

Programmatic Overview

2020

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 2019.

*An Agency
summary*

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PREFACE

The following document is an overview of the accomplishments of Family of Woodstock, Inc.'s programs in 2019. 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 to a total of ten. This expansion has included not only increasing the number of Team Leaders focused on the services provided by the agency, but also on such areas as training, human resources, grants management and communication, and facilities management. 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 over 20 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 also working to achieve financial stability, examining new potential funding sources and shifting a portion of the agency's focus from government contracts 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 21-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 older 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 agency provides 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 and at our domestic violence and Family Inn shelters; a meal program serving youth, families and other at-risk populations created at the Everette Hodge Community Center; and distribution of donated produce and food from local farmers to the county's food pantries and feeding programs. The agency continues to partner with the Farm to Food Pantry Collaborative, 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: advocates at the Ulster County Family Court and Ulster County Department of Social Services; 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 practices 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 Health Home and Family Peer Support 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 / 12 part-time / 80 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. A new addition to this is our expanded supportive case management. We have begun a collaboration with RCAL in which a case manager comes to our program once a month to assist clients with applying for benefits in a setting where they feel safe and is more easily accessible for those who are unable to access transportation. 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, Family Services of the Hudson Valley, Rockland Children's Psychiatric Services, the

Institute for Family Health and the Ulster County Health Home. The program operates the answering service for several AA districts.

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 of all gender identities.

2019 ACCOMPLISHMENTS:

90,805 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.

2,743 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.

383 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.

300 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.

375 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.

700 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 their rights and responsibilities as tenants.

2,000 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.

2,200 survivors of domestic violence and perpetrators have sought assistance and have begun to deal with these issues by contacting FOW.

88 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 ongoing basis to **124** people last year. The program also sponsors a Holistic Health Clinic 4 times a year.

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. Program leadership has been meeting with the town supervisor of Woodstock to partner with the town to address the needs of the increasing homeless population and the lack of affordable housing in Woodstock.

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 has partnered with Health Alliance of the Hudson Valley to deliver Youth Mental Health First Aid throughout Ulster and Delaware Counties. A 3 year grant will pay for 2 trainings a month and allow many groups to access this important training.

Integrate Ulster, a new county wide initiative addressing an improved method of working with individuals and families with complex needs in a welcoming, empathetic way emphasizing resilience and recovery, is another recent development. Family joins many other county agencies and organizations in implementing this initiative.

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 Team Leader Salvador Altamirano-Segura.

Due to the increasing food insecurity in the county, we have seen a large increase in meals served to consumers of our services who might otherwise not have access to a warm nutritious meal. To this end, Family has recently installed a walk in cooler to store food to supplement the food pantries in the western end of the county. Produce and donated dairy products can be shared with other pantries as a result of this addition.

A continuing addition to our annual Thanksgiving dinner is the use of a local business, Zero to Go. With their help, we have reduced our carbon footprint, generating only 2 bags of garbage while feeding over 500 people. With the help of the community in collecting a thousand sets of silverware, we have further reduced our footprint.

FAMILY OF NEW PALTZ (FONP)

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

Staff: 2 full-time / 16 Hotline volunteers / 30 Event Volunteers

Team Leader: Salvador Altamirano-Segura

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, genders, income levels, and abilities. 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.

2019 ACCOMPLISHMENTS:

26,929 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.

72 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.

461 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.

515 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.

715 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.

786 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 their rights and responsibilities as tenants.

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

5,639 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.

21 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.

The FONP Computer Skills and Internet Job Search program continues to help 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 of all ages 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 which is focused on helping participants improve their “digital literacy”. 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. The program provided digital training to **8** new participants in 2019.

In addition to the Hotline/Walk-in Services described above, the program houses staff from the Adolescent Services, Adult Case Management and Domestic Violence programs. The site also sponsors a number of groups open to the public, including: weekly AA and NA meetings; weekly Co-Dependency meetings; weekly AL-Anon meetings; weekly Mental Health Wellness meetings; Refuge Recovery meetings; Book Club meetings; as well as Teen Circles, STSJP meetings and an Eating Disorder group. MISN is also available by appointment to assist clients with applying for Health Insurance.

RECENT DEVELOPMENTS:

Family of New Paltz has expanded its community services by collaborating with local businesses and organizations to establish programs to assist in meeting our client needs. Examples include: 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 businesses donate 10lbs of protein each month to FONP; the New Paltz Elks Lodge which assists us in fundraising and food drives; and Community Compost in New Paltz to reduce food waste. As a result of the changes in the delivery of mental health and health care services within the greater New Paltz area, 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.

The 420 program is working to expand its food program in a number of ways, including the following:

- Collaborating with St. Joseph's Church & ShopRite management to establish an "Expiring Food Program" in which FONP will accept sell by date of frozen items for our Food Pantry program
- Expanding our "Food Recovery" program with Mohonk Mountain House to reduce food waste
- Re-establishing a partnership with the SUNY New Paltz Food Pantry to distribute food to those students in need
- Continuing to strengthen existing collaborations with local organizations, such as ShopRite, Topps, Bimbo Bakeries, Phillies Bridge Farm Justice Program and Food Not Bombs to expand available food to distribute

Other areas that the program is focusing on include: collaborating with SUNY New Paltz interns to increase the program's social media presence; expanding the Bridging the Digital Divide program which loans laptops/iPads for students in need of computers for schoolwork; establishing a tutoring program with local school districts; increasing community outreach, and increasing the number of volunteers at Family of New Paltz.

FAMILY OF ELLENVILLE (FOE)

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

Staff: 2 full-time paid / 12 weekly volunteers, 6 ad hoc volunteers

Team Leader: Salvador Altamirano-Segura

Program Director: Vivian Roman

Assistant Director: Domnic Pidone

Program Hours: 9:00 a.m. to 4:30 p.m. Monday, Tuesday, Thursday, Friday
10:00 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 computers and internet; employment and rental listings; and use of meeting space for community groups and other agencies' programming. Seasonal programs include holiday meals and toy drives, 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. A substantial number of school aged children are served 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.

2019 ACCOMPLISHMENTS:

21,905 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.

240 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.

95 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.

258 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.

270 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 their rights and responsibilities as tenants.

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

7,769 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.

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

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

56 individuals addressed outstanding legal issues.

84 individuals continued or addressed issues concerning their education.

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

Family of Ellenville sponsors the following weekly groups in the community room, which are open to the public: three Narcotics Anonymous groups; a 12 step Recovery Assurance group; a batterers group (Evolve); and a knitting and crocheting group for males and females. Family's Supervised Visitation Program provides supervision for children and their non-custodial parent. 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 each other's staff and programs.

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. The program's Domestic Violence Counselor, Health Home Case Manager 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.

RECENT DEVELOPMENTS

As an ongoing effort to educate and assist our community with various challenges with the local Opioid Epidemic, FOE has partnered with Ellenville Regional Hospital to provide Narcan Training and education the 4th Monday of every month.

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.

Institute for Family Health Wawarsing Wellness obesity children screenings are planned for school holidays to increase chances of finding families in need of our services.

Hudson Valley Legal Services is here One Tuesday per month to address the legal needs of our clients. They take 3 appointments of about an hour each.

Ellenville Headstart also conducts their Parenting group here at FOE 2 times a month.

FOE is also hosting several Job Fairs in the month of February 2020.

Since 2017, staff and volunteers from FOE receive salvaged and donated goods from the Napanoch Walmart twice a week. The volume of donations is substantial. In 2019, FOE transported, weighed, stocked and distributed **73,300** pounds of groceries. Family of Ellenville arranges that some of the food 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.

FOE continues to provide outreach and care coordination to Ellenville area patients of the Health Home program. While most of these patients are allocated to the Institute for Family Health for care coordination, they are very often referred to FOE for services that fall into the category of social determinants of health, which services would normally be provided by the Care Coordinating Agency.

Family of Ellenville relies heavily on the help of volunteers. The program accommodates individuals that require or want community service (CS) hours. During 2019, the program

assisted court mandated individuals with their CS requirements, high school students who as a requirement of their graduation need CS hours, 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: 8 individuals fulfilling court mandated community service; 1 college student in field placement semesters; 1 undergraduate student; and 2 high school students performing educational community service. A local craft group provided the volunteer team that grew and cared for the community garden.

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 they became very familiar with FOE services and programs.

FOE participates in publicity, community events, and fundraising events throughout the year, including health fairs, street/park and farm fairs, and Ellenville Schools' open house events. FOE hosts 1 large penny social event yearly which provide outreach and entertainment for low and middle income residents. FOE partnered with the Ellenville Police Department for their annual toy drive which provided over 300 children with gifts.

FOE is an informal meeting place for socializing. The program provides snacks and coffee and computer access, as well as books, magazines, and coupons. Occasionally it offer stews or soups in crock pots, and at times receives leftover cooked food to share from Shiloh Baptist Soup Kitchen (to whom we frequently deliver Feeding America donations) or other events. There are generally 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 in the building, and 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 / 5 part-time

Program Director: Karen Storch

Assistant Program Director: Jessica LaFera

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; 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; transportation; referrals and advocacy to access medical and mental health treatment; food pantry for residents as part of aftercare.

DEMOGRAPHY OF CLIENTS: Domestic violence survivors and their children.

2019 ACCOMPLISHMENTS: The program provided safe shelter and services to **46** women and **51** children, for **4,687** nights in **2019**. The average length of stay was **65** nights and the program had a **76%** occupancy rate. The residents addressed the following issues with the assistance of program staff:

- **40** women were assisted to access or advocate for entitlements including Public Assistance, SSI, SSD, and Child Support.
- **7** women were employed while residing at the Shelter.
- **40** residents participated in residential groups - including house meetings, support groups, and domestic violence education groups.
- **40** women received individual counseling.
- **38** women and **23** of the children were referred for medical services with the assistance of program staff.
- **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 choose not to attend the groups (because of their work schedule, language barriers, or a common anxiety around group work) were provided one on one support and individual counseling. Groups continue to be an encouraged, but as an optional part of shelter life.

Residential Adult's Program: The Washbourne House remains committed to providing trauma informed care to all of our residents. Trauma informed care is a framework for care that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma informed care emphasizes physical, psychological, and emotional safety for both clients and workers, and helps clients rebuild or develop a sense of control and empowerment.

Our goal is for our clients to develop healthy relationships with both women and men and for them to experience both female and male staff as safe and trustworthy. Over the past few years, the program has added male staff. As we move towards serving an increasingly diverse population of survivors, it will continue to be important to move away from gender stereotypes. This change has given all of us an opportunity to continue to explore our beliefs about gender, safety, and inclusivity.

Residential Children's Program: The children's component provides a safe and therapeutic environment in which children are encouraged to play and engage in fun activities. Children are given a safe space to express and discuss their feelings concerning the violence that they have experienced. In an effort to be trauma informed, the Children's Program has changed from working on individual relationships with kids to trying to encourage and support parents in strengthening their own relationships with their children. Staff are asked to exercise caution around inserting themselves between parents and children, and are instead asked to support parents in having healthy and loving relationships with their children.

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

- Enhance children's self-esteem.
- Assist children in identifying and labeling their feelings.
- Assist children in learning 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 help parents advocate to insure that their child (children) receive 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:

- Welcome packets for each child which include a stuffed animal, books, and a toy
- Assistance with homework, providing all school supplies needed, and providing tutors as necessary
- Birthday and holiday parties.

The program uses an evaluation instrument which assists staff in assessing the impact of the violence on the child through observations of the children's behavior, interactions with others and developmental stages. Referrals to outside agencies are made when indicated by the staff evaluation, observations, or when requested by parents. Staff provides a safe and healthy

environment by modeling patience, and non-judgmental attitudes in addressing the needs of the children.

