, Set, Work!.

200% of Poverty Level Program: this voluntary program targets individuals who were recently involved with the criminal justice system, are living on income under the 200% poverty level, and have children. The program served **50** individuals: **28** individuals successfully completed the program, attaining all or most of the goals in their service plan; **14** returning to prison for violating parole; and **3** left the program before achieving their goals. **20** individuals attained and/or maintained employment for over 3 months; **9** completed the Moral Reconciliation Therapy program, a 12-session cognitive behavioral change program run in weekly groups; **4** completed the Ready, Set, Work! program, and **4** attained disability benefits status with the assistance of program staff. **7** participants began to make child support payments.

Health Home Care Coordination

Health Home Program: this program runs under a subcontract with the Institute for Family Health which is the umbrella sponsor for the Ulster County Health Home. This program admitted and served **127** individuals during 2017. They were assisted with various issues with the main focus being on the care of their medical needs. The objective of this program is to address issues, and assist consumers to remove the obstacles that might impede them from taking care of their medical/mental health needs. It is a voluntary program; staff outreaches to the perspective candidates to enroll them. Their qualifications are: having current Medicaid coverage; having two chronic illnesses, or one and at high risk of a second one; having HIV, or a Severe and Persistent Mental Illness, or a Substance Abuse disorder. The care coordinators/managers work closely with the participants, seeking primarily to improve their health.

RECENT DEVELOPMENTS:

During this year the program has provided care coordination in an effort to respond to the needs of individuals who are high users of Medicaid and have either serious chronic physical ailments or mental health or substance abuse disabilities. The program involves outreach to, sign up in,

and ongoing care coordination in collaboration with the Health Home established by the Institute for Family Health. Leadership of the staff have been actively involved in the development of procedures and policies to manage this Health Home effort. In 2017, the program enrolled **54** individuals in the Health Home program.

The agency continues to participate in the two major DSRIP efforts for the Hudson Valley, namely one established under the leadership of Montefiore Hospital, and the second under the leadership of Westchester Medical Center.

The program has stationed case managers in Ellenville and in New Paltz, in addition to Kingston, to better address the needs of the residents of those communities. They work out of Family's walk-in centers and are able to provide localized service to respond to the lack of transportation available in the county.

The program has also begun a collaboration with Step One, an outpatient substance use disorder treatment facility in Highland. The program has assigned a case manager to be stationed in that facility to provide case management services to clients in substance use disorder treatment.

The program strives to maintain Family of Woodstock's philosophy amidst funding pressures. We believe that we are "*people helping people help themselves*".

SUPERVISED VISITATION

**40 Thomas Street
Kingston, NY 12401
(845) 331-1395**

Staff: 1 part-time; and 2 consultants

Program Director: Liz Bahr
Visitation Supervisor: Sirena Sanders

Program Hours: By appointment

PRIMARY FUNCTIONS: Supervised visitation ordered by the Family Court to observe and evaluate the interaction between the non-custodial parent and child(ren).

ANCILLARY SERVICES: Modeling proper parenting behavior and providing parenting information for both custodial and non-custodial parents; information and referrals for any needed parenting or case management services; and report to court on all observed visits.

2017 ACCOMPLISHMENTS:

All families referred to the program by the Ulster County Family Court were provided supervised visits as per court instruction. These visits were offered, to the greatest extent possible, at times and locations which maximize the ability of the non-custodial parent to reliably interact with his/her child(ren) as often as ordered and feasible. The program provided supervised visitations to **85** new families for a total of **375** visits arranged and **330** visits held. **220** children and **127** adults were served in 2017.

The Ulster County Family Court judges were able to make more informed decisions concerning visitation and custody issues as a result of the observations submitted or reported directly to the court by visitation staff. The program staff provided the court with **132** written reports. Records are maintained on all visits and are available to the court upon request.

ADOLESCENT SERVICES

FAMILY HOUSE
949 Creek Locks Rd
Rosendale, NY 12472
(845) 338-5953

Mailing Address:
PO Box 3516
Kingston, NY 12402

Staff: 11 full-time / 4 part-time

Program Director: Cynthia B. Bennett
Assistant Program Director: Kielawan Ahmed

Program Hours: Access to the shelter is available 24 hours a day.

PRIMARY FUNCTIONS: Emergency shelter for up to 14 runaway and homeless youth, ages 12 – 18, for an initial stay of 30 days, and up to a total of 60 days, with the additional 30 days approved by the Ulster County Runaway Coordinator. By regulation, parental consent is not required. The program has been granted two waivers by the NYS OCFS from licensing requirements, allowing the program to serve one 18 year old at a time for up to one week, and to serve a parenting youth and his/her infant/toddler.

ANCILLARY SERVICES: Individual, family, and group counseling for all clients; life skills training; access and advocacy for educational, medical, legal, mental health and substance abuse services; services for youth involved in the criminal justice/Family Court systems; and aftercare services.

DEMOGRAPHY OF CLIENTS: Runaway, homeless and throwaway youth between the ages of 12 and 18 in crisis as the result of familial stress, physical and/or sexual abuse, usually occurring in their own homes, and/or drug, alcohol, mental health or legal issues.

2017 ACCOMPLISHMENTS:

In 2017, Family House served **78** youth, including **43** youth who stayed more than one time, for a total of **121** stays and **1,674** nights. The program has an average length of stay of **13.8** nights and an average resident per night of **4.6**. There were **4,153** meals served.

Numbers listed are duplicated by stay

- 121 youth developed an Individual Services Plan and kept 358 individual sessions with their assigned case managers.
- 43 families participated in 59 family meetings with Family House staff and/or other youth serving providers.
- 35 youth kept 54 appointments with Astor, Institute for Family Health (IFH) or other mental health practitioners. In addition, 8 youth participated in 17 meetings with other youth-serving providers including NEXIS, YAP, and CCS.

- 12 youth acknowledged using drugs or alcohol, including OTC medication and prescription drugs not prescribed to them. Family House held groups to discuss drug use awareness including some groups co-facilitated with Arms Acres staff. Staff from Family's non-residential adolescent services case management program also met with clients concerning drug use. Family House also helped facilitate appointments to and from treatment, while providing a safe environment to help clients maintain sobriety.
- 23 youth kept 60 doctors' appointments to address medical/dental needs.
- 9 youth kept 15 appointments with Probation or local courts and 2 kept appointments with Family Court.
- Of the 121 duplicated clients in the program: 116 youth were enrolled in school upon entrance to the program; 3 youth were suspended but returned after the suspension ended; 1 youth re-enrolled in school; and 1 youth did not attend school due to medical reasons. Of the 116 youths enrolled: 19 were enrolled in BOCES programs and 5 were enrolled in a partial hospitalization program. Of all clients in the program, 16 youth addressed educational related difficulties and 5 youth improved attendance.
- 328 House Groups were held to discuss program issues such as chores, recreation, and school.
- 141 Life Skills and Focus/Issue Groups were facilitated by Family House staff and retired School Counselor Marc Kamin, covering such issues as anger management, how to deal with authority, communication issues, and showing respect to others.
- A total of 357 recreational outings were conducted in which all residents had the opportunity to participate. These activities are designed to assist them in choosing healthy lifestyles, as well as teaching them positive patterns of social interaction. Recreational opportunities included physical activities such as swimming, hiking, visits to County recreation centers and Ulster Performing Arts Center, and libraries. Residents participated in county and community events such as the Ulster County Fair and visiting the Catskill Animal Sanctuary.

All residents participated in the Work Study Incentive Program, which measures each youth's household and individual service plan responsibilities. During this past year, 13 youth were promoted to Level 4, 2 youth were promoted to Level 5, 2 youth were promoted to Level 6, 5 youth dropped to Level 2, 2 youth dropped to Level 1, and the remaining 95 maintained at a Level 3 status. At the end of the year, 2 youth remained in the program.

To evaluate the program's effectiveness, a Resident Evaluation is utilized. It is completed based on reports from the parent/guardians, other youth-serving agencies involved, the client, and program staff. The factors measured are school attendance, medication management, health, peer relationships, and adult relationships. Overall, on average, residents increased their evaluation scores by 7.4% during their stay.

In 2017, of the **121** duplicated stays **96** youths returned to a parent/guardian's home or home they were living in prior to entering the shelter; **2** left the program without parental permission. 1 resident was supervised by a staff member until the parent came to pick the resident up; the 2nd resident eventually contacted a parent, was transported to the local psych department, and eventually admitted to RCPC; **2** entered group home placement on a "voluntary" custody arrangement with Ulster County DSS; **1** youth in DSS custody was discharged due to her

continuous AWOL behavior and property destruction. She came to FH after having been AWOL from placement in Albany; **1** youth went to stay with a new foster parent; **2** youths were discharged to group homes; **1** youth was discharged to Vanderhyden for a 30-day diagnostic to determine placement level of care; **4** were admitted to an in-patient psychiatric hospital; **1** youth was admitted to the hospital due to medical issues; **3** transitioned to MidWay; **1** resident was in the custody of the Department of Homeland Security and was returned to their supervision; **1** youth discharged after leaving school grounds without permission. The client returned home after 2 days; **4** went to live with other family members or friends as planned. At the end of the year, **2** youth remained in the program.

RECENT DEVELOPMENTS:

Family House has made many physical improvements to the shelter as well as hired on more residential counselor staff with knowledge of adolescent issues. We have used our promotional video on social media and at tabling events to help increase awareness. In 2018 we are starting an Instagram account specifically for Family House to help increase contact with youth. The Team Leader has made many connections with other youth serving organizations to do presentations to youth and distribute posters/flyers in places where youth frequent.

MIDWAY I
189 O'Neil St.
Kingston, NY 12401
(845) 339-5508

MIDWAY II
3 Warren Street
Ellenville, NY 12428
(845) 647-1346

Staff: Midway of Kingston- 5 full-time
Midway of Ellenville- 5 full-time
The program sites share a list of 10 per diem staff

Program Director: Jennifer Pineda
MidWay I Assistant Program Director: MaryJo Martin
MidWay II Assistant Program Director: Jessica Ropke

Program Hours: Each site is staffed 24 hours a day

PRIMARY FUNCTION: A supervised transitional living program for up to 18 months for adolescents 16-21 who are homeless and not yet prepared to function independently, and, as necessary, their infants. Youth who enter the program at age 16 can stay up to 24 months in order to complete their high school education.

ANCILLARY SERVICES: Crisis intervention; individual and family counseling; educational support; life skills training; job preparedness instruction; vocational and employment assistance; parenting instruction; assistance with locating permanent housing; as well as after care.

2017 ACCOMPLISHMENTS:

The program served **20** adolescents and **4** babies residentially at both sites in 2017. Two of the babies were born into the program.

During this year:

- **20** adolescents stabilized their living situation and increased their competency in living skills by residing in MidWay.
- **20** adolescents participated in assessment, service plan development, and individual counseling.
- **14** adolescents advanced their education as follows: **5** attended high school, with **1** attaining her high school diploma; **2** youth attended college classes; **4** youth continued a whole day BOCES program, with one youth graduating with a high school diploma; and **3** youth participated in GED classes. The remaining 6 adolescents had a minimum of a high school diploma, earned in a previous year or before intake.
- **14** adolescents were assisted with gaining/maintaining entitlements (food stamps/TA, SSI) and/or financial aid for college.
- **14** youth were employed during this past year: Of the **14** youth who found their own employment, **4** of them were employed full-time and **10** of them were part-time. Some of this employment was short-term, but all youth gained important job experience.

