



Programmatic Overview

2021

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 2020.

*An Agency
summary*

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PREFACE

2020 was a very challenging year for the agency. With the advent of the Covid-19 pandemic, we were forced to adjust virtually every program of the agency. Many of the staff worked from home, and with that, came challenges of verifying hours and work accomplished. The agency developed and continuously revised Covid policies to provide safety and proper hygiene for each program. It is a remarkable accomplishment that all of our programs were able to continue and that with the exception of a week each for three separate shelters, all programs continued to maintain operation. When those shelters closed, staff were able to find motel placements and support the residents with food and other services.

The agency benefited tremendously from an unexpected bequest from the estate of George Divine. The funding was able, for the first time, to allow the agency to clear its line of credit and thereby have sufficient money to operate. The Board of Directors has designated that any additional funds be used for capital expenditures that are required, or will lower the ongoing operating cost of the agency.

While 2020 has been a significant struggle, we are optimistic that 2021 will be a time of opportunity for the agency. We are excited at the District Attorney's commitment to expand the agency's Restorative Justice Program to address criminal activities by young adults up to the age of 26, utilizing Restorative Justice techniques rather than punishment. In the area of child care, the State has been making significant funding available to both address the costs of child care for essential workers, and to encourage child care providers to expand their capacity to meet the growing need for quality child care for working parents. We are also excited to be working with the County's HEAL project to address the opioid epidemic. We will be providing assistance with child care, emergency shelter, and case management to support individuals entering treatment and recovery.

While 2020 was the agency's 50th anniversary, we had no time to celebrate. We are hoping that by the end of 2021, we can invite all of our staff and supporters to come together and celebrate the agency and its tremendous accomplishments throughout its now 51-year history. We have seen a significant increase in recognition of the role that Family plays in our community and increasing support from the community. It is that support that is getting us through these difficult times.

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; the agency provides Child Care Subsidy Administration for the Department of Social Services of Columbia County; Kingston Cares runs a multi-age afterschool program at the Everette Hodge Center serving Midtown youth – **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 sponsor 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 an advocate at the Ulster County Family Court; individual and group counseling for survivors of domestic violence; groups for men and women in the Evolve program who have been violent with a family member; and supervised visitations authorized by the Family Court for non-custodial parents. The Agency is leading the effort to expand strength-based and prevention programs which grow healthier individuals and communities, working with many of the county's school districts and participating in collaboratives in New Paltz and Ellenville. As part of this effort, the agency utilizes Trauma-Informed and Positive Youth Development approaches and is implementing restorative justice 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 county 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 a broad array of resources to address the varied 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 / 11 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 Program. The program also 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, income, and functional levels. Generally, the primary populations served are young adults through late seventies of all gender identities.

2020 ACCOMPLISHMENTS:

68,594 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.

2,092 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.

537 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 staff.

535 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 mental health practitioners referred to by FOW.

432 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.

595 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.

2,707 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.

23 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 **118** people last year. The program also sponsors a Holistic Health Clinic 4 times a year.

RECENT DEVELOPMENTS:

PANDEMIC RESPONSE: Family of Woodstock continues to be a vital part of the community as the pandemic rages on across the county, state, country and the world. Our operating philosophy has been to emphasize our resilience through being adaptable and flexible and pivoting quickly to new ways of delivering services in response to emerging situations. In March, we closed our building to walk in clients, concentrating on creating psychological and physical safety for our volunteers, interns and paid staff to continue answering both the phones and the text line. Our FOWCS committee continued to meet with clients by phone and to accept new clients. Walk up clients could access food bags, supportive and crisis counseling, and supportive case management by scheduled appointment. In collaboration with the county, the hotline worked with other programs and agencies to help get Project Resilience up and running. We initiated a tie line from our hotline to the county in order to facilitate easy access for residents to sign up for food distribution. We also assisted those without computer access to register for this important nutritional support.

In order to provide sufficient coverage of our phones and text line, and provide additional opportunities for volunteers to work in safety, we created a team of virtual staff. Working with Family's IT consultant, we created three separate methods for staff to work from home to supplement our onsite staff in the continuous operation of our 24/7 services. Two phones were installed on the outside walls of our building to facilitate easier access to onsite staff for those seeking immediate assistance.