Residential Parenting Program: This year, the staff has continued to work 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 follow the lead 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. This year the staff began to utilize the concepts outlined in the book 1-2-3 Magic, a technique that supports non-violent discipline. All staff have been trained in this approach and work with parents at the shelter to gain these skills.

RECENT DEVELOPMENTS

2019 found us continuing to deal with clients that had multiple needs. While exposure to domestic violence continues to be the defining characteristic of our residents, we also now are serving an increasing number of clients who are struggling with addiction and mental health related challenges. These challenges, which frequently occur as a result of the trauma of domestic violence, complicate the work and add to the emotional energy that is required to create a safe and healthy community. We have found our occupancy numbers impacted by complications related to substance abuse and communal living. Namely, we have moved away from housing any single clients with families. This decision was made in response to a series of clients who were actively engaged in substance abuse (that did not report this accurately during their screen) and then were determined to be unsafe to house with children. The Washbourne House remains committed to the safety and health of our clients as our number one priority.

2019 provided rich opportunities for learning about our ability to respond to individuals who were in crisis. We recommitted ourselves to thoughtful practice around the emotional and physical safety of the shelter. We recognize that we were able to act swiftly in situations that threatened to disrupt our sense of safety and security. Balancing the needs of the community (both clients and staff) against the needs of each individual client continues to be the hardest part of our work and likely the most important too. Strengthening the bonds between our residents, our staff, and each to each other is no doubt the most difficult and most rewarding part of this work. We remain hopeful about the healing benefits of these connections and hope that the coming year provides more opportunities for us to create healthy and clear relationships with our clients and each other.

NON-RESIDENTIAL DOMESTIC VIOLENCE SERVICES

PO Box 3516

Kingston, NY 12402

(845) 331-7080 x128

Staff: 5 full-time

Team Leader: Salvador Altamirano-Segura

Program Director: Emily Trotter-Bodie

Staff: Maria Guldan, Lyuba Yoors, Lindy Pagliaroni, Hannah Polk,

Program Hours: 9:00am to 5:00pm Monday through Friday; some support groups held in the evening. Crisis counseling and information and referral are also available 24 hours a day through the Family Hotline.

PRIMARY FUNCTIONS: Crisis Counseling and Case Management for survivors of domestic violence who are not seeking residential services and/or are ex-residents; two weekly support groups in Kingston which include a children's group, one in English and one in Spanish; individual one on one sessions or bilingual support groups in Ellenville and New Paltz, depending on the number of participants available; advocacy for survivors seeking Orders of Protection, temporary custody, and modification of orders from the Family Court; advocacy and translation services 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, area courts, and Family of Woodstock's Homeless Shelters; rapid rehousing for survivors of domestic violence and case management services for participating families; and coordination of the Ulster County Domestic Violence Coordinated Entry System.

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 events for former residents and those currently participating in non-residential programming.

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

2019 ACCOMPLISHMENTS:

25 adults gained support and learned that they were not alone in dealing with domestic violence issues 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; **20** adults (**15** individually and **5** in group format) were referred by CPS, area courts, or Family of Woodstock's homeless shelters to participate in domestic violence education sessions; **139** adults, some of whom also participated in groups, received one-on-one crisis counseling and/or case management; **5** families, with **5** adults and **7** children, were housed through our Rapid Rehousing for Domestic Violence Survivors housing grant; **22** people sought assistance from our bilingual counselor / case

managers with translation assistance; **43** people utilized the services from the program's Department of Social Services Advocate to better navigate the process of seeking assistance; and **299** people took a positive step towards protecting themselves and their children by seeking assistance from the program's Family Court Domestic Violence Advocate, resulting in **132** Stay Away Orders of Protection and **112** No Harass Orders of Protection being issued.

The program provided various community education presentations and speaking engagements on topics related to domestic violence and teen dating violence and healthy relationships. In 2019 the program expanded its outreach to several schools enabling staff to work with students in both middle and high school on this important topic.

Non-residential Children's Program

The Non-Residential Program provides two weekly groups that serve both adults and their children simultaneously, one for English speakers and one for Spanish speakers. 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 2019, **20** children attended group. 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 2019, the Children's Program provided new school supplies and backpacks to **45** children in our program. Our annual Holiday Gift Drive provided gifts for **89** children who had themselves or their parents had been helped by our program throughout the year.

RECENT DEVELOPMENTS:

Overall, there was a significant increase in the number of individuals utilizing Family's Non-Residential Domestic Violence Services.

The program is partnering with Workers Justice Center of NY (WJCNY) on an Office on Violence Against Women (OVW) Rural Services Grant this year, which began in October of 2019. This new funding to our program will enable our case managers to focus additional efforts to providing services to clients residing in rural designated areas of Ulster County, with a particular focus on the migrant population. Our co-located services at both the Department of Social Services and Family Court continue to strengthen our partnerships with those departments and increase the quality of services to survivors in those locations. The program's leadership restructured our staff meeting and case conference schedule this year to increase team communication and planning. Training, as always, will remain a focus for the New Year, with most training being done for the full DV team both non res and residential together to create cohesive service delivery for all survivors.

The Program Director continued participating in NYS Coalition Against Domestic Violence

(NYSCADV), which supports efforts to create inclusive programming which implements trauma informed practices. As projected, NYS began to make fundamental changes this year in domestic violence service delivery policy and procedures in order to fulfill federal compliance regulations. Program participation with NYSCADV enables our voice to be effectively part of the service provider community of the state. Locally, program leadership are active members of the Ulster County Interagency Council on Domestic Violence, which meets monthly.

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, the NYS Division of Parole, and local police agencies.

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 ones 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.

2019 ACCOMPLISHMENTS

One hundred thirty-one men and 19 women were provided initial intakes from January 2019 through December 2019. All were questioned about the need to participate in additional mental health and/or substance abuse services if they had not already been mandated to do so by the referring agency.

In total, **201** individuals participated in long-term groups from January 2019 through December 2019. **Fifty-eight men and 7 women** successfully completed the program. **Thirty-four men and 6 women** were terminated for lack of attendance, mostly due to excessive absences or incarceration. One of the terminations was because the participant died. **Thirteen men and 1 woman** were contacted to start the program but did not show. **Seventeen men and 4 women** did not complete the 4-week orientation period. **Sixty-five men and 9 women** continued to participate in long-term groups at the end of December 2019. Over the course of the year, **5 men** completed Evolve but continued to attend groups voluntarily.

RECENT DEVELOPMENTS

Evolve staff have been reviewing some of our policies in an effort to assure uniformity. To that end, we have implemented a new policy concerning whether we allow participants to resume or restart the program if they have not attended group for an extended period of time.

The new policy is as follows: If the participant can produce official documentation which covers the period of absence, we will allow them to resume as long as it is within 8 months from the last date of attendance. (The course of the Evolve program is 8 months). The absence would have to be serious in nature (i.e. medical reason or incarceration). If the participant cannot produce documentation that would excuse their absences, if they were out of the program over 8 months, or if the absence was due to a new Domestic Violence charge, they must start over.

In May 2019 the Evolve program director and one facilitator attended the Intimate Partner Violence Initiative's (IPVI) first "call in". Of the 5 IPVI offenders present, **one male and one female** were current or former Evolve participants in 2019.

Over the course of 2019, people on the IPVI offender list were either directly referred to Evolve by the courts, probation or their agents or they were in Evolve prior to the IPVI roll-out. In total, **36 men and 6 women** from that list enrolled in Evolve in 2019. **Fourteen men and 1 woman** completed the program, **10 men and 3 women** were terminated and **12 men and 2 women** are currently still attending.

Finally, we are keenly aware that, as a result of our changing social structures, our program must also evolve. We understand that people have the right to make choices about their gender and how they identify. Therefore, we have addressed the issue of gender identity this year in relation to our group settings. In order to make the best group placement for any individual seeking our services, a questionnaire has been developed which can be filled out voluntarily by any potential client. After review of the information entered on the questionnaire and a conversation between the client and the Program Director, the best possible group placement for the individual will be made. While we can honor the individual's group preference, we cannot ensure the individual's level of comfort in the group.

HOMELESS SERVICES FOR ADULTS AND FAMILIES

DARMSTADT SHELTER

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

Staff:	10 full-time, 2 part time
Team Leader:	Victoria Read
Program Director:	Liz Bahr
Assistant Program Directors/Services:	John Alexander, Christina Basden
Assistant Program Director/Facilities:	Sal Dispensa
Program Hours:	24-Hour Access

PRIMARY FUNCTIONS: Emergency shelter for up to **21** homeless 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. The Shelter has worked closely for years with Detox Facilities and Rehabs, and more recently in response to the opioid crisis has worked with doctors who prescribe Suboxone. Staff of Darmstadt are trained in use and distribution of Nalaxone (Narcan).

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.

2019 ACCOMPLISHMENTS:

The program provided **92** men and **101** women with **6,440** nights of residency at an average length of stay of **33.4** days, an **84%** occupancy rate with an average of **17.6** residents per night. There were **22,920** meals served.

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

- **55** 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

- **160** individuals have been aided in completing their eligibility intake for Medicaid and other health insurance
- **70** individuals have been assisted in accessing counseling services from Hudson Valley Mental Health, the Institute for Family Health and other service providers
- **73** individuals have been assisted in locating permanent housing
- **30** have been assisted in locating and picking up furniture, and assisted with moving into new housing
- **36** were provided landlord advocacy
- All residents were provided information on harm reduction.

In addition to the services provided residentially, the program had **1,209** contacts from previous residents or individuals not seeking residential care, but seeking assistance for the following: **339** were provided emergency food; **49** sought mental health services; **23** sought drug and alcohol services; **24** received transportation to drug and alcohol programming, mental health services, legal and medical appointments; and **392** sought help to find housing.

RECENT DEVELOPMENTS:

It is becoming increasingly difficult for the agency to find affordable housing in general, and for the program to find single units, whether studios or one bedroom apartments, for the residents of Darmstadt. Part of the problem is that HUD announces Fair Market Rent, but does not factor in the cost of utilities, which are most often pushed on to the residents. As a result, the cost of the housing is often 50% or more of the resident's income, which creates an unstable situation. In part, this situation will be helped when the Alms House project proposed by RUPCO is completed. The project targets single individuals ages 55 and older. In 2019, Darmstadt served 28 individuals that would have been eligible for that housing.

All of the sheltering programs are having difficulty attracting and retaining employees, particularly for weekend and overnight shifts. It is the intent of the agency to implement an overnight differential starting in 2020.

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

Staff: 15 full time / 1 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), and occasionally, a single female resident with special needs.

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; car seat program; job readiness training; life skills training; housing information, referrals and advocacy; food pantries; aftercare program and homelessness prevention.

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

2019 ACCOMPLISHMENTS:

The program opened **84** new files and provided shelter and case management services to **73** females, **22** males and **133** children for a total of **228** individuals, counted as **71** families, **6** single individuals, and 7 emergency overnights placements. There was a total of **8,939** resident's nights where **26,813** meals were served. The average length stay was **39** nights, the average number of clients per night was **24**; the occupancy rate was **91%**. Aftercare programming was provided to **34** families who agreed to receive services.