- **19** adolescents addressed their medical needs and saw a primary care physician. In addition, **7** youth kept dental appointments.
- **12** adolescents participated in mental health therapy either through Astor Services for Youth, Hudson Valley Mental Health, Institute for Family Health or other mental health professionals.
- **4** adolescents participated in substance abuse treatment through Step One or Bridge Back.
- **3** adolescents addressed their criminal justice issues by meeting with their probation officers or local courts.

RECENT DEVELOPMENTS:

In 2017, all staff remained in their MidWay positions, which provided stability and predictability in the therapeutic relationships with the residents. As the staff grow in their trauma-informed practices, the stability in the staffing pattern allows for an emotionally safer environment. Trauma-informed care techniques, mindfulness practices, and on-going reflections by staff are now a regular part of the bi-monthly case conferences in each household, which provides for the emotional support of the staff, as well. Stable, trained, and invested staff allow for the program to serve youth who have higher mental health needs in a safe way, so the stability and competency of the staff are a huge factor in the successes of the program.

This year, the program saw two infants born while their mothers lived at MidWay, which always creates new dynamics for the households. Pregnant youth were provided with support in nutrition, self-care, baby necessities, and parenting education as they worked to have a healthy pregnancy during this time of high stress and demands. Since each MidWay site is structured to run as a household, all staff and residents were a part of the planning that goes along with welcoming a new baby into the home. Baby showers were provided through the generosity of donors and the love from the staff and residents. Since a goal of the program is to increase permanent connections for the residents, baby showers also offer an excellent opportunity to welcome extended family members into the household as a means of strengthening family relationships. Both infants are currently healthy and thriving, with all needs being met by their strong communities of support.

Additionally, MidWay leadership are in the process of updating the program contract to create a structure that aligns with the new Runaway and Homeless Youth laws that support youth in longer stays, if needed. Most of the youth who enter MidWay have a history of frequent moving around from caregiver to caregiver throughout their childhoods. Most of the youth come to the program with significant trauma histories, which can affect developmental skills, attachments, emotional regulation capabilities, and their ability to trust others. These experiences can often lead to behaviors that are based on emotional and physical survival, and it can be *very* difficult to navigate a program that attempts to provide stability and care. For youth who have been hurt by the people who were supposed to protect them, it can often take quite some time to begin to feel worthy of love and motivated to work on goals. This is especially true when many of the goals have felt so unattainable at previous times throughout their lives. The program has found that longer stays have significantly increased the overall outcomes achieved by the program's youth, and New York State's recognition of this was validating and helpful.

NON-RESIDENTIAL PREVENTION SERVICES

Program Director: Jen Pineda

Assistant Program Director: Dana Katz (STSJP/One80)

Assistant Program Director: Jonas Bers (OASAS)

Service Locations: Family of Ellenville- 221 Canal St. in Ellenville

Family of New Paltz- 51 N. Chestnut St. in New Paltz

Everett Hodge Community Center- 15-21 Franklin St. in Kingston

Ellenville, Rondout, Kingston school districts and BOCES

Staff: 5 full-time

Criminal Justice Diversion Services

Supervision and Treatment Services for Juveniles Program (STSJP): STSJP provides services for youth ages 16-21 who are at risk of detention. The program is designed to deter youth from further involvement in the Juvenile Justice system by ensuring that they are engaged in appropriate academic programs and recreational activities. Services are provided county-wide and referrals are made by contacting the case managers.

In 2017 the program served **14** clients, achieving the following outcomes:

- **5** youth were provided support to continue an educational goal.
- **6** youth increased their worker readiness skills through building resumes, applying for jobs, participating in mock interviews, and gaining employment experience.
- **7** youth increased positive participation within their families after working with the STSJP case manager.
- **10** youth were provided with pro-social activities.
- **9** youth complied with probation requirements.
- **3** youth received mental health services.
- **7** youth participated in anger management groups or individual sessions.

Each STSJP case manager holds a caseload of STSJP clients and One80 clients, thus creating a strong networking relationship with probation, the school systems, and the local police departments.

One80 Program: This program works with youth ages 7-17. One80 is a Restorative Justice program that utilizes a Restorative Justice Conference; a planned face-to-face meeting between the youth being referred and those they have directly and indirectly affected. The conference aims to provide everyone an opportunity to discuss how they have been affected by the act or behavior and agree on how the youth referred should repair any harm caused or relationships affected. Youth are referred in lieu of the Family Court Process or as an alternative to or reduction in suspension at school.

During 2017, **77** youth were served by the **One80** program. The outcomes were as follows:

- **Education:** 52 youth were in high school and 25 youth were in middle school: 17 were assisted with maintaining enrollment in school; and 5 received advocacy to receive services within school.
- **Employment:** 2 youth received working papers; 11 youth developed worker readiness skills; 9 youth obtained new part-time employment and 23 youth participated in unpaid volunteer/community services experiences.
- **Mental Health/Substance Abuse:** 4 youth were connected to a therapist; 2 youth were admitted to the Partial Hospitalization program; 9 youth admitted using substances; 5 youth completed Teen Intervene to discuss substance abuse issues.
- **Obtained Life Skills:** 3 youth created a safety plan; 2 youth obtained copies of vital documents; 39 youth received training on healthy relationships; 2 youth received training on sexual health; 4 youth received training on study skills; 43 received education on anger management; 36 youth received education on community resources; 52 youth received education on effective communication; and 63 youth received life skills education on self-advocacy.
- **Youth Development:** 4 youth were connected to after school sports or programming; 17 youth was connected to local parks; 10 youth were connected to the local youth center; 6 youth were connected to poetry/journaling for self-expression; and 66 youth took part in pro-social community interactions.
- **Restorative Justice:** 77 youth completed intake and YASI/GAIN assessments; 64 youth created service plans; and 62 youth completed a restorative justice intervention.

RECENT DEVELOPMENTS

The One80 Program receives referrals from Probation, school systems, and police departments. All 3 case managers have a caseload of One80 clients and STSJP clients, thereby allowing the two programs to provide services throughout Ulster County. In January of 2017, the One80 contract was updated to open eligibility to youth with disruptive behavior and truant behavior in schools. As a result, our school-based referrals have increased significantly. In September of this year, the One80 staff joined a collaborative team and attended a week-long certificate program through the Center for Juvenile Justice Reform at Georgetown University. The collaborative team is working on developing a capstone project to promote Restorative Justice in the Kingston School District with ongoing support and guidance from professionals at the Center. One of the goals of this project is to increase school referrals to the One80 program.

The case managers continue to form trusting relationships with schools and police/probation departments, which will hopefully continue to result in everyone working together to keep kids in school and out of the school-to-prison pipeline. Juvenile Community Accountability Board (JCAB) trainings were provided to incoming JCAB members, and the program currently has a reliable and knowledgeable group of individuals to call upon when JCABs need to be scheduled. These trainings and opportunities help communities grow stronger in their ability to meet the needs of at-risk youth by educating community members on restorative justice processes. Also, in collaboration with the Kingston Police Department (KPD), the program created a workshop for youth entitled “Keep Calm and Know Your Rights”, which provides youth with knowledge on their individual rights, on legal practices, and how to stay safe in their communities. This workshop has been acknowledged as being engaging and effective, with school districts considering incorporating the workshops into their curriculums.

Substance Abuse Prevention Services

Prevention: OASAS Prevention is a primarily school-based program that uses three evidence-based curricula Teen Intervene, Positive Action, & Too Good for Violence Social Perspectives (TGFV) in order to enhance social emotional learning and address substance use, behavioral referrals, violence, and school absenteeism among youth. The program as a whole operates primarily in Kingston High School, Port Ewen BOCES, Ellenville Middle and High Schools, and Rondout Valley Middle, JH, and High Schools. Teen Intervene is offered county-wide. OASAS prevention also offers the only youth anger management program in Ulster County. During the 2016-17 school year, the program served **509** youth through the following interventions:

Teen Intervene: Teen-Intervene is a tested, time-efficient, evidence-based program for teenagers (12 to 19 years old) suspected of experiencing mild to moderate problems associated with alcohol or other drug use. The program can also include the participation of teens' parents or guardians. Over the course of two sessions (cumulatively about 2 hours), an individual youth participates in a program that integrates stages of change theory, motivational interviewing, and cognitive-behavioral therapy to help them reduce and ultimately eliminate their chemical use. Referrals are accepted county-wide from schools, courts, Ulster County Probation Dept., mental health providers, community organizations, residential programs, and family or self-referrals. Schools often offer Teen Intervene as an alternative to long-term suspension to address a substance-abuse related school offense. Program locations are flexible, and based upon the needs of the youth.

This school year, **29** youth participated in **59** Teen Intervene sessions. 100% of those youth reported increased motivation to reduce substance use following participation in the program.

Positive Action: Positive Action is a systematic educational program that promotes an intrinsic interest in learning and encourages cooperation among students. It works by teaching and reinforcing the intuitive philosophy that you feel good about yourself when you do positive actions.

Positive Action is delivered in the Ellenville, Rondout Valley, and Kingston School Districts, as well as in the Ulster BOCES Special Education Program at 319 Broadway, Port Ewen. Students receive the program on an individual or small, single-session group basis as an alternative or addition to behavioral interventions such as in-school suspension or detention. Referrals resulting from a behavioral intervention are assessed by prevention staff using the *Positive Action Student Behavior Rating Scale (Version 6, 15 items)* or by self-assessment using the *Skills for Greatness* survey and participate in a *Positive Behavior Plan* and/or receive a Positive Action module that corresponds a social/emotional skill the student has shown to be struggling with. Students may also be referred for regularly scheduled ongoing sessions, in which modules are completed systematically.

This school year, **109** youth participated in **143** in-school Positive Action sessions as an addition or alternative to a behavioral referral.

Too Good for Violence Revised – Social Perspectives: uses interactive games, role-plays, visual aids, and fun activities to teach and reinforce the social emotional skills students need

to build prosocial relationships and make healthy choices. Students learn to set goals, make good decisions, manage emotions, effectively communicate, and how to apply these skills to conflict resolution, anger management, and bullying.

Too Good for Violence is delivered primarily in the Ellenville, Rondout Valley, and Kingston School Districts, as well as in the Ulster BOCES Special Education Program at 319 Broadway, Port Ewen. The program is also delivered to other community organizations by request, and has taken place at the Everett Hodge Community Center's summer program.

In schools, the program is taught by prevention staff in selected middle or junior high school classrooms, and also a 10-week, 10-session afterschool group for a cohort of indicated students. Outside of schools, youth attend a 10-week, 10-session group as a cohort.

This school year, **13** 10-week TGFV classes were facilitated in **2** schools with **283** participants. An additional **2** TGFV groups were facilitated for the KHS Summer 9 program with **21** participants.

Too Good for Drugs and Violence: Too Good for Drugs and Violence is designed to mitigate risk factors and develop protective factors, the interactive lessons provide practical guidance for understanding dating and relationships, violence and conflict resolution, underage drinking, substance abuse, and building healthy friendships. The program also builds skills for responsible decision-making, effective communication, media literacy, and conflict resolution.

Too Good for Drugs and Violence is delivered primarily in Kingston High School ENL classes. The program has also been delivered to other community organizations by request, and has taken place at the Kingston YWCA and Everett Hodge Community Center's summer program, and the KHS Summer 9 Program. In schools, the program is taught by prevention staff as a 10-week, 10-session class for a cohort of indicated students. Outside of schools, youth attend 10-week, 10-session group as a cohort.

This year, **4** 10-week TGFD&V classes were facilitated in KHS ENL classes for **52** participants.