As it became apparent that our agency training and weekly meetings would need to be conducted virtually, our staff pivoted to an online format. Our first virtual training session for interns, volunteers and agency staff was conducted over the summer. We have held several training sessions since that time. Our continued use of this virtual system has allowed us to bring on new staff and interns.

Along with several community partners, we continued our traditional Thanksgiving meal by offering a holiday food basket to those who wished to cook and a complete meal delivered to the homes of those who requested it. Our holiday gift drive consisted of prioritizing gift cards for local families.

There were many new challenges in the 2020. Some of our services were suspended until the pandemic recedes. We look forward to renewing our onsite services when we can and will continue to increase our flexibility in response to community needs until then.

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. We also have a presence

on the Police Reform and Re-envisioning committee, Woodstock Community and the Human Rights Committees.

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.

In addition to the Narcan trainings, the agency is assisting the community effort to address the opioid epidemic by providing emergency shelter to individuals waiting for access to treatment and child care for the children of addicts while in treatment. We are currently discussing providing additional case management services targeted to substance abusers in the various treatment programs.

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 this endeavor.

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; computer skills training; free store (including clothing, furniture and household items); public rest room; community bulletin board for employment opportunities, available housing, messages, workshops, 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.

2020 ACCOMPLISHMENTS:

12,150 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.

14 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.

127 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.

123 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.

754 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.

238 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.

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

3,342 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.

14 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 **2** 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 **6** new participants in 2020.

In addition to the Hotline/Walk-in Services described above, the program currently houses staff from FOW’s Adolescent Services and Adult Case Management programs. The site also sponsors a number of groups open to the public, including: weekly AA and NA meetings, Co-Dependency meetings, AL-Anon meetings, Mental Health Wellness meeting and Book Club meetings. 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: 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 medication and will train on its use as well as distributing Narcan to those individuals in need with no questions asked.

Family of New Paltz is working to expand its food program in a number of ways:

- 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
- Re-establishing 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 students in need
- Continuing to strengthen existing collaborations with local organizations such as ShopRite, Topps, Bimbo Bakeries, Phillie Bridge Farm Justice Program, One Pulse Emergency Immigrant Alliance fund and Food Not Bombs

Other areas that the program is focusing on include: utilize SUNY New Paltz interns to increase the program's volunteer workforce and social media presence; expand the Bridging the Digital Divide program which loans laptops/iPads for students in need of computers to do schoolwork; establishing a tutoring program with local school districts; increasing community outreach, and increasing the overall 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 computer and internet; employment and rental listings; and use of meeting space for community groups and other agencies' programming. Seasonal programs include holiday foods and toys, outerwear distribution, basic school supplies. Hot drinks and food snacks are available every day during open hours. Books for children and adults are available for reading in or taking home. Extensive bulletin board and pamphlet areas with information on all local and many countywide agencies, programs and special events. Supervision is provided for community service, work experience, work-study and internships, and for court-mandated community service. Motel placements for individuals and families unable to be serviced by Family's shelters are arranged.

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

2020 ACCOMPLISHMENTS:

7,092 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.

460 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.

61 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.

138 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 mental health practitioners referred to by FOE.

213 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 arranging first month's rent and utility deposits; help in moving in; and assistance in understanding their rights and responsibilities as tenants.

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

4,274 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.

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

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

25 individuals addressed outstanding legal issues.

40 individuals continued or addressed issues concerning their education.

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

In addition to the Hotline/Walk-in Services described above, the program houses staff from the Adolescent, Domestic Violence, Health Homes and Adult Case Management Programs on a full or part time basis, and other Family of Woodstock, Inc. programs provide services at the Ellenville office. The program's 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.

Family of Ellenville sponsors the following weekly groups open to the public in the community room: three Narcotics Anonymous groups; a 12 step Recovery Assurance group; a batterers group (Evolve); and a knitting and crocheting group for males and females. 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. Due to the current pandemic these in person activities are on hold. NA and 12 steps are being conducted virtually until further notice. From December 21, 2020 to January 6, 2021, Family of Ellenville in Partnership with Burlington Coat Factory hosted our Annual Community Coat Drive. A total of 175 coats were distributed to our community and shared with additional programs.

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 2020, FOE transported, weighed, stocked and distributed 59,792 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.