The following is a summary of services provided:

Housing Services for 71 Families and 6 single Individuals

- 15** Families with a total of **46** individuals found independent permanent housing
- 20** Families with a total of **56** individuals were assisted with reunification with their families
 - 2** Families With a total of **4** individuals were discharge to Hospital setting
 - 4** Families with a total of **12** individuals found permanent housing through LTCM and RRHP
 - 2** Families with a total of **8** individuals were transferred to DV shelter within the agency
- 19** Families with a total of **63** individuals were relocated by DSS and **7** decided to moved

out before ILP was completed

9 Families With a total of **26** individuals remained in the shelter during the holiday season.

2 single individuals found independent permanent housing

1 single found housing in a NYC Boarding House

3 Singles were transferred to Darmstadt shelter

565 Referrals were made for health services including health screening, dental, mental health and substance abuse services

12 individuals accessed substance abuse treatment; **3** individual accessed Psych hospital; **23** individuals accessed Dental services; **65** individuals accessed Medical Services; **43** individuals accessed mental health counseling; **15** youth accessed counseling.

Family issues:

33 families had CPS involvement, **17** at the time of entry and **16** were referrals made by program staff while the client was in the shelter; **2** families were dealing with domestic violence while residing at the shelter; **35** families were assisted with health insurance issues; **12** families were assisted with childcare arrangements through Family of Woodstock Child Care Council; In-house childcare was provided to **107** children so clients could attend meetings and appointments.

Legal Services: Legal services advocacy was provided for residents as follows:

3 individuals regarding housing; **3** individuals at City Court; and **15** individuals at Family Court.

Entitlement Advocacy: Staff advocated for the following number of individuals to receive the following entitlements:

76 for TANF; **53** for Medicaid; **100** for Food Stamps; **6** Safety Net; **1** Social Security; and **27** other entitlements.

Education/Employment Services:

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

69 Participated in Cornell Cooperative Groups

10 Participated in Planned Parenthood Groups

28 Participated in Employment Readiness Groups

29 Participated in Parenting sessions

17 Children participated in Cornell Cooperative Kids Fun Nutrition groups.

Transportation:

Consumers were provided with **244** trips to services including

Adults: **11** to employment; **56** to entitlement; **23** to housing; **13** to legal services; **53** to medical; and **7** to treatment

Children: **22** to education; **45** to medical; and **14** to other services.

Food/Financial Services:

26,813 meals were served; **157** received clothing; **132** received financial assistance; **16** received assistance with security deposit

Life Skills Services:

Residents gained life skills in the following areas: **160** in personal growth, daily living skills, survival skills and financial management; **8** were assisted in finding jobs and maintaining employment; and **34** families continued receiving services through the aftercare program.

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 of trauma. The pre-school aged children often had problems that were not been identified or addressed at the time of entrance to the Shelter.

The following are the goals of the program:

- Work with parents to help them identify and assess their child's needs for special services.
- Meet children's basic needs upon arrival.
- 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.
- 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:

- Meeting with parents regularly to set up housing, medical, dental, mental health and other necessary appointments and ensuring access to these services by providing advocacy, scheduling and transportation
- Providing material assistance, such as clothing, shoes, backpacks and homework supplies for all school age children.

- Assessing educational needs, including school enrollment, transportation (including helping to set up temporary transportation to the school of origin 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 participated reported that their children became easier to get to sleep and had 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, 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 these 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 foundation support, 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. Services for expectant parents are also provided.

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

The program shares a building behind the Darmstadt Shelter, which serves as the Learning Center for children from the Family Inn and as a resource for adults from Darmstadt who need to do job and housing searches. The computers in the Learning Center are being upgraded to new ones with funding from the Kingston City School District and will be used by youth from the Family Inn for homework and tutoring assistance.

ADULT AND FAMILY SERVICES

ADULT CASE MANAGEMENT

PO Box 3516
Kingston, NY 12402
845.331.7080

Staff:	12 full-time and 1 part time
Team Leader:	Victoria Read
Assistant Program Directors:	Amy Colon - Re-Entry programs Rissa Przekop - HUD-funded programs Andrea Rodriguez - Health Homes
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 the Ready, Set, Work! program, a job-readiness 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 former or current offenders.

2019 ACCOMPLISHMENTS:

704 cases involving **516** individuals and **188** families including **421** 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 individuals involved with Family Treatment and Drug Court, involved in the Ulster County Mental Health system, particularly those whose primary language is Spanish, sanctioned or seeking assistance from DSS, reentering the community from incarceration, or dealing with immigration issues. In addition to those mentioned, **353** households with **310** 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 assists in administering the United Way Homelessness Prevention Fund and Radio Kingston fund. Another **1,526** consumers who were not opened with ongoing services were assisted with housing referrals and other issues. An additional **1,212** individuals were either assisted or received referrals towards utility payments.

153 consumers (**47** were singles and **38** families with **65** 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.

Outreach efforts to the growing Hispanic population continue to be very successful - primary services offered are: immigration; translation; documentation; and accessing entitlements. **38** clients have been assisted with immigration issues, **88** with written translations, **32** with oral interpretation, and **143** 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 and informational brochures.

312 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.

432 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.

465 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. **561** 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.

328 individuals have begun the process to become self-sufficient by increasing their vocational skills, becoming job prepared, and finding employment. Another **123** 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 **7,488** individuals. Most of these individuals were referred to other agencies' services that would address their needs.

37 families and individuals 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. **316** families and individuals were assisted with applications for assistance from the United Way Homelessness Prevention Fund to pay utility bills, fuel costs, 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 **47** singles: **24** of whom left the program during the year; **18** completed the program and moved into stable housing, and **6** were discharged with an unsuccessful outcome (incarceration or inpatient rehabilitation).

Shelter + Care for Families - the program housed **17** families (**19** adults with **31** children): **8** of whom left the program during 2019. All left the program to rent their own housing after completion.

Supportive Housing Programs I & II - the program served **17** families in 2019 (**19** adults with **24** children); **9** families exited the program: **4** to rent their own apartments; and **4** to live on a permanent basis with family members, and **1** was discharged with an unsuccessful outcome (and went into shelter).

Rapid Rehousing, a new program for families - the program housed **6** family (**9** adults with **13** children). **3** families exited the program: **1** to rent their own apartment; and **2** to live on a permanent basis with family members.

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 **251** consumers. **25** of those individuals would not have been able to receive counseling services without the interpretation services provided. The staff assisted clients to develop a comprehensive service plan 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 **342** clients were assisted on a short term basis with presenting issues. The majority of these individuals are not receiving treatment for their conditions. **353** singles and **211** families received case management that did not include housing.

Mental Health Case Management: the ACMS program also provided case management to support individuals with mental health diagnoses who might not necessarily be engaged in treatment. Through this program, **35** individuals were served on an ongoing basis. Another **216** received support services on a short term basis. By the end of the year, **16** cases had been closed, and all **16** attained all their goals. There has been a decrease in these cases from previous years because many of the eligible clients were diverted to the Health Home program, another comprehensive case management program.

Criminal Justice Services

Re-entry Program: the program provided re-entry assistance to **145** 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 that enable them to succeed and contribute in a productive and meaningful manner to society. Of the **99** involved for a minimum of 45 days, the outcomes included: **22** individuals gained employment; **6** individuals were linked to employment or educational/vocational training; **43** were assisted with housing; **53** participated in substance abuse treatment or self-help support groups; **37** participated in treatment for Mental Health; **44** were assisted with entitlements, **46** participated in cognitive behavioral therapy groups, **18** completed the Moral Reconciliation Therapy (MRT); **33** started anger management, **21** completed; and **4** completed Ready, Set, Work!.

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 enrolled and/or served **117** individuals during 2019. 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. The requirements for outreach in this program have become so cumbersome that virtually no outreach efforts took place in 2019.

RECENT DEVELOPMENTS:

In 2019, the program was approved by the Department of Health to provide Health Home Plus services. This program mandates a more intensive level of care management services to persons suffering from SMI (Severe Mental Illness) and a minimum of four contacts per month with each client is required. Only those staff with a certain level of educational credentials and experience are permitted to work with those clients. In 2019, **17** Health Home Plus cases were opened, and

another **10** were pending at the end of the year.

Late in 2019, the agency contracted with SUNY Ulster to provide services for the students enrolled in the “New Start for Women” program, a one-year program to assist low income women with families in obtaining the skills to gain employment. A case manager is located part-time (twice per week) in the SUNY offices to provide case management services to those students.

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 continues a collaboration with Step One, an outpatient substance use disorder treatment facility in Highland. A case manager is stationed part-time in that facility to provide case management services to clients in substance use disorder treatment.

Program staff continue to participate in the Ulster County Family Treatment Court panel, the Kingston Drug Court panel, the Ulster County Administrative SPOA committee, and the Continuum of Care committees, regularly attending weekly or monthly meetings as panel or committee members. This enables program staff to be aware of and to address the ever-changing needs of the communities served.

The program also has recently received funding that will allow it to designate a Re-entry Case Manager to work with incarcerated individuals being released from the Ulster County Jail.

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

**15-21 Franklin St.
Kingston, NY 12401
(845) 331-9683**

Staff: Various Consultants

Program Director: Sue Weed

Program Hours: By appointment

PRIMARY FUNCTIONS: Supervises visitations ordered by the Family Court to observe and evaluate the interaction between the non-custodial parent and his/her 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 reporting to court on all observed visits.

2019 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, on days and times which maximize the ability of the non-custodial parent to reliably interact with his/her children, as ordered and feasible as possible. The program provided supervised visitations to **55** families for a total of **263** visits arranged and **210** visits held. **107** children and **166** adults were served in 2019.

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 **115** written reports. Records are maintained on all visits and are available to the court upon request.

RECENT DEVELOPMENTS:

In September 2019, responsibility for the Supervised Visitation program moved from the Darmstadt Shelter to the Kingston Cares program held at the Everette Hodge Community Center, also in Midtown Kingston. The Hodge Center offers extensive youth programs throughout the year and it was determined that the facility was better suited to serve the children and families participating in Supervised Visitation. The Center has a variety of spaces, set up for children of all ages, allowing the program to host multiple visits at one time. The Center also has an outdoor space for parents to play with their children. During supervised visits, the center is often closed to the public, giving the families a more comfortable environment to conduct their visits. The program typically works with 5-8 families each month. Since the program moved locations and additional facilitators were hired, there is no longer a waiting list. A second reason that the program was shifted to the Hodge Center was the fact that we would be able to provide multiple visits at one time and ensure that there are two staff present when the visits are held.

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

Team Leader: Kelly Warringer
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 – 17, for an initial stay of up to 30 days, and a total of 120 days with the additional 30 days approved by the Ulster County Runaway Coordinator. By regulation, parental consent is not required for the first 30 day stay. Previously, the program was 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 in the first floor bedroom, and to serve a parenting youth and his/her infant/toddler. The ages of youth served and waivers are changing as a result of new regulations on the both New York State and Federal levels. The program has provided safe shelter and support services for parenting teens in the past and we are in discussions with the NYS OCFS to be allowed to provide those services again. As to 18 year olds, while our Darmstadt Shelter does provide ongoing safe shelter and support services to 18 year olds and older, there have been occasions when a particularly vulnerable youth turns 18 while at Family House. If the program is able to identify a permanent housing placement for that youth within the next week after turning 18, we have previously been allowed shelter at Family House. We are applying for a waiver to continue to be allowed to provide this service in instances where the makeup of the current residents safely allows.

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 juvenile justice/Family Court systems; and aftercare services.

DEMOGRAPHY OF CLIENTS: Runaway, homeless and throwaway youth between the ages of 12 and 17 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. Pregnant and parenting youth.

2019 ACCOMPLISHMENTS:

In 2019, Family House served **64** youth, including **28** youth who stayed more than one time, for a total of **92** stays and **1,567** nights. The program has an average length of stay of **17** nights and an average resident per night of **5.4**. There were **4,402** meals served.