Youth Anger Management: Youth Anger Management is a 5-session class that helps youth ages 13-18 build insight and develop skills to address anger management issues. Three Youth Anger Management classes are offered each year, in the Fall, Winter and Spring. Classes are open to the public although participants are usually mandated by courts and/or probation.

This year, **3** 5-week youth anger management groups were facilitated with **15** participants.

RECENT DEVELOPMENTS

As mentioned in last year's overview, the 2016-17 year was intended to roll-out universal prevention classes for entire middle-school grade levels, in accordance with OASAS funding requirements. This had already been established in the Ellenville Middle School, and continued in 16-17, implementing classes for every 7th grade student. Classes were initiated at Rondout Valley Middle School, and implemented for every 6th grade student, while also continuing 7th

grade 15:1:1 classes. In 2017-18, another supplementary TGFV class has been added for a special needs classroom. An additional TGFV class has been coordinated for Bailey Middle School in Kingston, and has a start date of 1/24/18.

Antonio Flores-Lobos, who served the Kingston area, left the OASAS prevention program in Dec. 2017, to pursue his career in broadcasting. The program is currently scheduling interviews for his replacement.

Lastly, the program continues to maintain a strong working relationship with OASAS as OASAS makes changes to the overall structure of the interventions. The agency continues to balance the use of evidence-based program approaches with the needs of the youth in the school districts, and Family of Woodstock will continue to blend experience with research as a means of creating strong prevention interventions for the county's youth.

YOUTH CASE MANAGEMENT PROGRAM

P.O. Box 3516

166 Albany Ave.

Kingston, NY 12402

(845) 331-7080 / (845) 338-2370 after hours

Staff: 10 full time

Program Director: Tori Barnes

Program Director: Nicole Martin

Program Hours: 9:00am to 5:00pm Monday through Friday. Program supervisory staff are available 24 hours a day through the county-wide hotline.

PRIMARY FUNCTION: Case management for children, adolescents and young adults; independent living skills for older adolescents and youth in foster care; Family Peer Support for families with youth ages 0-21, at risk of hospitalization or other placement outside the home; vocational training and employment assistance; anger management classes; counseling; mediation with family members; substance abuse prevention and early intervention; detention diversion; and advocacy with systems as needed.

ANCILLARY SERVICES: Crisis intervention; individual and family counseling and mediation; educational advocacy; life skills training; job preparedness instruction; mentorships and work experiences; assistance in locating permanent housing; outreach and community education; information and referrals; and community service supervision.

DEMOGRAPHY OF CLIENTS: Youth and Young Adults ages 0-25 and their families.

The Youth Case Management Program includes the following components:

- **Life Skills Services** include the Independent Living Program for youth in foster care with a goal of independent living; Life Skills Workshops; and the Youth Employment Program.
- **Children's Health Homes** is a New York State program to provide comprehensive services to youth, age birth to 21, who are Medicaid recipients and have at least 2 chronic health conditions or a diagnosed severe mental illness.
- **Mental Health Care Coordination** Transitions and GAP (Getting Ahead Program) initiatives are included in this component. The Transitions Program works with youth ages 18 to 24 who have a mental health and/or substance abuse issue. The care coordinator works with youth to gain the life skills they will need to transition into adulthood. GAP works with youth ages 16 to 21 who have a mental health diagnosis. The care coordinator works with youth to link them to services, community support, recreational activities, and mental health treatment. When possible the care coordinator works with the youth to rebuild their relationships with whatever family supports they may have. The youth receive life skills education and develop work readiness skills.
- **Family Peer Support** is a program that works with families who have a child/children age 0-21 who are at risk of placement or hospitalization. The program supports the youth and

family by monitoring stability, linking the family to community resources and providing advocacy to access needed services. The program also supplies a 24 hr. crisis hotline for caregivers.

Staff from these programs are based at Family's offices in Kingston, Ellenville, and New Paltz.

2017 ACCOMPLISHMENTS:

LIFE SKILLS SERVICES

Independent Living Program:

Program Goal: To work with youth ages 14-21 in foster care or aging out of the foster care system, to gain the skills needed to live independently.

30 youth were referred to the program by DSS, KidsPeace and Harbour Light; **3** youth declined services; **4** youth never engaged in services; **12** youth were discharged from foster care throughout the year and offered follow-up services.

- **1** youth received their NYS non-driver's ID card; **1** youth began the process of obtaining their NYS non-driver's ID card; **2** youth received their NYS driver's permit and **2** youth were in process of obtaining their NYS permit; **5** youth received driving lessons or Driver's Ed; **2** youth were supported in transportation assistance by being provided with a UCAT and/or Kingston CitiBus bus pass; **1** youth was referred to a bicycle class where they built a bicycle; **1** youth was provided a bicycle for transportation.
- **8** youth were assisted in job search assistance, resume creation and job readiness skills; **3** youth were supported in maintaining employment; **1** youth applied for the Ulster County Summer Youth Employment Program and **2** additional youth were provided the application but did not follow through; **2** youth were referred to the Youth Employment Program in Ulster County, and **1** was accepted into the program.
- **3** youth expressed an interest in an internship, but other circumstances prevented the internship from taking place.
- **3** youth were assisted in obtaining important documents, including a birth certificate (2), social security card (1), and Medical Insurance Card (1); **2** youth started the process of obtaining important documents, but ran into obstacles.
- **3** youth were assisted in attending one or more medical and/or mental health appointments; **1** youth was enrolled in the Children's Health Home program.
- **4** youth were supported in opening and maintaining a bank account; **1** youth was assisted in creating a budget.
- **2** youth were assisted with grocery shopping.
- **1** youth was connected to their local library.
- **1** youth was supported in applying for, visiting and being accepted to JobCorps; **1** client was supported in applying for the ACMS Long-Term Case Management Program and was accepted into the program; **2** clients were supported through the application process for Midway and **1** youth was accepted to Midway; **2** youth were assisted in moving into apartments.
- **1** youth was referred to Teen Intervene for drug use evaluation; **1** youth was provided

support around their arrest.

- **2** youth obtained their C.N.A. certification; **1** youth was supported in re-taking their C.N.A. clinical exam but did not pass.
- **1** youth in aftercare graduated from high school, no other youth in the program were seniors in high school; **4** youth were supported in moving to the next grade.
- **2** youth were supported in PSAT review.
- **1** youth was assisted in the College application and Financial Aid process, received a laptop and was supported in attending online classes; **1** youth in aftercare was supported in the college admission and acceptance process.

RECENT DEVELOPMENTS:

The youth in the program have participated in one-on-one meetings and/or groups. In one-on-one meetings there have been many topics discussed, including but not limited to: career counseling and support; job search methods and preparation; education assistance; learning about local housing options; maintaining their current housing placement and support in moving placements; budgeting; nutritious cooking; cleaning; transportation assistance; sexual health and issues; medical advocacy; social skills; safety in their home and community; decision making and goal setting; and managing their emotions.

The workshops were not as well attended this year as in years' past, as there was a significant change in the youth enrolled in the program throughout the year and it took time to engage them in the services. Many of the new youth reside in group homes versus foster homes in the community and it has made participation in groups more difficult, as many of these group homes are located outside Ulster County. For these youth, the main priority has been regular one-on-one meetings and maintaining connection to their home community.

For those youth that did attend groups, the groups serve as both a social gathering and learning experience and the youth have enjoyed having input into future topics and recipes. In addition to the foster care clients, each group also attracts youth from other programs in Family of Woodstock and the community, providing a social aspect, sense of community and peer support. In addition to building a sense of community with peers, clients have been connected to various mentors through their participation in groups. They have been exposed to and have developed relationships with several caseworkers through other Family of Woodstock programs and feel comfortable approaching them with questions and concerns. Several youth have been referred to other Adolescent Services programs upon discharge and there are several former foster care youth that remain active participants in case management and the life skills groups.

Life Skills Workshops:

There were **15** Life skills workshops and outings offered in 2017. They covered a range of topics, including but not limited to: Self-Care and Relaxation; Healthy Relationships; Cooking and Saving Leftovers; Resume Building and Job Searching; Interview Skills; Personal Safety; Yoga; Kindness Rocks; Baking; Thanksgiving; and a trip to New York City. These workshops and outings are open to all of our Adolescent Services programs as well as many of them being open to the general public. In addition to the topic discussed in a particular group, the youth also learn skills on managing themselves in a group setting as well as giving them an opportunity to socialize with peers their own age.

Youth Employment Program:

Program Goal: To assist out of school youth, ages 16-24, to meet the Department of Labor goals, including: resuming, advancing and/or completing their education; gaining work and life skills; achieving a vocational certification; developing a career vision; and finding gainful employment with the guidance and support of program staff. The following are the outcomes for the most recent contract year, July 2016 through June 2017:

22 youth have participated in the Office of Employment and Training Program during the current program year.

- **10** youth began a work experience through the program at 10 different local business connections that the Youth Employment Program initiated; **2** youth were hired onto the worksite as paid staff upon completion of the work experience.
- **19** youth completed Work Readiness Skill goals.
- **16** youth obtained and/or maintained employment after exiting the program.
- **4** youth enrolled in occupational training.
- **3** youth received a Nationally Recognized Certification during the program year - **2** youth received their P.C.A. certification, **1** youth received their C.N.A. certification.
- **3** youth began working towards their HSE with support through YEP and **2** of these youth were connected to a tutor to assist in working toward their HSE.
- **4** youth were connected to SUNY Ulster, or were assisted in maintaining their enrollment at SUNY Ulster.
- **2** youth raised their reading and/or math scores.
- **2** youth attended and completed the Work Readiness Training offered by the Office of Employment and Training and those **2** youth took and passed the National Work Readiness Credential Test administered by the Office of Employment and Training.

RECENT DEVELOPMENTS:

Program staff once again worked with the Ulster County Youth Council to develop the Ulster County Young Adult Job Fair, to assist young adults become worker ready, and to locate part- and full-time employment. In 2017, one county-wide Job Fair was held at the SUNY Ulster Kingston Campus, with representatives from 50 businesses across the County in attendance, giving on-the-spot interviews. Over 200 youth and young adults, ages 16-24, attended the Job Fair and Family of Woodstock is once again committed to assist in 2018.

Due to spending cuts on the Federal level, Ulster County was no longer able to contract out these services. At the close of the program in June 2017, **9** youth were switched to the County Youth Employment Program to continue to receive employment services when Family's contract was terminated.

Children's Health Home Care Coordination

Program Goal: To provide comprehensive care management, care coordination and health promotion, comprehensive transitional care, individual and family support, referrals to community and social support services, and health information technology to eligible youth ages birth to 21 who are enrolled in Medicaid and meet the eligibility criteria. In order to be eligible,

a youth must have at least one of the following: 2 documented chronic conditions, HIV/AIDS, Serious Emotional Disturbance, or Complex Trauma.

This program served **44** youth in either Outreach or Enrolled status.

Children's Health Homes went live across New York State on December 8, 2016 and Family of Woodstock, Inc. is a contracted care management agency with the two lead Health Homes serving children in Ulster County: Institute for Family Health (IFH) and Children's Health Home of Upstate New York (CHHUNY).

The care managers work closely with the youth and their family to address identified barriers and issues, with the ultimate goal of improving their health and taking care of the medical needs that made them eligible for the program. Some of the most common barriers addressed were school advocacy, housing, connecting to counseling services, coordination of services, and transportation. Children's Health Homes is a voluntary program, with staff having to outreach to perspective candidates, which has proven to be a slow start for the program in both Ulster County and New York State.