RECENT DEVELOPMENTS: As part of an agency-wide effort, Ellenville staff have been trained in administering Narcan and will train on its use and distribute Narcan, no questions asked, to individuals seeking it in the Ellenville community. 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.

Hudson Valley Legal Services is providing virtual services by appointment to address the legal needs of our clients.

Ellenville Headstart also conducted their Parenting group in January and February.

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

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 2020 the program assisted court mandated individuals with their CS requirements, 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: **2** individuals fulfilling court mandated community service; **1** college students in field placement semesters. Ms. Dyani Fitzpatrick, Program Specialist at Ellenville Regional Hospital Food to School Program has provided the volunteer team working on our Garden Restoration Project. The garden is scheduled to be completed by the spring 2021. This garden will be in honor of Ms. Fitzpatrick's grandmother who was a part of our Family of Woodstock staff for many years.

In most years, 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.

Due to the current pandemic we have implemented all safety guidelines in our building as per the state to ensure the community continues to receive assistance and continue to be safe and healthy.

RESIDENTIAL DOMESTIC VIOLENCE SERVICES

THE WASHBOURNE HOUSE

PO Box 3817

Kingston, NY 12402

(845) 679-2485 / 338-2370

Staff: 7 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; recreation and educational support 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.

2020 ACCOMPLISHMENTS: The program provided safe shelter and services to **22** women and **20** children, for **4,116** nights in **2020**. The average length of stay was **98** nights and the program had a **66%** occupancy rate. (The program was running at an occupancy rate of 67% from January 1-March 31, 2020.) The residents addressed the following issues with the assistance of program staff:

- **20** women were assisted to access or advocate for entitlements including Public Assistance, SSI, SSD, and Child Support.
- **5** women were employed while residing at the Shelter.
- **7** residents participated in residential groups- including house meeting, support group, and domestic violence education group.
- **17** women received individual counseling.
- **14** women and **15** of the children were referred for medical services with the assistance of program staff.
- **8** women were assisted to access mental health services at Hudson Valley Mental Health or Behavioral Health at the Institute for Family Health.

All group work was suspended in the middle of March (as recommended by NYS OCFS) and in response to the Covid-19 pandemic. The shelter also stopped housing more than one family in a bedroom starting in late March, also as recommended by NYS OCFS. These recommendations assisted us in keeping everyone healthy, but had an impact on both how many clients we were able to house and also in the services that we were able to provide.

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. The goals of the Residential Adult Program are to:

- Provide a safe place for clients to live (away from abuse and intimidation) while they figure out their next steps.
- Empower clients by offering them education around domestic violence and its impact on adults and children.
- Support clients in learning how to identify unhealthy relationship characteristics and assist them in learning new ways to relate and communicate that include direct communication and healthy boundaries.

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. 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.

Residential Parenting Program: This year, the staff has continued to work hard to reinforce the idea that parents are the experts concerning 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.

RECENT DEVELOPMENTS

2020 began as most years have, and changed in late March to a year like none any of us have had before. The staff and residents found themselves trying to navigate working and living in a communal environment while many agencies around us closed or moved to very limited hours and services. Our two newest staff (Assistant Program Director, Jessica LaFera and Case

Manager, Sara Hutton) started in March and became oriented to the shelter during a time when just coming to work involved risk.

The shelter has had significantly fewer clients, no group activity, limited social contact between clients, and a lot of focus on Covid-19 safety protocol. The necessary shift in priority from building community among residents to discouraging this community has meant an increase in demand on individual workers for individual work with clients. Though we have had way fewer clients, they have also predictably stayed much longer. (Our average length of stay going from 65 nights in 2019 to 98 in 2020.) These longer stays coupled with mandatory mask wearing and social distancing in communal areas has meant a shelter that feels safe from a health perspective, but less inviting from an emotional perspective. Our hope is that we will continue to figure out new ways to create warmth and community that are safe and healthy for all of us. We plan to start online groups this year (within the shelter) and will continue to do our best to show up for our clients and each other with gentleness and generosity. This means reminding ourselves and each other frequently that the stress that this pandemic has put on clients and staff (for many different reasons) is real. How that stress shows up for clients and staff is sometimes the same and sometimes different, but since we work where they live we are learning together just how to navigate this uncertain time.