Numbers listed are duplicated by stay

- **81** youth kept **393** individual sessions with their assigned case managers. **11** youth did not meet with a Case Manager due to a brief stay of less than 24-hours.
- **33** families participated in **58** family meetings with Family House staff and/or staff of other providers; **7** youth participated in **16** meetings with other youth-serving providers including YAP and CCS.
- **31** youth kept **105** appointments with Astor, Institute for Family Health (IFH) or other mental health practitioners.
- **11** youth kept **17** doctors' appointments to address their medical/dental needs.
- **12** youth kept **27** appointments with Probation or local courts and/or appointments with Family Court.
- Of the **92** clients in the program: **89** youth were enrolled in school upon entrance to the program; **5** youth were suspended but returned after the suspension ended; **3** youth did not attend school as follows- **one** youth was in attendance at Youth Build; **one** youth was not attending but received tutoring; and **one** youth had graduated. Of the 89 youth enrolled: **9** were enrolled in BOCES programs; **8** were enrolled in a Partial program. Of all clients in the program: **15** youth addressed educational related difficulties and **11** youth improved attendance.
- **239** House Groups which were held to discuss program issues such as chores, recreation, and school.
- **165** Life Skills and Focus/Issue Groups were held in-house by Family House staff and retired School Counselor Marc Kamin, covering such issues as anger management, how to deal with authority, overall communication issues, and showing respect to those around you.
- A total of **496** recreational outings were offered in which all residents had the opportunity to participate. These activities help encourage youth to participate in healthy lifestyle activities that are offered throughout our county. Recreational activities included swimming, hiking and visiting our local recreation centers. Other activities included attending concerts, fairs, libraries, animal sanctuaries and volunteering for various community events. In addition, youth attended "Game Night" at a local senior living facility and spent time playing games with the senior citizens.

All residents participated in the Work Study Incentive Program, which measures each youth's household and individual service plan responsibilities. During this past year, **11** youth were promoted to Level 4, **11** youth dropped to Level 2, **1** youth dropped to Level 1, and the remaining **67** maintained at a Level 3 status. **2** youth remained in the program at the end of the year.

In addition, in order 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 school attended, 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 **4.8%** during their stay.

In 2019, of the **92** duplicated stays, **77** youth returned to a parent/guardian's home or home they were living in prior to entering the shelter; **1** entered group home placement; **1** youth went to a new foster family; **1** youth entered a 30-day evaluation; **1** youth was discharged to Never Alone for substance abuse treatment; **4** transitioned to MidWay; **1** went to a residential facility out of state; **3** went to live with other family members or friends as planned; **1** youth went AWOL. At the end of the year, **2** youth remained in the program.

RECENT DEVELOPMENTS:

Family House did not receive the HHS grant this year to support the program's runaway and homeless youth. However, the program received a STEHP Grant from NYS OTDA to help supplement some of the financial loss. In addition, the program has been awarded new money from the Mother Cabrini Health Foundation to hire an Aftercare worker to help support youth and their families exiting the program, and provide a warm-off and continued support for youth entering an institutional placement. The new worker will also outreach to and strengthen our connections to community service providers and schools that may need our assistance.

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

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

Staff: 13 full-time

MidWay Team Leader/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, without family support, 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 aftercare.

2019 ACCOMPLISHMENTS:

The program served **25** adolescents residentially at both sites in 2019. The program did not serve any infants this year; one adolescent is pregnant, and due to give birth in 2020.

During this year, resident outcomes included:

- **25** adolescents stabilized their living situation and increased their competency in living skills by residing in MidWay.
- **25** adolescents participated in assessment, service plan development, and individual counseling.
- **18** adolescents advanced their education as follows: **8** attended high school, with **5** attaining their high school diplomas; **2** youth attended college classes; **2** youth continued a whole day BOCES program; **3** youth participated in GED classes; and **1** youth attained her GED through the YouthBuild Program. The remaining **7** adolescents had already earned a high school diploma in an earlier year or before entering MidWay.
- **15** adolescents were assisted with gaining/maintaining entitlements (food stamps/TA, SSI) and/or financial aid for college.
- **18** youth were employed during this past year: Of the **17** youth who found employment, **5** of them were employed full-time and **12** of them were part-time. Some of this employment was short-term, but all youth gained important job experience.
- **18** adolescents addressed their medical needs and saw a primary care physician.
- **10** 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.
- **3** adolescents participated in substance abuse treatment/support through Arms Acres, Step

- One, and/or local AA meetings.
- **3** adolescents addressed their criminal justice issues by meeting with their probation officers or local courts.
- **1** youth was supported to receive all needed pre-natal care while pregnant, and provided with resources related to parenting support and child care.

RECENT DEVELOPMENTS:

In 2019, the program continued to see youth pursuing higher education, attaining full-time employment, and moving into independent living situations at an increasingly higher rate. Some youth this year became first time car owners, which came with additional opportunities to support youth with money management, wise decision-making, safety issues, and future planning. As youth transitioned toward adulthood, program staff allowed for setbacks, mistakes, and the ability to re-visit goal objectives as a way for youth to learn how to grow from their experiences, reflect on their needs and wants, and then proceed mindfully toward their desired outcomes.

Toward the end of the year, the program received funding from the Mother Cabrini Health Foundation to hire one full-time Aftercare worker to serve both MidWays. This worker will be able to build trusting relationships with the MidWay residents in both households while they are living in the program, and then continue to provide case management services after they move into their next living situations. Many youth already remain connected to MidWay staff after discharge, and will often come back to the houses and meet with the staff for continued support with decision-making, money management, employment needs, etc. While the program has always provided this support, it is exciting to have one full-time worker who can devote their time and attention to these youth, and set on-going goals with them that support their independent living situations. The program will hire this worker in January of 2020.

NON-RESIDENTIAL PREVENTION SERVICES

Team Leader: Jen Pineda
Program Director: Dana Katz (STSJP/One80/THRIVE)

Service Locations: Family of Ellenville - 221 Canal St. in Ellenville
Family of New Paltz - 51 N. Chestnut St. in New Paltz
Kingston, Ellenville, Rondout, and Wallkill school districts and BOCES

Staff: 6 full-time

Juvenile Justice Diversion Services

Supervision and Treatment Services for Juveniles Program (STSJP): STSJP provides services for youth ages 12-17 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, vocational, treatment and recreational activities. Services are provided county-wide and referrals can be made to program leadership.

In April of 2019, a full time STSJP case manager was hired. We previously operated the program with 3 STSJP case managers holding split caseloads of STSJP and One80 clients. Having one case manager dedicated to STSJP prioritizes and gives the program its needed focus and attention.

In 2019 the program served **19** clients, achieving the following outcomes:

- 10** 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.
- 14** youth increased positive participation within their families after working with the STSJP case manager.
- 12** youth participated in pro-social activities.
- 17** youth complied with probation requirements.
- 8** youth received mental health services.
- 5** youth participated in anger management groups or individual sessions.
- 19** youth had no further criminal justice involvement while in the program

One80 Program: One80 is a Restorative Justice program that targets youth ages 7-17, utilizing a Restorative Justice Conference model which often includes a planned face-to-face meeting between the youth being referred and those they have directly and indirectly affected. The program trains local individuals to serve on Juvenile Community Accountability Boards (JCABs), which run the conference and assist in the development of a plan for the youth to make amends for their actions. 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 2019, **86** youth were served by the **One80** program. The outcomes were as follows:

- **Education:** **61** youth were in high school and **25** youth were in middle school: **8** were assisted with maintaining enrollment in school; and **6** received advocacy to receive services within school.

Employment: **6** youth developed worker readiness skills; **2** youth obtained new part-time employment and **23** youth participated in unpaid volunteer/community services experiences.

Mental Health/Substance Abuse: **11** youth received advocacy to participate in mental health counseling; **3** youth were connected to a therapist; **7** youth admitted using substances; **3** youth completed Teen Intervene to discuss substance abuse issues;

Life Skills Obtained: **12** youth created a safety plan/behavior modification plan; **23** youth received training on healthy relationships; **4** youth received training on study skills; **17** received education on anger management; **19** youth received education on community resources; **65** youth received education on effective communication; and **22** youth received life skills education on self-advocacy and problem solving.

Youth Development: **3** youth were connected to after school sports or programming; **2** youth was connected to local parks; **12** youth were connected to poetry/journaling for self-expression; **6** youth were linked to a local library; and **69** youth took part in pro-social community interactions.

Restorative Justice: **86** youth completed intake and YASI/Gain assessments; **57** youth created service plans; **56** youth completed a restorative justice intervention; and **58** youth successfully completed the program. **16** youth continued in the program into 2020.

RECENT DEVELOPMENTS IN CRIMINAL JUSTICE DIVERSION SERVICES

The One80 Program receives referrals from Probation, school systems, and police departments. There are 3 full-time case managers for the One80 program. In September of 2017, the One80 staff joined a collaborative team, including the Director of Security for Kingston City School District, a retired judge who is a member of the Juvenile Community Accountability Board, a supervisor from Probation, and a member of the County's Mobile Mental Health Team, attended a week-long certificate program through the Center for Juvenile Justice Reform at Georgetown University. The collaborative team meets monthly to continue work on their capstone project to promote Restorative Justice in the Kingston School District. The team has expanded the capstone project to include the Wallkill District. One of the goals of this project is to increase school referrals to the One80 program. The Capstone team is now in Kingston High School every Wednesday offering resources and support around Restorative Practices as well as facilitating Restorative interventions.

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. The program has been selected to provide restorative justice services connected to New York State's Raise the Age initiative and deliver services at the recently established Ulster County Restorative Justice and Community Empowerment Center.

YOUTH CASE MANAGEMENT PROGRAM

P.O. Box 3516

166 Albany Ave.

Kingston, NY 12402

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

Staff: 12 full time

Team Leader: Kelly Warringer

Program Director: Tori Barnes

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

PRIMARY FUNCTIONS: 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; 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 0-24 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, when funding is available, 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** includes the Transitions and GAP (Getting Ahead Program) programs. The Transitions Program works with youth ages 18 to 24 who have a mental health and/or substance abuse issue. A 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. A 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 agency also offers a 24 hr. crisis hotline for caregivers.

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

2019 ACCOMPLISHMENTS:

LIFE SKILLS SERVICES

Independent Living Program

The goal of the program is 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. In 2019, the following were the accomplishments of the program:

18 youth were referred to the program by DSS, KidsPeace and Harbour Light; **1** youth never engaged in services; **6** youth were discharged from foster care throughout the year and offered follow-up services.

5 youth received their NYS driver's permit and **1** youth was in process of obtaining their NYS permit; **9** youth received information about obtaining their permit, including the DMV Driver's Manual; **5** youth received driving lessons or Driver's Ed; **3** youth were supported in transportation assistance by being provided with UCAT and/or Kingston CitiBus bus passes; and **2** youth was provided a bicycle for transportation.

8 youth were assisted in job searches, resume creation and job readiness skills; **4** youth were supported in maintaining employment; and **4** youth applied for the Ulster County Summer Youth Employment Program.

4 youth were assisted in obtaining important documents, including a birth certificate (**2**), social security card (**1**), and Medical Insurance Card (**1**).

2 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.

6 youth were supported in opening and maintaining a bank account; **4** youth was assisted in creating a budget.

4 youth were connected to a gym and given information about exercising.

4 youth were assisted with grocery shopping and meal prep.

1 youth was connected to their local library.

1 youth was supported through the application process for Midway.

3 youth were assisted in moving into apartments or securing long term housing.