Mental Health Case Management

Family Peer Support Program:

The Family Support Program is a Peer Advocacy program that supports families that have a child at risk of hospitalization or placement. Families are supported through advocacy, monitoring and linkages which provide the parent/caregiver with the skills and resources required to support the individual needs of their child and family.

The family peer support team is fully staffed with 3 full-time Family Peer Advocates who are all parents of a child with special needs. Three staff and one supervisor have completed the Parents Empowerment Program (PEP) and the Family Assessment of Needs and Strengths (FANS)

Outcomes Report:

- **54** youth at risk of hospitalization and/or placement and their families were served by Family of Woodstock's Family Support Program.
- Out of the **54** youth served this year, **51** of them did not have a hospital placement because of the support of a Family Peer Advocate. Two youth who had a hospital placement had planned placements for medication changes and stabilization and one youth entered a partial hospitalization program.
- **31** youth were participating in mental health services prior to intake.
- **16** youth were linked to mental health counseling.
- **47** youth attended **320** sessions of mental health counseling.
- **568** face to face contacts occurred with a Family Peer Advocate and a parent/caregiver.
- **85** face to face contacts occurred with a Family Peer Advocate and the identified youth
- **64** unique successful linkages were established for youth.

- **143** unique successful linkages were established for parents/caregivers.

RECENT DEVELOPMENTS:

One of our Family Peer Advocates, Michele Hirsch, received the 2017 PULSES Outstanding Service Award in the category of Service Provider. Parents United Learning the Special Education System (PULSES) is a group of over 500 members in the Mid-Hudson Valley, NY. PULSES' mission statement includes: (a) empowering parents of children with disabilities to ensure full participation in their children's education program; (b) connecting families with existing resources and support systems; and (c) supporting positive change in the special education services across school districts in the Mid-Hudson Valley. Two other staff are in the process of obtaining a Recovery Coach Certification.

Transitions:

This program works with youth 18 – 24 who have both mental health and substance abuse issues. During 2017, **27** youth were served by the program. The outcomes were as follows:

- **Applications completed as follows:** SSI/SSD, **8**; SPOA/DDSO Housing, **5** ; Emergency Housing, **1**; TA/Food Stamps/Medicaid, **8**; Midway, **1**; FOW Long Term Case Management, **1**; Community College, **3**; FASFA, **2**; VESID, **2**
- **Received entitlements:** Food Stamps, **1**; SSI/SSDI, **1**; Medicaid/Other health insurance, **1**; TA, **1**
- **Housing:** Living with parent or relative, **7**; Stable Housing(living with friend or non-relative), **7**; FOW Long Term Case Management, **1**; SPOA/DDSO Housing, **7**; Own Apartment, **0**; Midway Placement, **1**; and Couch Surfing, **4**
- **Advanced employability:** Are Employed Full Time, **1**; Obtained New Part Time Employment, **5**; Maintained Employment, **5**; Participated in a Paid Internship,**3**; Participated in a Volunteer Experience, **1**; Developed Interview Skills and Work Readiness, **5**; Applied for ACESS-VR (VESID) services, **8**; and Enrolled in ACESS-VR (VESID), **8**
- **Advanced education:** Advocated for Enrollment in College/Vocational training, **5**; Entered college level courses/ program, **2**; Attended Vocational training, **1**; Obtained a high school diploma, **1**; Attending TASK classes/program/individual tutoring, **2**; Linked to RCAL services, **3**
- **Obtained Life Skills:** Developed a Safety Plan, **27**; Established a Rep-Payee, **1**; Obtained Birth Certificate, **1**; Obtained Social Security Card, **1**; Obtained a non-Driver's ID, **3**; Obtained Learners Permit, **1**; Obtained Driver's License, **3**; Obtained Vehicle, **1**; Obtained Bank Account, **3**; Education on Budgeting, **7**; Education on Parenting, **1**; Education on Healthy Relationships, **9**; Education on Sexual Health, **4**; Education on Study Skills **3**; Education on Food Management/Nutrition, **6**; Education on Personal Appearance/Hygiene, **9**; Education on Anger Management, **5**; Education on Transportation, **1**; Education on Community Resources, **25**; Education on Housing, **5**; Education on Self-Advocacy/Sufficiency, **25**; Education on Problem Solving, **20**; Education on Effective Communication, **22**; Advocated to attend Life Skills Group, **25**; Participated in a life skills group, **10**; Attended a Social Outing, **9**; Linkage to YWCA group/program(MRT, Something for Nothing, case management), **1**; Linkage to Afterschool Program, Activity or Club, **2**

- **Addressed Health Care issues:** Advocated to Maintain Good Health, **27**; Established a Doctor, **2**; **25** clients attended **42** doctors appointments; **2** clients attended **5** dentist appointments; Received Medicaid, **1**; Advocated for Youth to Participate in Mental Health Counseling, **12**; Mental Health treatment accessed, **10**; **325** mental health treatment sessions were accessed by **19** clients; Admitted to ER for Psychiatric Evaluation and Accepted, **2**; Averted Hospitalization With Staff Intervention, **3**
- **Substance Abuse Treatment:** Admitted to using/abusing substances, **5**; Refuses treatment for substance abuse issues, **4**; Participated in Outpatient Substance Abuse Treatment, **1**;
- **Received Legal Advocacy & Support:** Advocacy in court, **1**; Client attended **6** legal appointments at court, probation, or legal services. Successfully Link to Legal Aid, **1**
- Additionally Family of Woodstock provided transportation to **27** clients to various appointments

Getting Ahead Program (GAP):

This program is funded through OMH and provides services and respite to youth who need additional support with their mental health needs.

During the 2017 year, the program served **15** youth with the following outcomes:

- **15** youth received mental health services
- **2** youth were supported during their stay at Family House or MidWay
- **2** youth was assisted with accessing housing through SPOA and **1** remained on waiting list, **1** youth was assisted in getting her own apartment
- **2** youth acknowledged substance abuse issues and sought support.
- **10** youth were provided with worker readiness assistance, of the **15** youth **8** of them found part-time employment and **3** found full-time employment and **5** participated in a volunteer experience, **2** participated in an internship
- **2** youth engaged with the summer youth employment program to gain work experience and/or training
- **7** youth was assisted in enrolling with ACCES-VR.
- **3** youth were supported in attending to legal issues
- **11** youth received medical care and **15** youth saw a dentist with the support of their case worker
- **6** youth were assisted in maintaining their high school education; **6** graduated high school; **5** took college courses; **1** enrolled in the GED (TASK) classes and **2** enrolled in vocational training; **1** completed vocational training and received a certificate
- **15** youth were assisted with attaining or maintaining entitlements
- **8** youth were assisted in getting some form of identification (**1** birth certificate, **3** social security cards, **1** non-driver ID)
- **4** youth were assisted in getting a drivers permit, **1** youth was assisted in getting a drivers license
- **3** youth opened their first bank account
- **2** youth developed a budget and savings plan with their case worker and bought their first vehicle

- **15** youth received one on one life skills and **4** attended life skills groups

With the support of a case worker, only **2** of the **15** youth had a hospitalization this year. Additionally, **8** youth participated in social outings, cooking classes, a club or after school program. These social outings have connected youth with peer support outside of the program and have helped youth learn to build healthy relationships

RECENT DEVELOPMENTS:

Program staff of Gap and Transitions got together and spent a day on local public transit to find a way to better assist their clients on how to use the public transportation system. As a result two clients now regularly use the bus system. There are some major barriers with public transit in our county, including hard to understand schedules, unmarked bus stops, unsheltered bus stops, long delays between buses, and infrequent buses. These issues make it extremely challenging for anyone to rely on the bus system for transportation to employment.

Staff are also collaborating to put together an art show with a number of clients and a local gallery. We have found that the clients attending our life skills groups and social outings have begun to connect with one another and are learning to develop healthy positive relationships with their peers.

CHILDREN'S SERVICES

CHILD CARE CONNECTIONS

serving COLUMBIA, GREENE & ULSTER COUNTIES

39 John St.

PO Box 3516

Kingston, NY 12402

(845) 331-7080 Fax (845) 331-0526

160 Fairview Plaza Suite 914, 2nd Floor

Hudson, NY 12534

(518) 822-1944 Fax (518) 822-8233

Staff: 10 full-time, 2 part-time

Team Leader: Kerry Wolfeil (Ulster, Columbia and Greene)

Program Director: Suzanne Holdridge (Columbia/Greene)

Program Hours: Monday - Friday 8:00am - 5:00pm (Ulster)
Monday – Friday 8:00am – 4:00pm (Columbia/Greene)

PRIMARY FUNCTIONS

Child Care Connections is a child care resource and referral program of Family of Woodstock, Inc., serving Columbia, Greene and Ulster Counties. Staff provide families with referrals to legal child care programs as well as information on financial support. They recruit and regulate legal child care programs to ensure the health, safety and quality of care for children. The program sponsors child care programs participating in the Child and Adult Care Food Program (CACFP), which provides a significant amount of reimbursement for serving nutritious meals. Finally, staff advocate for child care professionals, and educate families and communities on the importance of early childhood development.

ANCILLARY SERVICES

Community coordination concerning child care issues; technical assistance to employers on child care issues, including employer supported child care options.

DEMOGRAPHY OF CLIENTS

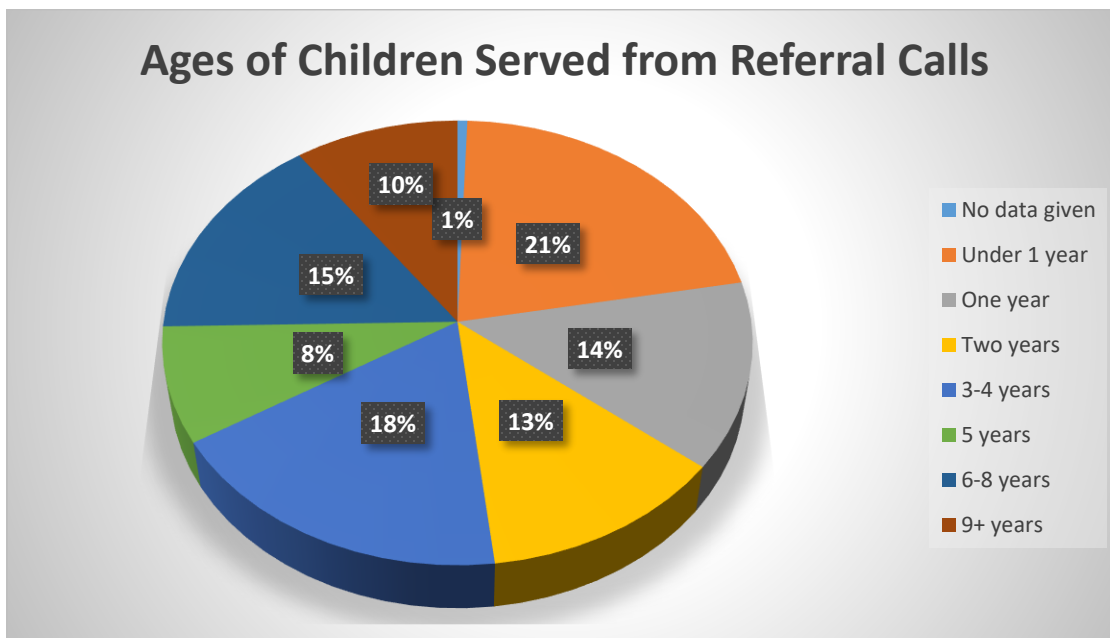
Families of all income levels with children 6 weeks - 13 years of age; child care professionals and programs; employers; and government officials in the three county region.