NON-RESIDENTIAL DOMESTIC VIOLENCE SERVICES

PO Box 3516

Kingston, NY 12402

(845) 331-7080 x128

Staff: 4 full-time

Team Leader: Salvador Altamirano-Segura

Program Director: Emily Trotter-Bodie

Staff: Lyuba Yoors, Garciela Larin-McDonald, vacant

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 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; 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 maintenance 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; and supportive services within the judicial, police, and school systems available bilingually. The program also gives former residents and group member's 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.

2020 ACCOMPLISHMENTS:

17 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; **22** adults were referred by CPS, area courts, or Family of Woodstock's homeless shelters to participate in domestic violence education sessions; **186** adults, some of whom also participated in groups, received one-on-one crisis counseling and/or case management; **6** families, with **6** adults and **10** children, were housed through our Rapid Rehousing for Domestic Violence Survivors housing grant; **24** people sought assistance from our bilingual counselor / case managers with translation assistance; **39** people utilized the services from the program's Department of Social Services Advocate to better

navigate the process of seeking assistance; and **153** 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 **61** Stay Away Orders of Protection and **34** No Harass Orders of Protection being issued.

The program provided regular community education presentations and speaking engagements on topics related to domestic violence and teen dating violence and healthy relationships in the beginning of 2020. After the pandemic began the program expanded its outreach to virtual training, participation in virtual community events, and increased use of the program's social media platforms for community outreach.

Non-residential Children's Program

The Non-Residential Program normally 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. Due to the health crisis group services were only able to be offered for the first quarter of 2020.

In 2020, **11** children attended the groups. Staff observed that children who attended the groups were more comfortable to express themselves, interacted meaningfully with peers, and in general, happier.

In 2020 our annual Holiday Gift Drive provided gifts for families which included **82** children who had themselves or their parents been helped by the program throughout the previous year.

RECENT DEVELOPMENTS:

As it was for all programs at Family, 2020 was an unprecedented year for the Non-Residential Domestic Violence Services program. The COVID-19 health crisis brought about many changes to our service delivery model, with a change to mostly phone and technology-based services. Most of our staff faced needs for quarantine, family illness, and the adjustment to having children at home. However despite these challenges our team adapted to new work methods that enabled us to continue providing support and service to survivors throughout the pandemic. This was essential as we knew that a health crisis of this nature would certainly increase domestic violence, and indeed that is precisely the trends we have seen locally, state, and nationwide. Staff had to creatively adapt safety planning strategies while victims were quarantined with abusive individuals, shelter space was limited statewide, and typical community resources were not always open or accessible.

Once late spring / summer arrived and people were leaving their homes more, the program saw an influx of intakes. Despite the increased demands for services and needed support around this same time the program also began to feel the financial impacts from the health crisis and

subsequent budget tightening. We had several funding sources end unexpectedly, creating budgetary hardship for the program. Leadership has worked to maintain our ability to serve survivors despite these challenges.

The program director continued participating in the NYS Coalition Against Domestic Violence (NYSCADV), the state coalition against domestic violence, which supports efforts to create inclusive programming which practices trauma informed practices. 2020 began with the continued efforts NYS began making in domestic violence service delivery policy and procedures in order to fulfill federal compliance regulations. However once the pandemic began that focus shifted to COVID related needs for service provision. Program participation with NYSCADV enables us to be part of the service provider community of the state, keep informed, and be a part of the collective voice. Locally, program leadership are active members of the Ulster County Interagency Council on Domestic Violence, which typically meets monthly. The non-residential program director participates in the Teen Dating Violence Committee.

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

Staff: 1 full-time / 8 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. Due to the Covid-19 pandemic, all EVOLVE groups are currently taking place online.

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 and/or abusive to 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.

2020 ACCOMPLISHMENTS

94 men and **10 women** were provided initial intakes from January 2020 through December 2020. 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, **158** individuals including participated in long-term groups from January 2020 through December 2020. **30 men** and **5 women** successfully completed the program. **51 men** and **4 women** were terminated for lack of attendance, mostly due to excessive absences or incarceration. One of the terminations was because the participant died. **13 men** and **1 woman** were contacted to start the program but did not show. **17 men** and **4 women** did not complete the 4-week orientation period. **65 men** and **9 women** continued to participate in long-term groups at the end of December 2020. Over the course of the year, **5 men** completed Evolve but continued to attend groups voluntarily.