1 youth in aftercare graduated from high school, no other youth were seniors in high school during 2019; 15 youth were supported in moving to the next grade.

1 youth was supported in PSAT review; 2 youth were supported in preparing for the SAT/PSAT/ACT for the upcoming school year.

1 youth was supported with attending a college campus tour; 1 youth was assisted in the college application and financial aid process, 1 received a laptop and was supported in attending online classes; 1 youth in aftercare was supported in the college admission and acceptance process.

1 youth was connected to other Case Management Services after ILP services concluded.

6 youth received Social Support as the primary ILP service.

3 youth received Nutritional information about a healthier diet to support healthy eating.

Life Skills Workshops:

There were **10** Life skills workshops and outings offered in 2019 with a total of **102** youth and young adults served this year.

They covered a range of topics, including but not limited to: Organizational skills/ planning; Home Maintenance; Cooking; DIY Tie-Dye; Summer Smoothies; a Summer Picnic; Calming Arts; Apple Pie Baking; Thanksgiving Dinner; and DIY Holiday Ornament Making. Some groups offered were cancelled due to weather, but the skills or information were still offered to youth individually.

These workshops and outings are open to all of our Adolescent Services programs as well as many 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.

Children's Health Home Care Coordination

The goal of the program has been to provide comprehensive care management, care coordination, health promotion, 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 **33** youth in either Outreach or Enrolled status in 2019. In June of 2019 and October of 2019 Family of Woodstock made the decision to leave both the CHHUNY and IFH Health Home Program due to lack of referrals to effectively sustain the program.

Mental Health Case Management

Family Peer Support Program

The Family Peer Support Program provides advocacy to support 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 and advocate for 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) program. All of the Peer Advocates are certified.

Outcomes achieved in 2019 included:

- **69** youth at risk of hospitalization and/or placement and their families were served by Family of Woodstock's Family Support Program.
- Out of the **69** youth served this year, **67** of them did NOT have a hospital placement, in significant part because of the support of a Family Peer Advocate. One youth had a planned hospital placement for medication changes and stabilization and one youth entered a partial hospitalization program. Two youth went to the Emergency Room, but neither was admitted.
- **32** youth were participating in mental health services prior to intake.
- **24** youth were linked to mental health counseling by program staff.
- **56** youth attended **711** sessions of mental health counseling.
- **518** face to face contacts took place between a Family Peer Advocate and a parent/caregiver.
- **37** face to face contacts took place between a Family Peer Advocate and the identified youth
- **51** family meetings took place
- **32** families received individual skill building and education on effective parenting
- **40** families received individual skill building and education on how to successfully navigate the school or other systems.
- **77** unique successful linkages were established for youth.
- **62** unique successful linkages were established for parents/caregivers.

RECENT DEVELOPMENTS:

The program has been transitioning to Medicaid Billing and the new Children and Family's Treatment and Support Services. The agency applied for and was awarded a \$20,000 grant to purchase an electronic health record system so that we could begin billing Medicaid. It is however a lengthy process to build the system to fit the regulations of the new Children and Family's Treatment and Support Services and the program has not yet been able to bill Medicaid, as of the end of January 2020.

Transitions

This program works with youth 18 – 24 who have both mental health and substance abuse issues. During 2019, 22 youth were served by the program. The outcomes were as follows:

- **Applications completed:** SSI/SSD, 4 ; SPOA/DDSO Housing, 3; Emergency Housing, 1; TA, 2; Food Stamps, 6; Medicaid, 3; Midway, 2; OPWDD, 3; Community College, 3; FASFA, 3; VESID, 2.
- **Entitlements Received:** Food Stamps, 4; SSI/SSDI, 2; Medicaid/Other health insurance, 2; TA, 1; Emergency Shelter 1; OPWDD, 1;
- **Housing Arranged:** Living with parent or relative, 18; Stable Housing (living with friend or non-relative), 3; Own Apartment, 1;
- **Employment Advanced:** Are Employed Full Time, 1; Obtained New Part Time Employment, 5; Maintained Employment, 6; Participated in a Paid Internship, 1; Participated in a Volunteer Experience, 1; Developed Interview Skills and Work Readiness, 6; Applied for ACCESS-VR (VESID) services, 7; and Enrolled in ACCESS-VR (VESID), 2
- **Education Advanced:** Advocated for Enrollment in College/Vocational training, 7; Entered college level courses/ program, 5; Attended Vocational training, 1; Obtained a high school diploma, 3; Linked to tutoring, 1; Linked to RCAL services, 1
- **Life Skills Obtained:** Developed a Safety Plan, 22; Established a Rep-Payee, 2; Obtained a non-Drivers ID, 1; Obtained Learners Permit, 4; Obtained Bank Account, 1; Education on Budgeting, 15; Education on Parenting, 2; Education on Healthy Relationships, 10; Education on Sexual Health, 6; Education on Study Skills 6; Education on Food Management/Nutrition, 12; Education on Personal Appearance/Hygiene, 5; Education on Anger Management, 9; Education on Transportation, 7; Education on Community Resources, 7; Education on Housing, 10; Education on Self-Advocacy/Sufficiency, 22; Education on Problem Solving, 22; Education on Effective Communication, 22; Advocated to attend Life Skills Group, 22; Participated in a life skills group, 5; Attended a Social Outing, 3; Linkage to Adult Facilitated or Peer Youth Support Group, 2; Linkage to Afterschool Program, Activity or Club, 3
- **Health Care Issues Addressed:** Advocated to Maintain Good Health, 15; Established a Doctor, 4; 33 doctors' appointments were attended by 13 clients; 5 dentist appointments were attended by 5 clients; Received Medicaid, 7; Advocated for Youth to Participate in Mental Health Counseling, 22; Mental Health treatment accessed, 19; 112 mental health treatment sessions were accessed by 19 clients; Admitted to ER for Psychiatric Evaluation and Accepted, 6; Averted Hospitalization With Staff Intervention, 1
- **Substance Abuse Treatment Accessed:** Admitted to using/abusing substances, 6; Refuses treatment for substance abuse issues, 6; Participated in Outpatient Substance Abuse Treatment, 1;
- **Legal Advocacy & Support Received:** Advocacy in court, 2; attended legal appointments at court, probation, or legal services, 11; Successfully Linked to Legal Aid, 2
- **Transportation Provided:** Family of Woodstock staff provided transportation to 16 clients to various (232) appointments

RECENT DEVELOPMENTS:

The Transitions and other programs continue to work together to support clients in group outings and to develop healthy relationships as appropriate. The program has been doing significant outreach to the community to build referrals of non-Medicaid recipients. (All Medicaid recipients are now served through the Children's or Adult Health Home.) At the end of this program year we expanded the age range of the youth the program could serve; going forward the program will serve youth ages 18-26 to correlate with the length of time a child can stay on their parent's health insurance plan.

Getting Ahead Program (GAP)

This program is funded through NYS Office of Mental Hygiene and provides services and respite to youth who need additional support with their mental health needs. During the 2019 year, the program served **17** youth with the following outcomes:

- **16** youth received mental health services
- **16** youth were living with their parent/caregiver; **1** was Stably Housed with a non-relative
- **15** youth were provided with worker readiness assistance, including: **5** who found part-time employment; **1** found full-time employment; **3** participated in a volunteer experience; **1** participated in a paid internship; **1** youth Obtained Working Papers; and **5** youth created a resume
- **2** youth participated in the summer youth employment program to gain work experience and/or training
- **2** youth were assisted in enrolling in ACCES-VR.
- **3** youth were assisted to receive medical care; **1** youth saw a dentist; **3** youth saw an OBGYN; **2** youth selected a primary care physician with the support of their case worker
- **10** youth were assisted in continuing their high school education; **1** graduated high school; **2** enrolled in the GED (TASK) classes and **2** obtained a TASK diploma; **1** enrolled in vocational training; **1** completed vocational training and received a certificate; and **1** youth received RCAL services
- **10** youth were assisted with attaining or maintaining entitlements
- **1** youth was assisted in getting a non-driver ID
- **2** youth were assisted in getting a drivers permit; **1** youth was assisted in getting a driver's license
- **1** youth opened their first bank account
- **2** youth developed a budget and savings plan with their case worker
- **17** youth received one on one life skills and **4** attended life skills groups

With the support of a case worker, only **1** of the **17** youth had a hospitalization this year. Additionally, **10** youth participated in social outings, cooking classes, a club or after school programming. These social outings have connected youth with peer support outside of the program and have helped youth to build healthy relationships

RECENT DEVELOPMENTS:

The Gap and Transitions programs continue to work together to support clients in group outings and to develop healthy relationships as appropriate. The program has been doing significant outreach to the community to build referrals of non-Medicaid recipients since all Medicaid recipients are now served through the Children's Health Home, which the program no longer participates in. At the end of this program year we expanded the age range of the youth the program would serve, going forward the program will serve youth ages 13-21.

The program has been given 7 apartments in RUPCO's soon to be completed 'Energy Square' housing development. The apartments will target homeless youth, 18-24 years of age. The Youth Case Management program will provide full case management and support for the 7 youth on an ongoing basis. In addition, through a grant from the NYS Office of Temporary and Disability Assistance, the program will be sponsoring a Rapid Re-Housing program for 18-24 year olds who are homeless and not yet prepared to live independently. This component will focus largely on youth 21-24, a population that is not served by the MidWay program.

Substance Abuse Prevention Services

Prevention: The agency's OASAS Prevention service is a primarily school-based program that uses three evidence-based programs- **Too Good for Violence Social Perspectives (TGFV); Positive Action; and Teen Intervene**- in order to enhance social emotional learning and address substance use, behavioral issues, violence, and school absenteeism among youth. The program as a whole operates primarily in Kingston High School, Miller Middle School, Bailey Middle School, Ellenville Middle School, and Rondout Valley Intermediate School. Teen Intervene is offered county-wide. The OASAS prevention program also offers the only youth anger management program in Ulster County.

Too Good for Violence

Too Good for Violence Revised (2019 edition) – Social Perspectives is a ten session evidence-based social and emotional skills curriculum designed to be taught in classrooms. The program 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, communicate effectively, and how to apply these skills to conflict resolution, anger management, and bullying. In schools, the program is taught by prevention staff primarily in mainstream 6th and 7th grade classrooms. Classes are also adapted and taught in ENL, self-contained, inclusion and special education classes so that every student in a particular grade has the opportunity to receive the program regardless of placement.

To date this year, Family of Woodstock's Primary Prevention Program taught 10-session Too Good for Violence classes in the following schools and programs:

Ellenville Middle School (entire 7th grade, including 1 self-contained classroom)

Rondout Valley Middle School (entire 6th grade, including 1 self-contained classroom)

Bailey Middle School (entire 6th grade, including 1 self-contained classroom)

Miller Middle School (entire 6th grade, including 3 self-contained classrooms)
Kingston High School (all Health classes)
Kingston City School District Summer 9 Academy (all students)
Kingston City School District Summer 5 Program (entire 5th grade class)

- **2** FOW Prevention Educators taught **41** separate 10-week TGFV sections for a total of **411** sessions. **5** sections were still in session prior to the COVID-19 related school closings, and several sections, such as summer sessions and self-contained classrooms exceeded 10 weeks.
- **816** unique youth completed the Too Good for Violence program.
- Additionally, **76** KHS students have completed 6 of 10 sessions, and **11** RVMS students in a self-contained class have completed 7 of 10 sessions. Also, a 7th grade class is scheduled at Miller that would include an additional **16** students.
- Altogether, the **2** educators presented Too Good for Violence to **892** students in **5** schools and facilitated **411** sessions.
- One student who had been suspended for the entire school year participated in the program individually after school, and though this participation and advocacy by program staff, was able to return to school in less than 3 months.