2017 ACCOMPLISHMENTS

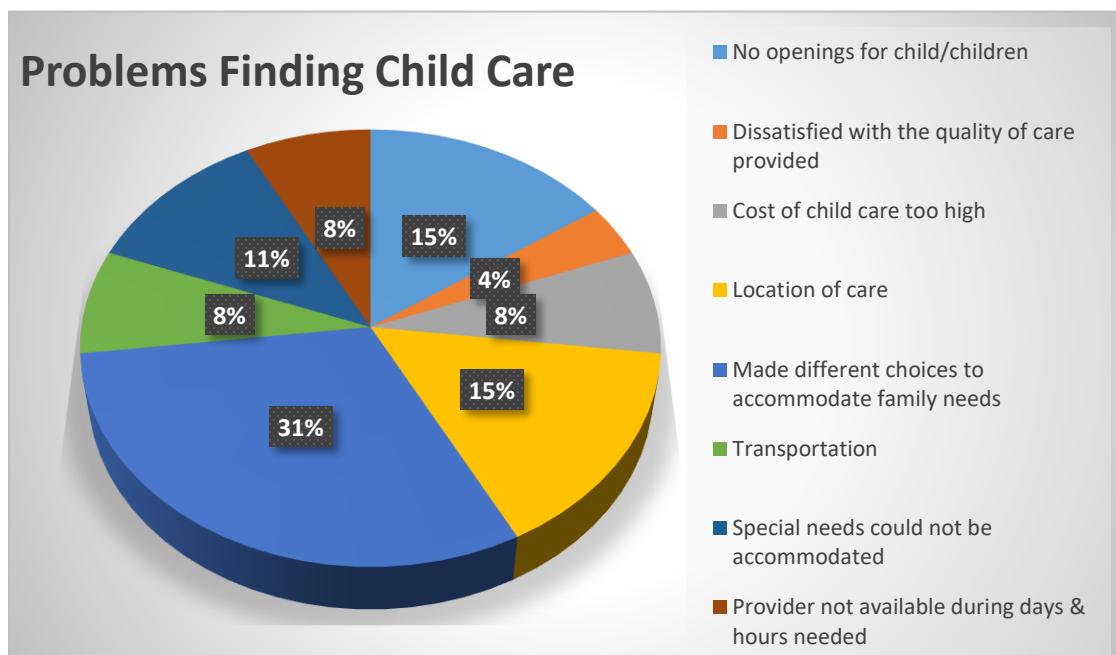
Child Care Referral Services: Parent Referral and Consumer Education managers provided child care referrals to 497 families. Families were given referrals to legal child care providers who most closely met their needs and were sent a child care informational packet based on their specific needs. Parents were also given specific information and resources concerning behavioral and health and safety issues, age appropriate activities, and social and emotional development.

| 2017 | Number of Families Served | Number of Children Served | Number of Program Referrals Given | Families Served 200% Above Poverty Rate | Families Served 200% Below Poverty Rate |
|----------|---------------------------|---------------------------|-----------------------------------|---|---|
| Columbia | 95 | 129 | 1000 | 36 | 59 |
| Greene | 66 | 95 | 632 | 24 | 42 |
| Ulster | 336 | 455 | 4477 | 143 | 193 |
| Total | 497 | 679 | 6109 | 203 | 294 |

The following is an analysis of the ages of the children served in 2017.



Parents are routinely surveyed concerning their child care experiences. Below are the responses.



Child Care Program Training and Technical Assistance:

Child Care Connections supports all forms of child care to improve the quality of care provided to children in the 3 counties. The program offers providers the following supports: phone and e-mail basic technical support; group training workshops; one on one consultations, on-site training, and intensive technical assistance. In 2017, the program provided the following trainings:

| | Basic Technical Support sessions | Providers Trained | Day Care Center On-site training | Intensive Technical Assistance hours | Training Hours |
|-----------------|---|--------------------------|---|---|-----------------------|
| Columbia | 395 | 75 | 0 | 12.5 | 14 |
| Greene | 331 | 12 | 0 | 77.5 | 2 |
| Ulster | 616 | 180 | 5 | 144 | 117 |
| TOTAL | 1342 | 267 | 3 | 234 | 133 |

Child Care Programs:

In the 3 counties there are various modalities of regulated child care to meet the needs of families. All providers must be registered or licensed by the NYS Office of Children and Families Services (OCFS) and all staff of regulated programs must participate in at least 30 hours of training every 2 years. The following are the various child care program modalities:

- Day Care Center- cares for more than 6 children in a non-residential facility with classrooms for different age groups and child to adult ratios are based on the age of the children in the group.
- School Age Child Care- cares for children 5 to 12 years of age in a non-residential facility.
- Family Day Care- cares for 3-6 children, plus an additional 2 school-age children, in the provider's own home. Only 2 children under the age of 2 years old may be served at a time per approved provider. Registration with NYS/OCFS is required to care for more than 2 non-related children.
- Group Family Day Care- cares for a maximum of 12 children, plus an additional 4 school age children in the provider's own home. Only 2 children under the age of 2 years old may be served at a time per approved provider. A license from NYS/OCFS is required to care for this number of children.
- Legally Exempt Enrolled programs - care for a maximum of 2 children, not including their own, in the provider's home. If child care is provided in the child's home, the provider can care for all of the children of that family. There are no formal training requirements, but participation in training is encouraged.

The chart below shows the amount of regulated child care available at the beginning of 2018.

| Type of Care | Columbia | | Greene | | Ulster | |
|-----------------------|-----------------|-------|---------------|-------|---------------|-------|
| | Programs | Slots | Programs | Slots | Programs | Slots |
| Day Care Centers | 13 | 509 | 9 | 359 | 43 | 2183 |
| School age Programs | 9 | 813 | 6 | 332 | 17 | 913 |
| Family Day Care | 12 | 96 | 13 | 104 | 69 | 551 |
| Group Family Day Care | 13 | 202 | 6 | 96 | 37 | 590 |
| Legally Exempt Care* | 49 | ≈98 | 18 | ≈36 | 160 | ≈320 |

*Note: the numbers are approximate because the legally exempt providers can serve up to two non-related children, and more if in-home care is being conducted in the child's home.

Child and Adult Care Food Program (CACFP):

Child Care Connections distributed \$352,535.28 in reimbursement to child care providers participating in the food program to keep child care costs low, while ensuring nutritious meals were served. On average, 56 child care providers serve nutritious meals and complete menus that meet the USDA Guidelines to receive food support funding each month. The reimbursement rates remained the same for 2 years after being lowered in 2015-2016 for Family and Group Child Care programs and Legally Exempt Enrolled programs. Reimbursement rates for Day Care Centers were increased in 2017. **167** monitoring visits took place to observe meal service, review required documentation and offer nutritional and health information, as requested.

Child Care Connections' Child and Adult Care Food Program (CACFP) staff continue to assist our agency homeless shelters for youth and families and the City of Kingston At Risk After School community centers to improve their menus, offer staff training, give technical assistance, and provide oversight of CACFP. In 2017, the Washbourne House provided **4,230** meals to children residing at the shelter. Family House, the agency's runaway and homeless youth shelter, provided **3,056** meals to adolescents residing at the shelter.

Sponsoring CACFP in the centers offers added benefits to the children and families utilizing the centers. The program offers nutritious meals and snacks daily, incorporates a family style meal service, increases basic living skills and teaches how to make healthy lifestyle changes eating the foods allowed by CACFP. In 2017, the At-Risk After School Community Centers prepared and served **3,140** snacks and **3,522** suppers to youth in the City of Kingston.

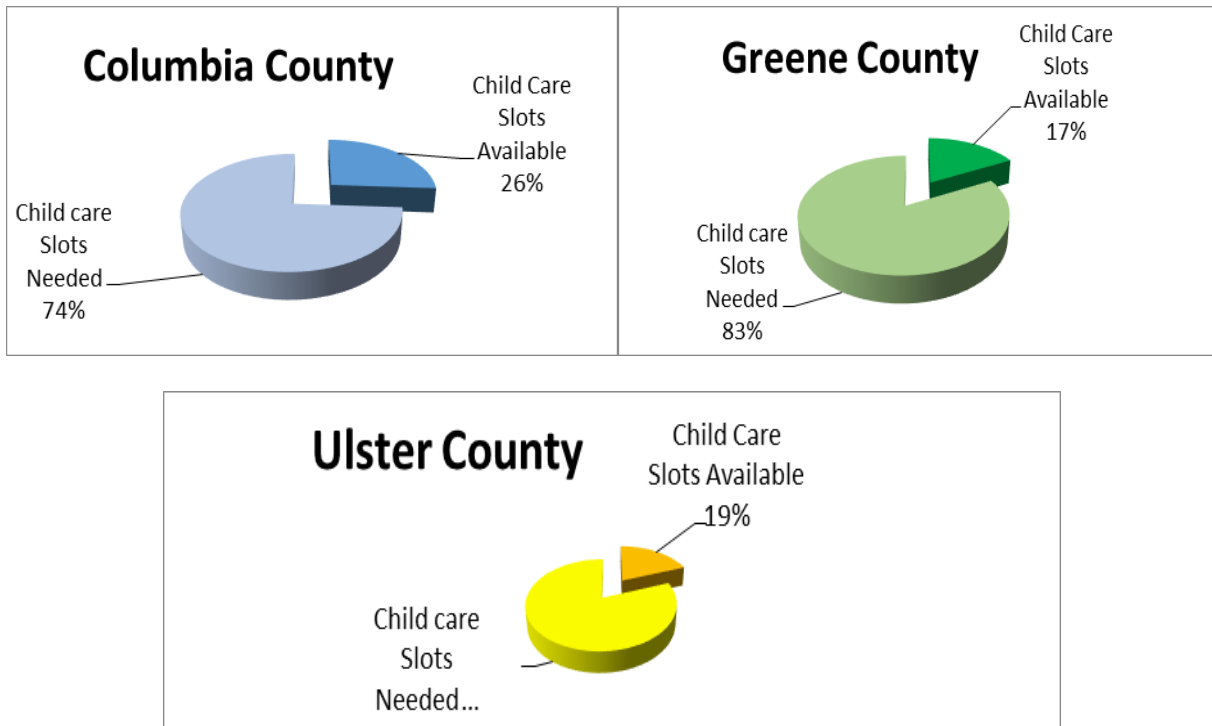
Summer Food Service Program:

In order to mitigate the loss of school breakfast and lunch programs during the summer, the agency, with the support of the Child Care Connections staff, implemented a Summer Meals program at five community sites, serving **5,175** breakfasts and **3,772** lunches, for a total of **8,947** meals served in 2017.

CHILD CARE ISSUES

Availability:

The need for child care is determined by the number of children under 13 years old in any given area. Studies have shown that approximately 60% of all children will need child care before the age of 13. The Charts below show the total number of children needing care in each of the 3 counties and the number of regulated child care slots available.



Over the last six years there has been a significant decrease in the supply of regulated child care. The need for additional child care slots, especially for infants and toddlers is at a crisis level in all 3 counties. Unfortunately no increase in slots and the high cost of regulated child care will continue to put a burden on working parents and employers. The lack of consistent early childhood education has been cited as a reason for a significant amount of young children being ill-prepared for kindergarten. The concept that having a skilled care provider offering care for part of the week and an unskilled care provider offering care the rest of the week ignores the fact that children are gaining skills and knowledge continuously and therefore need care to be developmentally appropriate at all times.