Positive Action

Positive Action is an NREPP (National Registry of Evidence-based Programs and Practices) listed evidence-based program that is designed to reduce substance abuse and violence while improving attendance and academic achievement. Family of Woodstock arranged formal consultation from Positive Action to implement the program with fidelity on a *selective* basis, rather than *universal* so that it could be offered to individual students on a short-term basis rather than groups. Family primarily offers the core Positive Action activity “Positive Behavior Plan” to students who have received in-school suspension as an alternative or addition in order to reduce or replace suspensions while helping students to develop insight into how their thoughts, feelings, and actions are connected. FOW’s implementation was not deemed to meet fidelity requirements by OASAS as the criteria is that each student receive the program 35 times. Positive Action continued as part of “non-EBP” services in the 2019-2020 school year.

- **229** students participated in Positive Action as an alternative or addition to in-school suspension.

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 the 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 the youth to 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.

- **26** unique individuals participated in Teen Intervene.
- **50** unique adolescent sessions were completed in Teen Intervene.
- **24** students received a suspension reduction after successfully completing Teen Intervene.

All teen intervene participants completed the “Reason to Change” worksheet. At completion of program **either motivation to change remained the same or increased in all cases.**

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. This year one cycle was scheduled but cancelled due to COVID-19 restrictions.

Year-to-year growth

Since its inception in 2015, FOW’s OASAS Prevention Program has grown considerably. From 2015 to 2020, the number of youth served has more than doubled, from 546 to 1,147.

Outcomes

Students in the Ellenville, Rondout, and Bailey schools each completed the *Student Survey* for pre/post evaluation. The Student Survey is a 54-item likert scale provided by the Too Good for Violence program that is designed to measure several critical risk and protective factors associated with youth’s emotional and social efficacy and awareness. Items in the survey were adapted from several leading national youth surveys, such as Monitoring the Future, the American Drug and Alcohol survey, and the Youth Risk Behavior survey.

Decision Making

Students learned to evaluate their choices and consequences. Students learned steps for making good decisions and participated in scripted role-plays designed to analyze decision-making. Students also examined influences on decision-making, such as peers, family, media and their personal goals. Students responded to survey items assessing their ability to make good decisions, such as, “I think about the consequences, or what might happen, before I make a decision.”

Identifying and Managing Emotions

Students learned to recognize and manage their emotions using healthy strategies. Students analyzed how emotions and self-awareness influence decision-making. Students learned to discern the emotions of others and demonstrate care and respect for themselves and others. Students participated in a dynamic group activity designed to bring awareness to the physical signals of emotions. Students responded to survey items assessing their ability to recognize, describe, and manage strong emotions, such as, “I know healthy ways to manage my emotions.”

Effective Communication

Students learned how to apply effective communication skills to personal relationships, self-expression, and conflict in order to enhance cooperation and peaceful resolutions. Students differentiated and evaluated passive, aggressive, and assertive styles of communication, and practiced communicating assertively in a variety of scenarios. Students responded to survey items assessing their ability to communicate effectively, such as, “I use active listening skills when interacting with others.”

Respect for Self and Others

Students learned how confidence and self-respect positively affect their attitudes, behaviors, and relationships. Students assessed their own strengths and weaknesses and participated in small-group games designed to teach the skill of reframing automatic negative thoughts about themselves and others.

This category included the item “I feel good about myself” which, in the pre-test, was the item that received the overall highest percentage of disagree and strongly disagree, and the lowest percentage of agree and strongly agree. Excluding the responses from Rondout Valley, whose students responded relatively favorably in the pre-test and showed only a slight increase in the post-test, the following chart shows significant positive change on that item for Bailey and Ellenville students.

Conflict Resolution

Students identified healthy and unhealthy approaches to conflict. Students evaluated the emotions associated with conflict to identify the probable effects of competition and cooperation in the resolution of a conflict. Students responded to survey items evaluating their ability to resolve conflicts peacefully, such as, “I use my skills to resolve conflicts non-violently.”

Anger Management

Students learned to distinguish degrees of anger and identify physical indicators of anger. Students processed actions that can escalate and de-escalate a conflict. Students learned healthy ways to manage anger and apply those strategies to de-escalating conflicts. Students responded to survey items evaluating their ability to manage anger and de-escalate conflicts, such as, “If I start to become angry, I know healthy ways to maintain my self-control.”

Students at Miller Middle School each completed the *Student Knowledge Test* for pre/post evaluation. The Student Knowledge Test is a 20-item multiple choice test provided by the Too Good for Violence program that measures students’ knowledge and skills pertaining to goal setting and decision-making, identifying and managing emotions, respect for self and others, conflict resolution, anger management and bullying, as well as other critical skills taught in the program.

For Miller students who received the Student Knowledge Test, the mean score from pre to post increased from **69% to 80%** and median score increased from **75% to 85%**.

RECENT DEVELOPMENTS

Too Good for Violence continues to grow within schools and to new schools. In the 2019-2020 school year, a 4th grade summer program was added that took place in both Miller and Bailey schools. TGFV continued in KHS' Summer 9 Academy and via negotiating with school administrators and other providers was able to be delivered with fidelity (all ten sessions) for the first time since its inception in 2015. All 6th grade students at Bailey Middle school also received the program for the first year.

In addition to all of the above programming being projected to continue in the 2020-21 school year, planning has begun for 4th graders at JFK Elementary to also receive the program.

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)
Penny Dombrowski (Ulster)
Program Hours: Monday - Thursday 8:00am - 5:00pm, Friday 8:00am – 4:00pm (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.

2019 ACCOMPLISHMENTS

Child Care Referral Services: Parent Referral and Consumer Education managers provided child care referrals to **373 unduplicated families**. Families were given referrals to legal child care providers who most closely met the family's needs and were sent a child care informational packet based on their specific requirements. Parents were also given specific information and resources concerning behavioral and health and safety issues, age appropriate activities, and social and emotional development.

The following is a chart documenting the number of families served in 2019:

2019	Number of Families Served (may have contacted more than 1X for more services)	Number of Unduplicated Children Served	Number of Programs/ Referrals Given	Families Served 200% Above Poverty Rate	Families Served 200% Below Poverty Rate
Columbia	64	75	32/533	34	30
Greene	56	70	33/300	29	27
Ulster	327	382	132/3394	133	194
Total	447	527	197/4227	196	251

Of the youth under nine years old provided care, 27% were under one year old, 15% were one year old, 16% were two years old, 16% were three and four years old, 6% were five years old, 10% were six to eight years old. 4% did not give their age.

Parents using the child care referral service are surveyed concerning their child care search experiences. From the surveys returned, parents cited the following problems finding child care.: 50% could not find openings; 17% could not find care during the hours and days needed; 17% could not find care near the location needed; and 16% were still looking at the time of analysis.

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 that 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 in an approved site. 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 in an approved site. A Group Family Day Care home must be licensed by the NYS Office of Children and Family Services.
- 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 2020 by county:

Type of Care	Columbia		Greene		Ulster	
	Programs	Slots	Programs	Slots	Programs	Slots
Day Care Centers	12	525	11	414	46	2379
School Age Programs	7	768	6	320	20	1124
Family Day Care	7	56	12	96	51	407
Group Family Day Care	12	186	6	96	36	574
Legally Exempt Care*	25	~50	12	~24	122	~244

*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 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, e-mail, and in person basic technical support; group training workshops; one on one consultations; on-site training; and intensive technical assistance.

In 2019, the program provided the following trainings and technical assistance:

	Basic Technical Support Contacts	Day Care Center On-site Training Hours/Attended	Intensive Technical Assistance Hours	Training Hours Offered	Training Hours Conducted	Providers Trained
Columbia	339	0/0	35.5	22	16	50
Greene	291	1/13	51.5	8	6	28
Ulster	408	3/37	30.5	48.5	10	38
TOTAL	1038	4/50	117.5	78.5	32	116

Child and Adult Care Food Program (CACFP):

Child Care Connections distributed **\$404,025** 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, 51 child care providers serve nutritious meals and complete menus that met the USDA Guidelines to receive food support funding each month. The state reimbursement rates had a slight increase in July 2019 of maximum \$.03 for lunch/supper and reimbursement rates for Day Care Centers and NYSED Summer Meals were increased again this year. 154 monitoring visits took place to observe meal service, review required documentation and offer nutritional and health information.

Child Care Connections' Child and Adult Care Food Program (CACFP) staff continue to assist our agency's homeless shelters for youth and families and the City of Kingston Everette Hodge Community Center to ensure their menus are meeting CACFP requirements, offer staff training, give technical assistance, and provide oversight of CACFP. Sponsoring CACFP in the centers

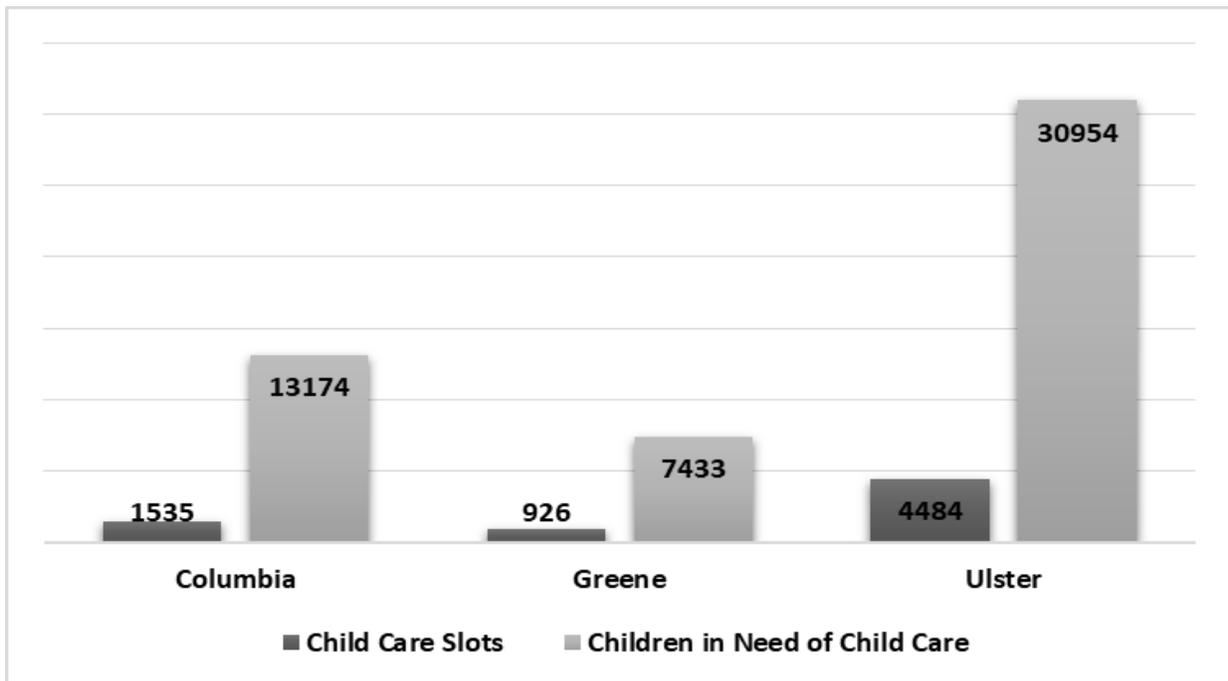
offers added benefits to the children and families utilizing the centers. The program offers nutritious meals and snacks daily, incorporates a family style meal service, increases basic living skills and teaches how to make healthy lifestyle changes eating the foods allowed by CACFP. In 2019: the Washbourne House provided **1,917** reimbursable meals/snacks to children residing at the shelter; Family House, the agency’s runaway and homeless youth shelter, provided **3954** reimbursable meals/snacks to adolescents residing at the shelter; and the Hodge Center prepared **7582** reimbursable suppers for youth at the Hodge Center.

Summer Food Service Program:

In order to mitigate the loss of school breakfast and lunch programs during the summer, the Hodge Center, with the support of the Child Care Connections staff, implemented a Summer Meals program at 6 community sites, serving **5,090 breakfasts** and **4,172 lunches**, for a total of **9,262 meals served** with a reimbursement of **\$28,030.56 in 2019**.

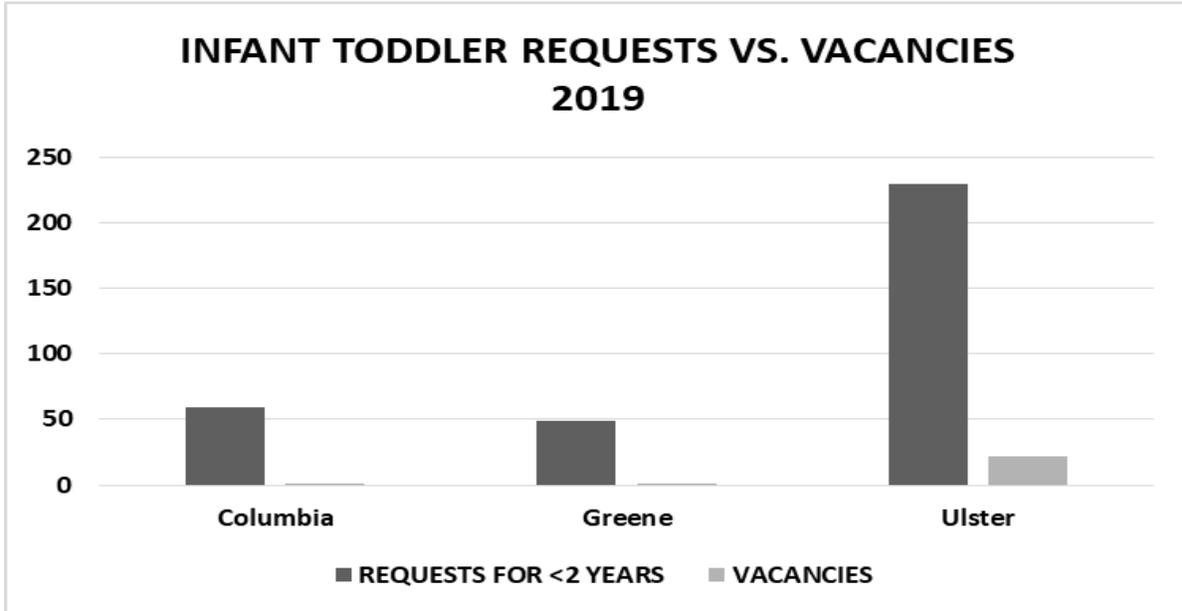
CHILD CARE ISSUES

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 regulated child care slots that are existing, but not necessarily available to serve the children in need of care in each of the 3 counties:



The need for additional child care slots, especially for infants and toddlers continues to be at a crisis level in all 3 counties. Infant and Toddler slots are often requested but vacancies are not available on a regular basis. Below is a chart reflecting the requests for infant toddler care and

the available vacancies in 2019.



The Infant Toddler Specialist position started in March 2019 in Columbia, Greene and Ulster Counties. The specialist is working 20 hours in Ulster County and 20 hours in Columbia and Greene Counties combined. The work has been increasing as programs are becoming informed of and utilizing this free service. Programs involved have increased infant toddler availability and have been improving quality of care provided.

Over the last ten years there has been a significant decrease in the supply of regulated in home child care in all three counties. Columbia County has seen a significant decrease in all three modalities of care, with a 58% decrease in regulated care. In Ulster and Greene Counties, there has been a significant decrease in the number of Legally Exempt, Family, and Group Family Day Care programs, along with an increase in Day Care Centers and School Age Child Care programs.

There are a number of factors that are contributing to a significant reduction in the overall number of child care providers. These include: the increase in the NYS minimum wage and increasing health care costs; increased paperwork and regulations; and increased licensing requirements. All of these factors have led to a significant drop in the available regulated and licensed child care in all three counties. Many quality programs have closed and prospective providers are fewer and fewer each year. Unfortunately, the decrease in slots and the high cost of regulated child care has been a burden on working parents and employers, driving families to use unregulated care.

Over the last ten years:

- Columbia County has lost 58% of its total child care programs
- Greene County has lost 42% of its total child care programs

- Ulster County has lost 37% of its total child care programs

Even with the losses above, both Greene and Ulster Counties actually had a significantly increase in School Age Child Care and Day Care Centers. However, in all three counties, the greatest number of requests for child care is for either Family Day Care or Group Family Day Care.

Cost of Child Care:

In the three counties, the cost of child care ranges from \$125 to \$250 per week, depending on the age of the children and the modality chosen. 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, particularly as the costs of housing and healthcare are going up as well. In Columbia and Greene Counties, it is estimated that the costs for two children in a family of four represents 35% of the overall family income and 33% in Ulster County.

RECENT DEVELOPMENTS

- Child Care Connections continues to hold certification from the National Quality Assurance of Child Care Aware of America. In November 2018, the program received its fourth and final renewal for National Quality Assurance for Parent, Provider and Core services. The National certification program is ending in 2020. The Child Care Connections renewed the NYS Standard of Excellence certification from the Early Care and Learning Council, a certification which will continue until 2021.
- There continues to be 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, household expenses, food availability, transportation and other common needs they are not able to access.
- The program is concerned about the low number of provider trainings attended in all three counties, especially Greene County. After working a full day providing care, the number of providers willing to come to in-person trainings has dropped significantly. While we feel that in-person training is much more effective and can respond to particular problems providers have, we are having to switch to virtual trainings in order to reach the targeted population.
- The NYS Office of Children and Family Services is making adjustments and will be providing funds for a Mental Health Children's Specialist on a full time basis in each of the counties we support. This program will hopefully implemented in the second quarter of 2020 and will be a collaboration with the regional leaders in Westchester and Albany counties.

- Child Care staff are facing a significant increased administrative burden as a result of a decision in September 2019 requiring comprehensive background checks for all day care employees. This additional paperwork is currently taking up the bulk of the time of registration staff.

COLUMBIA COUNTY DAY CARE SUBSIDY PROGRAM

610 State Street

Hudson, NY 12534

Telephone - (518) 822-0087

Staff: 3 full-time
Team Leader: Kerry Wolfeil
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 2019, 84% of the approved families fell in the low income 200% of the federal poverty level category; 10% are more financially distressed and receive Temporary Assistance from the Department of Social Services; and 6% are families caring for children in non-parental, foster care or preventative care situations.

2019 ACCOMPLISHMENTS:

The Day Care Subsidy program provided child care subsidies to, an average, of **155** eligible families, including **225** children, per month. **\$790,759.30** in subsidies were distributed to assist families in Columbia County that work, attend school, attend training, perform job searches, pursue self-employment and/or attend drug treatment.

The Columbia County Day Care Subsidy program works closely with the Child Care Connections program to do community outreach events and offer resources to families on child care financial assistance, searching for quality child care programs, and parenting education.

RECENT DEVELOPMENTS:

Day Care Subsidy staff continue to outreach to the Hispanic communities to increase the knowledge of subsidies for quality, available and accessible regulated child care for the families and children of this vulnerable community. There continues to be a consistent number of Spanish speaking families served, in large part because the program has a full-time staff person who is fluent in Spanish. When requested, staff will travel to various parts of the county to assist families with completing the cumbersome application. In 2019, the Day Care Subsidy program served **21** Spanish speaking families.

The Child Care and Development Block Grant (CCDBG) Act of 2014 has not yet been fully implemented. The law 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. Some of the Child Care Subsidy specific action steps not yet implemented by NYS will include:

- Establishing a graduated phase-out of subsidies for families
- Requiring 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

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

- 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;

The parent share fee is the fee that is paid towards the child care services directly to the child care provider on a weekly basis. It has been lowered to only 10% of the family's annual income, when generally most NYS counties are between 20%-35%.

Legally exempt enrolled child care providers will be paid directly starting in 2020. This will alleviate any chance the child care provider will not get paid by the parent for the child care services, therefore stabilizing the child care for the child and family.

COMMUNITY SERVICES

KINGSTON CARES

(845) 331-9683

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

Staff: 5 full-time and 6 part-time

Team Leader: Megan Weiss-Rowe
Program Director: Sue Weed

PRIMARY FUNCTIONS: Kingston Cares was established by Family to work with all segments of the Kingston community to prevent and reduce youth substance abuse and improve the quality of life for children and families in the City of Kingston and Kingston City School District. Kingston Cares operates a popular multi-age after school program at the City of Kingston's Everette Hodge Community Center in Midtown. Staff work to create an environment in which young people can gain skills, build confidence, enjoy positive social experiences and create a vision for their futures. In addition, program staff prepare nutritious meals after school and during the summer for youth at various locations throughout the City of Kingston. In recent years, the program has expanded its efforts to address critical survival issues such as poverty, food insecurity and homelessness.

ANCILLARY SERVICES: The program is committed to building opportunities for residents to work together to make Kingston a healthier community and 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.

2019 ACCOMPLISHMENTS:

- In collaboration with the City of Kingston, staff managed a free drop in after school program at the Everette Hodge Community Center, with a total of **213** youth served throughout the school year and summer. Of the 213 youth, **63** unduplicated youth were served by the program's newly established Summer Youth Development program at the George Washington Elementary School.
- The program continued its popular "Walking School Bus", which facilitates a supervised walk from George Washington Elementary School to the Hodge Center every afternoon. This service 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. On average, **50** children participated in the Walking School Bus on a daily basis.

- Staff prepared approximately **23,125** dinners to youth at the Everette Hodge Community Center, Rondout Neighborhood Center, and Boys and Girls Club during the school year. In September 2018, the funding source that had reimbursed the program for the meals provided to the Rondout Center and Boys and Girls Club changed its policy and discontinued that reimbursement. Agency leadership decided to continue to provide the meals as they were necessary even though we do not have an ongoing funding source to pay for the costs involved. It is the intent of the agency to set up a fund to help pay for the food for Kingston children in 2020.
- Staff prepared approximately **8,500** breakfasts and lunches to hundreds of children at **7** community sites through the Summer Food Service Program
- Staff prepared approximately **1,840** meals for the Salvation Army soup kitchen and **2,910** meals for the Ulster County Warming Center.
- The program helped to organize the 14th 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 2019, **45** agencies and **600** neighbors participated in the event.
- Staff facilitated a weekend backpack program with the support of the Food Deacons, a group of local ministers who purchased and distributed **40** bags of food every Friday to youth in need of food over the weekends.

RECENT DEVELOPMENTS:

Beginning in January 2019, the After School Program was restructured and began utilizing a group cohort model. Participants were divided by school grade into three groups, including Kindergarten and 1st grade, 2nd through 4th grade, and 5th grade and up. This new model allows staff to give more focused attention to each youth and ensures that the program is offering developmentally appropriate activities for each group.

In Summer 2019, the agency established a new 5 week Summer Youth Development Program for homeless and at-risk youth in Kingston. The program provided life skills workshops, journaling and small group reading circles, physical fitness activities and games, and weekly recreational/educational field trips. The program was located at the George Washington Elementary School, which included the use of three large classrooms, the gymnasium, cafeteria, and playground. The program was supported by the Kingston City School District, the City of Kingston, and Ulster County.