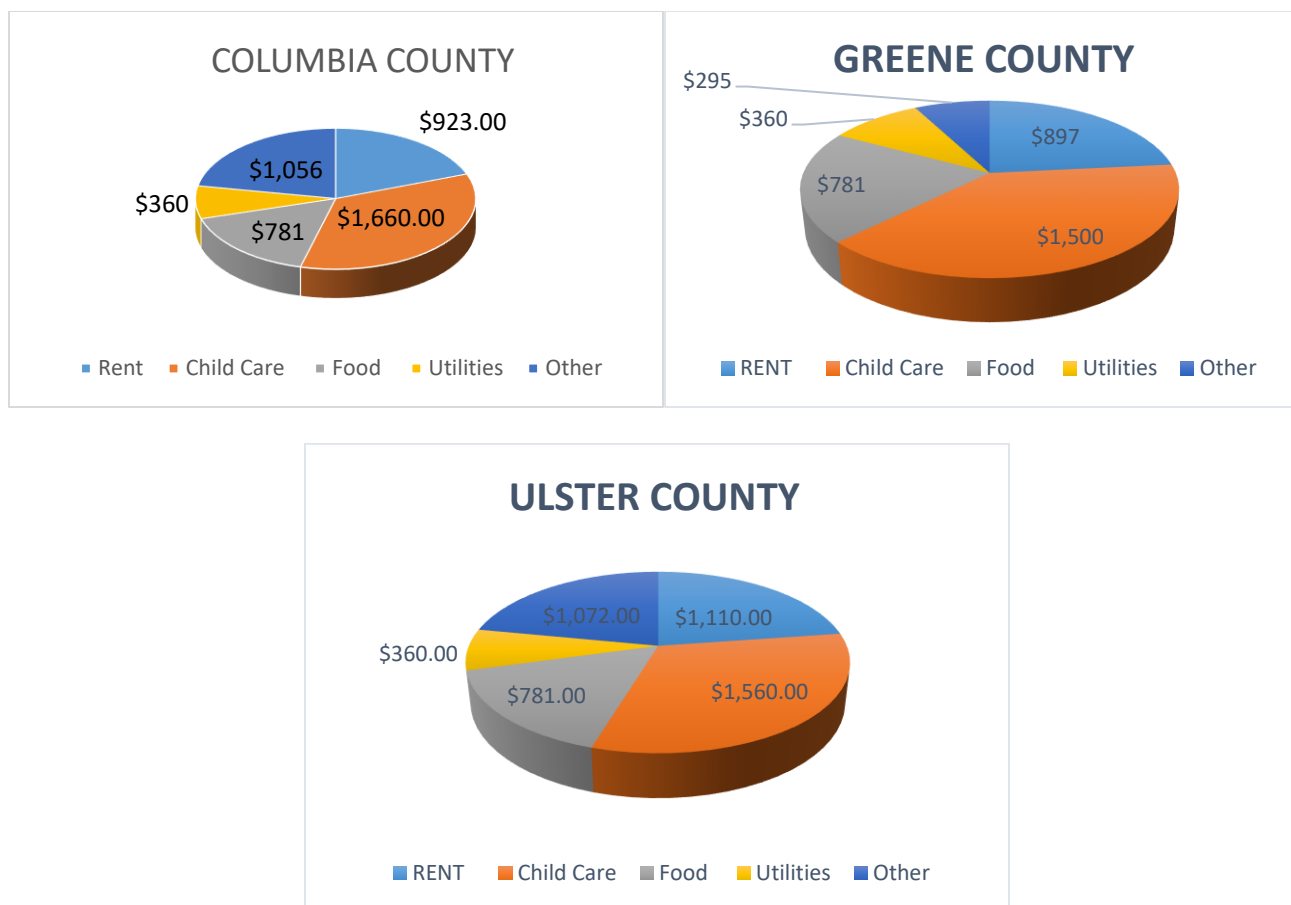
| COLUMBIA COUNTY | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | % change |
|------------------------------|-------------|------|-------------|------|-------------|------|----------|
| LEGALLY EXEMPT | 72 | 96 | 67 | 64 | 47 | 49 | (31%) |
| FAMILY DAY CARE | 23 | 18 | 15 | 14 | 13 | 12 | (47%) |
| GROUP FAMILY DAY CARE | 15 | 19 | 16 | 14 | 13 | 13 | (13%) |
| SCHOOL AGE CHILD CARE | 8 | 8 | 8 | 8 | 8 | 9 | 12% |
| DAY CARE CENTER | 13 | 14 | 13 | 14 | 14 | 13 | 0 |
| TOTALS | 131 | 155 | 119 | 114 | 95 | 96 | (26%) |

| GREENE COUNTY | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | % change |
|------------------------------|-------------|------|-------------|------|-------------|------|----------|
| LEGALLY EXEMPT | 39 | 44 | 30 | 30 | 22 | 18 | (53%) |
| FAMILY DAY CARE | 17 | 17 | 17 | 15 | 13 | 13 | (23%) |
| GROUP FAMILY DAY CARE | 8 | 7 | 6 | 5 | 6 | 6 | (25%) |
| SCHOOL AGE CHILD CARE | 3 | 3 | 3 | 4 | 4 | 6 | 100% |
| DAY CARE CENTER | 6 | 6 | 6 | 7 | 8 | 9 | 50% |
| TOTALS | 73 | 77 | 62 | 61 | 53 | 52 | (28%) |

| ULSTER COUNTY | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | % change |
|------------------------------|-------------|------|-------------|------|-------------|------|----------|
| LEGALLY EXEMPT | 234 | 232 | 216 | 228 | 209 | 160 | (31%) |
| FAMILY DAY CARE | 89 | 86 | 80 | 70 | 71 | 69 | (22%) |
| GROUP FAMILY DAY CARE | 44 | 43 | 44 | 41 | 39 | 37 | (15%) |
| SCHOOL AGE CHILD CARE | 10 | 9 | 10 | 15 | 15 | 17 | 70% |
| DAY CARE CENTER | 40 | 40 | 40 | 43 | 41 | 43 | 7% |
| TOTALS | 417 | 410 | 390 | 397 | 375 | 326 | (21%) |

Cost of Child Care:

The cost of child care ranges on average from \$185.00 to \$205.00, depending on the age of the children. Care for infants is typically more expensive than care for preschoolers or school age children. These costs have a substantial impact on parents' yearly budgets. The costs of running a household varies slightly from county to county. The charts below give a sample of monthly costs based upon a family of 4 with 2 children ages 4 and 1 years old.



Increase in Minimum Wage:

With the ongoing increase of minimum wage the availability and stability of child care programs are in jeopardy. Child care programs are required to increase wages of all employees, which undoubtedly are well deserved, but the increase in payroll expenses has to come from somewhere. Unfortunately, the increase of expenses will most likely be passed on to the families with an increase in the cost of care. The child care programs cannot decrease staff, as they are required by NYS Office of Children and Family Services to have a specific teacher/child ratio. The programs cannot decrease the materials they offer the children, as the quality programs offer what is developmentally appropriate for children to prepare them for school and a lifetime of success. The programs cannot decrease benefits offered to staff as generally child care programs do not offer significant health insurance benefits, vacation or sick time. The increase in cost and the lack of stability will cause child care to go underground. Illegal care has been declining for many years, but with the cost of care rising there is concern that families will have no choice than to place their children in illegal child care so they can work. Children will then not be prepared for school and the pathway to a quality life will be detoured due to lack of education, poor development, and being raised in unsafe and unhealthy places.

RECENT DEVELOPMENTS

- Child Care Connections staff have increased their inspections and contacts with all Family Day Care and School Age Child Care programs from once annual to four times per year offering

more technical assistance and support for quality programming

- Child Care Connections staff have created and implemented a tool to assist programs interested in administering medications (MAT) in their child care programs. Staff provides an on-site visit to review and instruct programs how to begin the MAT process, complete the required training and how to contact a Health Care Consultant (HCC). Recently the MAT supervisor from SUNY PDP observed a class and commented that she has never seen the MAT participants so prepared for the training. This preparation came from the tool that the Child Care Connections staff created.
- The Child Care Connections continues to hold certification of National Quality Assurance of Child Care Aware of America. In May 2017 the Child Care Connections received their third renewal for National Quality Assurance for Parent, Provider and Core services. The Child Care Connections renewed the NYS Standard of Excellence certification from the Early Care and Learning Council.
- The Child Care Connections is working with Family's Parent Peer Support Program to expand its parenting education program and will be offering classes throughout Columbia, Greene and Ulster Counties. The collaborative is currently surveying all families served for the most convenient time and topics they would like resources/training on. Staff will be offering the Nurturing Parenting Program curriculum, a family-centered trauma-informed initiative designed to build nurturing parenting skills as an alternative to abusive and neglectful child-rearing practices.
- While the future of CCR&R agencies has become uncertain as there have been discussions of regionalization of services, Child Care Connections is in the beginning stages of the creation of a Family Resource Center in Ulster County. This center would offer parenting education, support and family enrichment to our communities' families. Our agency currently offers court supervised visitation, health related programs for families and children, parent and peer support, food pantries and lending library services which are all a piece of running a successful Family Resource Center. The agency is giving consideration to centralizing these services to have them easily accessible to the families and children in our service delivery areas.
- There has been a shift in the services requested from Child Care Connections; the staff are experiencing more child care programs contacting the office for grant and funding opportunities, marketing ideas and information, and even resources on accessing financial assistance for their own households. Families are calling to seek out financial assistance with child care or household expenses, food availability, transportation and other common needs they are not able to access.
- Child Care Connections has also increased its outreach to and the number of services provided to families that seek services from other Family of Woodstock programs.

DAY CARE SUBSIDY PROGRAM

610 State Street

Hudson, NY 12534

Telephone - (518) 822-0087

Staff: 3 full-time

Program Director: Samantha Held

Program Hours: Monday- Friday 8:00am - 4:00pm

PRIMARY FUNCTIONS: Day Care Subsidy staff process day care subsidy assistance applications and determine families' eligibility; provide technical assistance for subsidy eligible families; provide technical assistance for child care programs; maintain contracts for regulated child care programs; and oversee subsidy billing and payments.

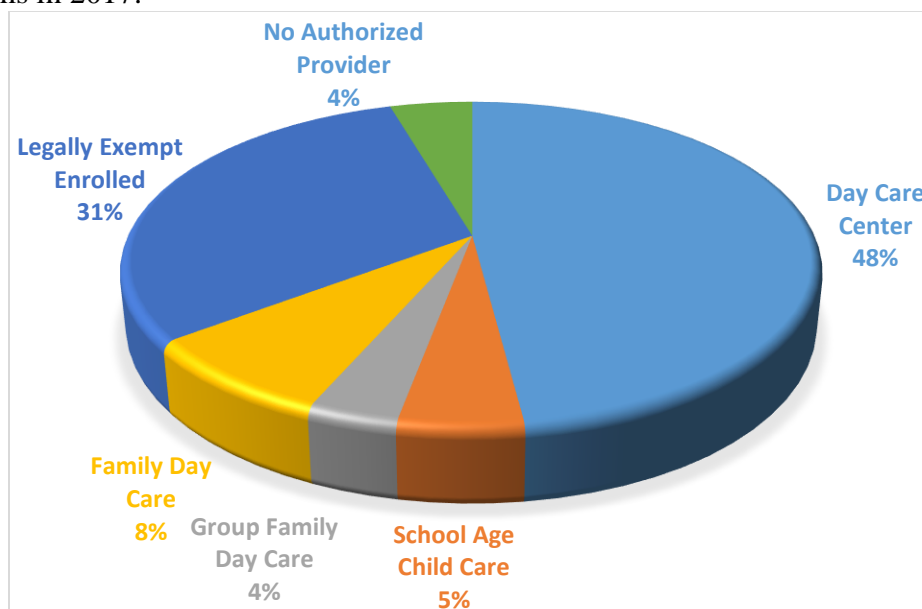
ANCILLARY SERVICES: Community coordination of child care subsidy services; technical assistance on day care subsidies to community agencies.