Utilizing funding from the NYS Office of Children and Family Services Public Private Partnership grant, the program began employing a part-time Licensed Social Worker, Ann Marie DiBella, who provides ongoing mental health consultation for children and families. During the summer, Ms. DiBella provided training for staff, consultation with program leadership on managing challenging behaviors, and support for parents/guardians who were struggling to navigate various helping systems. Her support services continued during the school year, where she also helped to author the agency's new 4th Grade Self-Regulation curriculum. The program completed a pilot version of the curriculum at the Hodge Center at the end of 2019 and is set to implement the program in Kingston and Ellenville in 2020.

The Food Program was significantly expanded in 2019. During the summer, the City of Kingston

and Family of Woodstock, Inc. continued making improvements to the kitchen at the Everette Hodge Community Center. The City purchased a commercial freezer and food warmer and Family purchased and installed a walk in cooler. With the addition of this new equipment, the program has been able to accept and manage more food donations from local businesses and farms, resulting in lower food costs and higher quality meals being produced. In addition to serving dinners after school and breakfasts and lunches during the summer to youth throughout Kingston, the program supported community efforts to address hunger among homeless and at-risk adults. During the Spring, program staff assisted with the transition of the soup kitchen, which had previously been located at the Clinton Avenue Church, to the Salvation Army, by preparing meals in the interim. The program also began to provide meals for the Ulster County Warming Center, which is managed by Catholic Charities, beginning in November 2019. Approximately 30 homeless adults are provided breakfasts and dinners when the Warming Center is activated. Lunches are provided when the Warming Center remains open during the day.

FOOD SECURITY

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

Staff: 2 part-time, 1 full-time

Program Director: Elizabeth McLendon Albright
Assistant Program Director: Peter Naddeo
Program Hours: Monday-Friday, 8:00am-4:00pm

PRIMARY FUNCTIONS: In collaboration with the Rondout Valley Growers Association, UlsterCorps, and the Hudson Valley Farm Hub, the program addresses food insecurity by collecting donated produce from local farmers and training volunteers to glean, process and distribute nutritious produce 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; 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.

2019 ACCOMPLISHMENTS:

The collaborative has been working since 2009 to reduce, and ultimately eliminate, food insecurity in Ulster County. In 2019, the collaborative distributed over 135,000 lbs of produce from 36 farmers and businesses and distributed it to 52 food pantries, shelters, and community meal programs in the Hudson Valley. In addition, the collaborative processed 6,236 lbs of produce for winter distribution. A central component of the program is the recruiting, training and coordinating of volunteers. During the 2019 growing season, **263** volunteers contributed a total of **1,460** hours gleaning, distributing, and processing fresh produce. The remarkable generosity of our local farmers and the strong support we have received from volunteers is helping us to address 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. As of 2019, hubs are now operational in Kingston, Ellenville Rosendale, New Paltz and Woodstock.

The collaborative has also developed a Community Resource Guide to provide information about services to help address issues that may be contributing to the root causes of hunger. In collaboration with best-selling cookbook author Julia Turshen, a series of simple recipes in English and Spanish has been developed to suggest ways to use the fresh and frozen produce most commonly distributed through the program.

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:

- The agency's Family of Ellenville program received **73,370** pounds of food from the Walmart facility in Kerhonkson as part of the Feeding America program and distributed it to food pantries, soup kitchens, churches and shelters throughout the southern part of 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 2019, the program served **8,500** meals to over **250** children. In addition, in an effort to address hunger issues among Kingston youth during the school year, the agency expanded its after school supper program at the Everette Hodge Community Center and began to offer meals at the Rondout Neighborhood Center and Boys and Girls Club. In 2019, the program prepared **23,125** dinners for these three youth programs. (For more information, see the Kingston Cares section of this Overview)
- 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 2019, the pantries collectively distributed **102,706** meals to **11,553** individuals.

RECENT DEVELOPMENTS

In 2019, the agency installed a walk-in cooler at the Everette Hodge Community Center, finished the fifth and final food hub in Woodstock, worked with the food pantries in each hub's region to more effectively utilize donations and reduce waste, expanded the amount of prepared foods from local restaurants that is distributed to not for profits rather than being discarded, and expanded outreach and coordination with pantries and farmers in the southern part of the County. In addition, the program expanded its collaboration with Community Action of Greene County to build a Farm to Food Pantry Program in that county. In 2019, 6,404 lbs of produce was donated and distributed in Greene County.

ADMINISTRATION

FACILITIES MANAGEMENT

PO Box 3516
39 John St
Kingston, NY 12402
845.331.7080

Staff:	2 full-time
Team Leader:	Thomas Bell
Assistant Program Director:	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. Facilitate the donation and sale of donated automobiles.

2019 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. Also in 2019, the agency, working with the City of Kingston was able to correct a blockage in the sewer system and expects to rent 96 Pearl St. early in 2020.

RECENT DEVELOPMENTS:

The agency continues to work with Assemblyman Kevin Cahill to finalize a \$150,000 grant from NYS DASNY, which will allow us to purchase six new vehicles for the agency's sheltering programs in early 2020. The agency is also making progress on establishing a solar array on a portion of the land owned by the agency, which is currently rented to HITS. It is expected that the agency will begin construction of the solar array before the end of 2020.

INFORMATION TECHNOLOGY

PO Box 3516
166 Albany Avenue
Kingston, NY 12402
845.331.7080

Staff:	1 full-time and 1 part-time
Consultant:	Adam Fischzang
Program Director:	Michael Dell
Service Locations:	All Family facilities
Program Hours:	8:00am to 4:00pm, Monday through Friday, on call at other times

PRIMARY FUNCTIONS: Maintain and support all agency networks and information 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, information, accounts and communication systems for the entire agency; support 324 unique email addresses, maintain and repair over 160 computers, laptops, and tablets, 7 servers across 14 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); provide first level support for all individual program sites telecommunication systems; and oversee and audit agency-wide telecommunications, data usage and billing.

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 computers and technology assets at all locations; maintain domain name registrations for Family of Woodstock's multiple internet domains; purchase hardware and software for all agency programs; administer Google Apps for email and groupware; manage mobile devices, tablets and smartphones and provide staff training as needed; configure and support all network, hardware and services at main admin offices on John Street and Albany Avenue in Kingston.

2019 ACCOMPLISHMENTS:

- Responded to more than 800 unique Tech Support requests regrading Family's technology support issues and technical questions.
- Implemented email encryption service using ZIXcorp that automatically encrypts agency emails which contain sensitive or private information for the protection of the agency.
- Setup and implemented GiveLively.com as primary events, ticketing and fundraising campaign portal for Family of Woodstock, replacing NYcharities.

- Created and published dedicated PayPal donation buttons for all Family program Facebook pages to help expand social media fundraising efforts.
- Developed dedicated PayPal donation button for OnePulse New Paltz Immigrant assistance fund.
- Developed technology budget for Title One, NOVO, Public Private Partnership and STEHP grants.
- Developed security plans for Title One computers to be used by clients, and a protective software solution.
- Participated in development of policies and procedures relating to public relations and social media for Family of Woodstock programs and staff. Implement and deploy
- Implemented EmpowerDB for Domestic Violence residential and Nonresidential programs as primary database for all DV staff, client records and reporting needs.
- Precision Care client database implementation for Adolescent Case Management with Medicaid billing export capabilities for Managed Care Behavioral Health Information Technology grant.
- Implemented and deployed Minute Menu software for Child Care to track providers and meals.
- Implementation of BiddingOwl.com for Agency hosted online and silent auctions.
- Assessed Donor Quest and Constant Contact usage in order to determine how to best utilize these resources to meet our mailing and donation tracking needs.

Major Projects Proposed for 2020:

- Implementation of IDrive to replace MozyPro as primary offsite cloud backup system for all Family of Woodstock data.
- Continue development and standardization of procedures and policies regarding social media and public relations for agency.
- Implement TeamViewer, remote administration software to allow for offsite technical support sessions that reduce the need for required travel.
- Negotiate a new Copier/Printer contracts for 2nd and 3rd floor at John Street and 1st floor at Albany Ave.
- Continue to upgrade agency PC's from Windows7 to Windows10.
- Upgrade agency servers from Microsoft server 2012 to Microsoft server 2019.
- Upgrade required to Barracuda Firewalls at John Street and Albany Avenue.
- Upgrade SonicWall firewalls for 9 remote program locations.
- Test site to site VPN for access to network resources from remote office locations.
- Consider upgrading internet circuits in order to achieve higher bandwidth at lower cost to improve quality of internet services.
- Develop plan optimize Donor Management and digital outreach procedures; develop flowchart.
- Standardize iCarol as the primary database resource for all staff and programs.
- Update 5 year technology plan regarding Family's ongoing technology requirements.
- Seek technology donations to accommodate ongoing computer needs.
- Documentation of agency information services and configurations.
- Continue to work with staff to optimize how file and folder creation, naming and location on agency servers are accomplished.

AGENCY ADMINISTRATION
Family of Woodstock, Inc.
PO Box 3516 Kingston, NY 12402
(845) 331-7080

Staff: 20 full-time, 2 part-time

Executive Director: Michael Berg
Chief Financial Officer: Donna Dell
Team Leader of Finance: Renee Wagner
Team Leader for Communications & Grants Megan Weiss-Rowe
Team Leader for Human Resources Carroll Sisco
Program Directors: Sherry Orlando, Althea Loglia and Mandy Seiler

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.

2019 BUDGET:

Projected Revenues:	\$10,715,548
Number of Contracts Maintained:	74
Number of Employee -Full time:	108
-Part time:	85
-Volunteers:	379

REVENUE BY PERCENTAGE OF FUNDING SOURCE

State/Federal	51%
Ulster County	23%
Local Government	1%
Contributions/Fundraising/Fees	15%
Foundations	9%
Other Counties	1.0%

2019 In-Kind Donations to Agency \$ 1,044,894 unaudited
Personnel: \$403,219 / Donated Items: \$641,675

DISCRETE CONTRIBUTORS IN 2019

Individuals	1,018
Business/Organizations/Corporations	333
Faith Community	21
Foundations	23
Estates/Trusts	2

AGENCY LEADERSHIP

Executive Director: Michael Berg

Team Leaders

Human Resources:	Carroll Sisco
Chief Financial Officer:	Donna Dell
Transitional Living & Restorative Justice:	Jennifer Pineda
Adolescent Services:	Kelly Warringer
Children's Services:	Kerry Wolfeil
Communications & Grants Management:	Megan Weiss-Rowe
Finance:	Renee Wagner
Crisis Services:	Salvador Altamirano-Segura
Training:	Tamara Cooper
Housing & Case Management:	Victoria Read
Facility Maintenance	Tom Bell

Board of Directors

Family of Woodstock, Inc. is supervised by a volunteer Board of Directors made up in 2019 of seventeen individuals as follows:

Executive Committee

President- Carl Chipman
1st Vice President- Hayes Clement
2nd Vice President- Evelyn Clarke
Treasurer- Shaheen Soltankhah
Secretary I- Bruce Katz
At Large I- Joan Eck
At Large II- Nathan Brenowitz

Remaining Board Members (2019)

Abe Uchitelle
Bruce Ginsburg
David Sterman
Diane Herrick-Kvistad
Jessica Robie
Lynn Eckert
Maria Elena Ferrer-Harrington
Pam Stocking
Rena Blumenthal
Sherrill Silver