DEMOGRAPHY OF CLIENTS: Day Care Subsidy serves families in Columbia County with income levels under 200% of the federal poverty level. In 2017, 84% of the approved families fell in the low income 200% of the federal poverty level category; 14% are more financially distressed and receive Temporary Assistance from the Department of Social Services; and 2% are families caring for children in non-parental, foster care or preventative care situation.

2017 ACCOMPLISHMENTS:

Day Care Subsidy provided child care subsidies to an average of 139 eligible families per month, including 213 children on average. The subsidies were distributed to assist families that work, attend school, attend training, perform job searches, pursue self-employment and/or attend drug treatment.

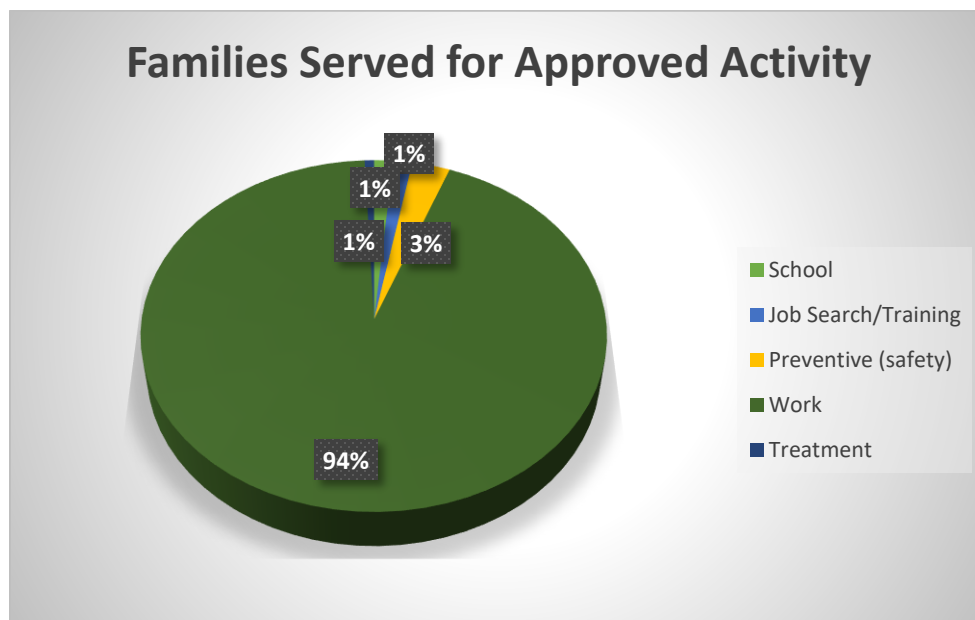
The graph below reflects the 221 children that were received child care from a variety of child care programs in 2017:



There has been an increase in Spanish speaking families, now that there is a full time staff that is fluent in Spanish. When requested, staff go to community areas to assist families with completing the cumbersome application.

A strong partnership has been developed with the Child Care Connections program. The programs partner during community outreach events and offer resources to families on child care financial assistance, searching for quality child care programs, and parenting education.

In 2017, \$829,538.33 was distributed to families residing in Columbia County to make payment to their child care program, while they were engaged in the activities below:



RECENT DEVELOPMENTS:

On November 19, 2014, the Child Care and Development Block Grant (CCDBG) Act of 2014 was signed into law. The law reauthorizes the Child Care and Development Fund (CCDF) for the first time in 18 years and makes expansive changes designed to: protect the health and safety of children in child care; promote continuity of access to subsidy for low-income families; better inform parents and the general public about the child care choices available to them; and improve the overall quality of early learning and afterschool programs. When the CCDBG Act of 2014 is fully implemented, it will change the way business is conducted. Some of the Child Care Subsidy specific action steps will include, but are not limited to:

- Disseminate information on child care services and other assistance programs to qualified families;
- Provide families applying for child care assistance with information about developmental screenings that can identify any delays or disabilities.
- Provide a provider-specific consumer education statement that includes a summary of the state's health and safety and licensing policies;
- Establish minimum twelve month eligibility periods (not yet implemented);

- Allow states to end assistance prior to the end of the eligibility period only in limited circumstances;
- Establish a graduated phase-out of subsidies for families (not yet implemented);
- Require states to offer a minimum of three months of continued assistance if a family suffers a non-temporary job loss or stops participating in training or education (not yet implemented);
- Require states to take the cost of providing quality child care into account when setting provider subsidy payment rates;
- Allow the public to participate in the state's decision-making process around the setting of reimbursement rates;
- Provide for affordable co-payments that are not a barrier to families' ability to access quality care;
- Prioritize populations with high-concentrations of poverty & unemployment.

These changes are important to the program and families served because:

- Families are better informed about types of child care and quality programming, as well as offering other community resources families may need;
- Families are better informed about developmentally appropriate milestones for their children and can make informed decisions about their child's developmental needs;
- Families will be able to make a better informed decision on the type of child care program suitable for their child;
- Families will be able to continue with the families current child care arrangement for at least one year, which is beneficial to the child to have continuity of care;
- Families will not lose their child care arrangements unless specific limited reasons exist;
- Families will be able to continue to afford child care as the fees will increase on a limited basis for three years, to allow the families to phase out of the need for child care assistance;
- Families will not lose their child care arrangements due to an unforeseen loss of employment or discontinued education/training program, which is beneficial to the child to have continuity of care;
- Families will be given better quality programs to choose for their child;
- Programs will be able to charge a fair rate for the care that is being given;
- Families will be able to afford the family share, which is beneficial to the child to have continuity of care;
- Families will be served in accordance with highest need.

COMMUNITY SERVICES

KINGSTON CARES

PO Box 3516

Kingston, NY 12402

[\(845\) 331-1110](tel:(845)331-1110)

Site: Everette Hodge Community Center
15-21 Franklin St.
Kingston, N.Y. 12401

Staff: 2 part-time

Program Supervisor: Michael Berg

PRIMARY FUNCTIONS: Kingston Cares is a program Family established to work with all segments of the community to help address the issues of poverty, prevent and reduce substance abuse, and improve the quality of life for youth and families in the City of Kingston and Kingston City School District. The program works with youth and their families to respond to critical concerns such as food insecurity and homelessness. While we respond to such short term immediate needs, the primary focus of the program is to build an environment in which young people gain skills, build confidence, share positive social experiences and create a vision for their futures. This work is accomplished by program staff who work with the Kingston Parks and Recreation Department to supervise after school and summer activities at the Everette Hodge Community Center in Midtown Kingston and the Rondout Neighborhood Center in Downtown Kingston and to provide quality and nutritious after school and summer meals.

ANCILLARY SERVICES: The program is committed to building opportunities for community members to work together to make Kingston a healthier community, one which promotes and acknowledges positive behaviors and decision-making among youth. The program also collects data and maintains statistics to analyze the success of program initiatives and identify significant new community trends.

DEMOGRAPHY OF CLIENTS: Children, adolescents and families residing in the City of Kingston.

2017 ACCOMPLISHMENTS:

- Assisted in the management and supervision of a free drop in after school program at the Everette Hodge Community Center, with a total of **174** youth served throughout the year
- Prepared and served **3,140** snacks and **3,522** suppers to youth at the Everette Hodge Community Center and Rondout Neighborhood Center
- Served **5,175** breakfasts and **3,772** lunches, for a total of **8,947** meals, to over **350** children at **5** community sites through the Summer Food Service Program
- Organized the 12th Annual Midtown Make a Difference Day, an event dedicated to

connecting residents with local resources and opportunities and to celebrating the Midtown Kingston community. In 2017, over **35** agencies and **500** neighbors participated in the event.

- Established a weekend backpack program with the support of the Food Deacons, facilitating the distribution of 30 bags of food every Friday to youth in need of food over the weekends

RECENT DEVELOPMENTS

In spring 2017, the program established a popular “Walking School Bus,” which facilitates a supervised walk from George Washington Elementary School to the Hodge Center every afternoon. This new initiative has enabled greater numbers of children to participate in programming, many of whom did not have reliable transportation or a safe method to get to the program previously.

In fall 2017, program staff assisted the Kingston City School District to launch an “Attendance Matters” campaign, highlighting the connection between school attendance, academic success, and health and well-being. In addition to a [popular video created](#), the initiative includes the placement of attendance mentors at both the Hodge and Rondout Centers to assist youth struggling with attendance and truancy issues to access additional support services as necessary.

The program hired a CACFP Coordinator in late 2017, whose responsibilities include collaborating with the Case Manager/Chef to create CACFP-compliant menus, purchasing all food, assisting in the preparation and serving of meals to youth, and reporting all required data to program leadership and CACFP. This position has assisted the program in meeting the high standards of CACFP and offering good quality and nutritious meals to hundreds of children and adolescents.

FOOD SECURITY

Farm to Food Pantry Collaborative
39 John St.
Kingston, NY 12401
(845) 331-7080 x157

Staff: 4 part-time

Program Director: Elizabeth McLendon

Program Hours: Monday-Friday, 8:00am-4:00pm

PRIMARY FUNCTIONS: In collaboration with the Rondout Valley Growers Association, Ulster Corps and the Bruderhof Community, the program addresses food insecurity by engaging local farmers to donate locally grown produce and training volunteers to glean, process and distribute nutritious food to the network of food pantries, feeding programs and shelters in Ulster and surrounding counties.

ANCILLARY SERVICES: The collaborative increases the nutritious food available to local food pantries throughout the County; expands the availability of nutritious meals for children during the summer; increases the capacity for storage and distribution, both centrally and for individual pantries; decreases the amount of food discarded or wasted; develops new relationships which make additional food available; distributes food through the Feeding America program; informs the community of the availability of food resources by maintaining a current map of food pantries throughout the county in English and Spanish; and improves communication and coordination between countywide and local providers.

2017 ACCOMPLISHMENTS:

The collaborative has been working to reduce, and ultimately eliminate, food insecurity in Ulster County. Starting in 2009, the group has gleaned, collected and distributed over 471,000 pounds of fresh fruits and vegetables to soup kitchens and food pantries in the county. In 2016, the collaborative distributed 68,000 pounds of fresh produce donated by 17 different farms to 30 different food pantries and feeding programs throughout the county. In 2017, the collaborative collected over 81,000 lbs of produce donated by 25 local farms and distributed it to 34 food pantries, shelters, schools and soup kitchens in the Hudson Valley. In 2016, the collaborative also processed 2,000 quarts of produce into items such as tomato sauce, soup, apple sauce, and pumpkin pie, which were distributed throughout the winter months to the network of pantries and feeding programs. In 2017, the collaborative processed another 3,400 quarts of produce for winter distribution, and made another 150 pumpkin and blueberry pies.

A central component of the program is the recruiting, training and coordinating volunteers. The remarkable generosity of our local farmers and the strong support we have received from

volunteers leads us to believe that collectively we can be successful in addressing food insecurity in our community.

In 2015, the collaborative started an initiative to create five food hubs, which would each include expanded freezer and cooler capacity to improve food storage and significantly decrease waste. The hubs are being located in key locations throughout the county, each supporting four to five food pantries from their surrounding communities. These hubs will not only decrease waste and improve food quality, but will significantly lower transportation costs and thereby operating costs for the local pantries. To date, the collaborative has completed hubs in Kingston, Ellenville and Rosendale and has almost completed the hub in New Paltz. A fifth hub is also planned for Woodstock to serve the Saugerties to Shandaken area and the collaborative has gained a walk-in cooler at Family's office in Woodstock.

In addition to the collaborative's efforts described above, the agencies supporting the collaborative also provided assistance and volunteers to help Family achieve other significant food security goals, including:

- Under the direction of Family of Ellenville, the agency received and distributed **93,113** pounds of food from the Walmart facility in Kerhonkson as part of the Feeding America program to food pantries, soup kitchens, churches and shelters throughout the county. (For more information, see the Family of Ellenville section of this Overview.)
- The agency, through its Kingston Cares program, sponsored the NYS Education Department's Summer Food Service Program, which provided breakfast and lunches to children served in local youth serving agencies' programming. In summer 2016, the program served 3,455 breakfasts and 3,401 lunches to over 250 children. In summer 2017, the program served 5,175 breakfasts and 3,772 lunches, for a total of 8,947 meals to over 350 children. In addition, in an effort to address hunger issues among Kingston youth during the school year, the agency expanded its sponsorship of the Child and Adult Care Food Program (CACFP) by adding the Rondout Neighborhood Center to the food program already being provided at the Hodge Center and by shifting from serving an after school snack to a full dinner. In 2017, the after school programs served 3,140 snacks and 3,522 suppers.
- Finally, since 1975, the agency's walk-in centers have addressed the needs of their local communities by sponsoring substantial food pantries. Each pantry is available all of the time that the facility is open to the community. In addition to these pantries, Family's domestic violence and family shelters maintain food pantries to serve their current and former residents. In 2017, the pantries collectively distributed 119,187 meals to 14,439 individuals.

RECENT DEVELOPMENTS

In 2016, the program was awarded a Volunteer Generation Fund grant from the NYS Office of Children and Family Services to expand the number and use of volunteers to address the food insecurity issues in both Ulster and Greene counties. As a result, the program has been expanding its food security efforts into Greene County in 2017. Also in 2017, the agency also

received a 5 year HPNAP Grant as part of a regional collaborative led by Cornell Cooperative Extension of Orange County to support gleaning efforts throughout the Hudson Valley region. This collaboration has led to a sharing of resources between Orange, Ulster and Dutchess County food serving agencies.

ADMINISTRATION

FACILITIES MANAGEMENT

PO Box 3516
39 John St
Kingston, NY 12402
845.331.7080

Staff: 2 full-time

Program Director: Thomas Bell
Maintenance Manager: Anastacia Franklin

Service Locations: All Family facilities

Program Hours: 8:00am to 4:00 pm, Monday through Friday, on call at other times

PRIMARY FUNCTIONS: Maintain all Agency buildings and vehicles. Inspect and maintain all long-term apartments rented by the Agency. Respond to break downs in equipment throughout the Agency.

ANCILLARY SERVICES: Assist with distribution of donated foods. Pick up and distribute donated furniture and merchandise. Assist with set up and break down of Agency fundraising events. Staff facilitate the donation and sale of donated automobiles.

2017 ACCOMPLISHMENTS:

In addition to maintaining the Agency's **15** buildings and offices and **10** vehicles, the program inspected and made repairs to **69** apartments rented by the Agency. In addition, major projects that were completed in 2017 include the renovation of the garage connected MidWay II, the installation of a food hub in Ellenville, and work on the New Paltz and Woodstock food hubs.

RECENT DEVELOPMENTS:

Projects that are scheduled for completion in 2018 include: the painting of Darmstadt and MidWay II; completion of renovations to the agency's apartments at the corner of Green and Pearl and at Brewster St.; replacement of the staff bathroom floor and shower stall at Family House; and the sale of 444 Hasbrouck in Kingston and 14 Church St. in Ellenville.

INFORMATION TECHNOLOGY

PO Box 3516

166 Albany Avenue

Kingston, NY 12402

845.331.7080

Staff: 1 part-time and 1 consultant

Consultant: Adam Fischzang

Systems Administrator: Michael Dell

Service Locations: All Family facilities

Program Hours: 8:00am to 4:00 pm, Monday through Friday, on call at other times

PRIMARY FUNCTIONS: Maintain and support of all agency networks and informational systems; manage all aspects of information technology for the agency under the direction of the Executive Director; maintain and support all data systems, computers, networks, and information and communication systems for the entire agency; support 288 users, 175 computers, laptops, and tablets, 7 servers and 13 locations with unique networks and firewalls; maintain Virtual Private Network and Remote Desktop Services for staff to access internal resources from remote office locations; develop the agency technology budget for hardware and software purchases for all programs; maintain secure network environment for windows servers which host agency data and applications (Financial, Bookkeeping, Record keeping and SQL databases); provide first level support for all individual program site phone systems; and oversee and audit agency wide telecommunications, data usage and billing charges.

ANCILLARY SERVICES: Backup all necessary data from remote sites monthly and store on main server; provide technology training materials for agency staff as needed; maintain hardware inventory tracking system for all computer and technology assets; maintain domain name registrations for Family of Woodstock's multiple internet domains; purchase hardware and software for all agency programs; administer and implement Google Apps for email and groupware; manage mobile devices, tablets and smartphones and provide staff training, as needed; and configure and support all network, hardware and services at main admin offices on John Street and Albany Avenue in Kingston.

2017 ACCOMPLISHMENTS:

- Responded to more than 500 unique Tech Support requests.
- Completed Terminal server upgrade at 39 John Street.
- Deployed new Terminal server at 166 Albany Ave.
- Developed shared calendar for FOW Contracts, Software and Services expiration.
- Documented all remote site network configurations.
- Corrected and resolved phone line alarm system conflicts at all FOW sites.

- Upgraded internet circuits at several sites to achieve higher bandwidth level for lower cost in order to reduce spending and improve quality of internet services.
- Addressed ongoing issues between John Street and Albany Avenue phone system connection.
- Developed and deployed mobile workstations for Children's Health Home program.
- Implemented Speech to Text functionality to assist with data entry for staff.
- Analyzed and audited network security to achieve PCI compliance standards for credit card payments and information handling.
- Transferred Washbournehouse.com domain to Family ownership and migrated site data to www.familyofwoodstockinc.org/domestic-violence-services/washbourne-house/
- Worked with Rest Assured Alarm Co. to resolve any phone line and alarm system conflicts at Family Inn, Darmstadt Shelter and Washbourne House.
- Transferred Ccconnectionsny.org domain to Family ownership and migrated site data to www.familyofwoodstockinc.org/child-care-services/child-care-connections/

Major Projects Proposed for 2018

- Develop an online call reporting system for Hotline/Walk in centers.
- Clean Donor Quest database by removing all errors and duplicated records.
- Develop strategy and optimization for Donor Quest usage to accommodate multiple yearly mailings and solicitations in an effort to save time and money. Establish codes and groupings for different sorting and reporting requirements. Establish a set standard for new data entry. Train staff to use new entry standards so that data remains accurate and usable.
- Work with staff to optimize how files are named and located within the data network tree and establish where and how programmatic data is stored on agency servers.
- Automate backup procedure for remote site peer servers.
- Upgrade to hosted PBX for Family of Woodstock Hotline designed with a redundant analog system for backup.
- Set up donated Polycom Soundstation conference speakerphone at John street 2nd floor conference room for better audio quality during group conference calls.
- Develop FOW technology training manuals for individual programs and staff members.
- Develop ongoing documentation for all agency data services and configurations.
- Work to establish coordinated coverage for Family's textmeback.org crisis text line from Family of Woodstock, Family of Ellenville and Family of New Paltz hotlines.
- Establish a TeamViewer account for remote support and inventory and administration purposes.
- Develop a BYOD policy (Bring Your Own Device) for FOW staff in order to protect agency and staff privacy from data breaches.
- Upgrade Sonicwall firewall for 6 different remote program locations.
- Investigate sources for Technology donations to accommodate needed hardware upgrades at all FOW offices.

AGENCY ADMINISTRATION**Family of Woodstock, Inc.****PO Box 3516****Kingston, NY 12402****(845) 331-7080****Staff:** 18 full-time, 4 part-time**Chief Financial Officer:** Donna Dell**Team Leader of Finance:** Melanie Koskie**Program Directors:** Sherry Orlando and Roxanne McCarthy**Program Hours:** Monday-Friday 7:00am - 5:00pm

FUNCTIONS: Overall Agency Supervision; Accounts Payable; Accounts Receivable; Personnel and Payroll; Vouchering; Auditing; Reception; Agency Mailing List; Agency Assets; Budgeting; Funding Reports; Statistics; Grant Writing and Maintenance; Property Records; HUD rental apartments; Special Funds; Computers, Software and Internet; Technology Support; Standards of Payments; Agency Archives; and all other Agency Records.

2017 BUDGET:

| | |
|---------------------------------|--------------|
| Projected Revenues: | \$10,287,338 |
| Number of Contracts Maintained: | 73 |
| Number of Employee- Full time: | 118 |
| -Part time: | 26 |
| Volunteers: | 150 |

REVENUE BY PERCENTAGE OF FUNDING SOURCE

| | |
|--------------------------------|-------|
| State/Federal | 63.8% |
| Ulster County | 15.8% |
| Local Government | 1.4% |
| Contributions/Fundraising/Fees | 14.9% |
| Foundations | 3.3% |
| Other Counties | 0.8% |

2017 In-Kind Donations to Agency \$1,568,301

Personnel: \$606,754 / Donated Items: \$961,548

DISCRETE CONTRIBUTORS IN 2017

| | |
|-------------------------------------|-------|
| Individuals | 2,780 |
| Business/Organizations/Corporations | 767 |
| Faith Community | 22 |
| Foundations | 24 |
| Estates/Trusts | 3 |

AGENCY LEADERSHIP

| | |
|--------------------------------------|----------------------------|
| Executive Director: | Michael Berg |
| Deputy Director: | Jess Davis |
| Chief Financial Officer: | Donna Dell |
| Team Leader for Finance: | Melanie Koskie |
| Team Leader for Human Resources: | Carroll Sisco |
| Team Leader for Training: | Tamara Cooper |
| Team Leader for Children's Services: | Kerry Wolfeil |
| Team Leader for Adolescent Services: | Kelly Warringer |
| Team Leader for Adult Services: | Salvador Altamirano-Segura |

Board of Directors

Family of Woodstock, Inc. is supervised by a volunteer Board of Directors made up in 2017 of twenty one individuals as follows:

Executive Committee

Carl Chipman, President
Jana Letus, 1st Vice President
Hayes Clement, 2nd Vice President
Azra Farrell, Treasurer
Carol Ricken, Secretary I
Kristen Uhl, Secretary II
Joan Eck, At-Large
Merle Borenstein, At-Large

Remaining Board Members (2017)

Nathan Brenowitz
Paul Brown
David Clegg, Esq.
Bob Cohen
Rob Conlon
Nadine Fescue Ferraro
Diane Herrick-Kvistad
Linda Landy
Priscilla B. Lowe
Kim Mapes
Steven Niemis
Donna Rosenberg
Abe Uchitelle