RECENT DEVELOPMENTS

As a result of the Coronavirus pandemic and the NYS governor's mandate, all Evolve groups shut down in mid-March 2020. Initially, we were waiting to resume, first in April and then in May. However, it became clear by then that the virus was not subsiding and we made the decision to implement **online** groups.

We canvassed staff and clients regarding their access to the equipment needed to participate online and found that the majority were equipped. The few who were not, have not been penalized for not attending.

The agency chose the Webex Meetings platform because it is HIPPA compliant. Evolve began groups again mid-July 2020. While it was challenging at first, mostly because of technical difficulties, the groups have begun to flow as close to "in-person" as is possible.

The program director continues to enroll new participants, although intakes are being done by phone, rather than in-person. Contact with referring agencies continues, as before the coronavirus.

More time and attention has been given to recordkeeping by the program director because of the online procedure. For example, all online participants have signed an online consent form. No participant may enter any online group if they have not consented. Links to all groups had to be set up for the entire year. Links are sent out weekly because if anyone completes or is terminated, the link must change for the purpose of confidentiality.

One group facilitator resigned and has not yet been replaced.

DARMSTADT SHELTER

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

Staff: 12 full-time, 3 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; 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. We also have a lap-top for clients to have video conferences with programs and therapists in private. Wi-Fi has been established throughout the building for all to use. 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.

2020 ACCOMPLISHMENTS: The program provided **81** men and **70** women with **5,928** nights of residency at an average length of stay of **39.2** days, a **77.3%** occupancy rate with an average of **16.2** residents per night. There were **21,384** meals served.

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

- **37** 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

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

In addition to the services provided residentially, the program had **795** contacts from previous residents or individuals not seeking residential care, but seeking assistance for the following: **159** were provided emergency food, clothing, bedding, and household items; **27** sought mental health services; **12** sought drug and alcohol services; and **346** sought help to find housing.

RECENT DEVELOPMENTS: The COVID-19 epidemic proved challenging for the clients and staff alike. It became far more difficult to meet with Landlords, and have face to face meetings with doctors and therapists. It also limited the number of potential clients seeking our services, as well as ex-clients seeking after-care. It has also been necessary to put safety and hygiene protocols in place (mask wearing, frequent hand washing, etc.), which are sometimes challenging to enforce.

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 2020, Darmstadt served 25 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.

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

Staff: 14 full time / 1 part-time
Team Leader: Victoria Read
Program Director: 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

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 pantry; aftercare program and homelessness prevention.

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

2020 ACCOMPLISHMENTS:

The program opened **33** new files and provided shelter and case management services to **30** females, **9** males and **51** children for a total of **90** individuals, counted as **32** families and **1** single individual. There was a total of **6,691** resident's nights where **20,080** meals were served. The average length stay was **74** nights, the average client per night was **18**; the occupancy rate was **68%**. Aftercare programming was provided to **17** families who agreed to receive services during their transition of maintaining permanent housing.

The following is a summary of services provided:

Housing Services for 33 Families

13 families with a total of **37** individuals found independent permanent housing including: **4** families who were approved for LTCM and **1** family for Rapid Rehousing provided by the agency; **3** families with a total of **7** individuals were assisted with reunification with their families; **15** families with a total of **40** individuals were relocated by DSS before ILP was completed included one family that was relocated in a motel due to COVID-19 positive test result; and **2** families with a total of **6** individuals remained at the shelter for the holidays.

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

2 individuals accessed treatment; **10** individuals accessed Dental services; **28** individuals accessed Medical Services; **23** individuals accessed mental health counseling; **12** youth accessed counseling.

Family issues:

15 families had CPS involvement, 6 at the time of entry and 9 were referrals made by program staff while the client was in the shelter; **1** family was having domestic violence issues while residing at the shelter; **15** families were assisted with health insurance issues; **3** families were assisted with childcare arrangements through Family of Woodstock's Child Care Council; In-house childcare was provided to **36** children so clients could attend meetings and appointments.

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

1 individual regarding housing; **3** individuals at City Court; and **8** individuals at Family Court.

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

32 for TANF; **38** for Medicaid; **46** for Food Stamps; **1** Safety Net; **1** Social Security; and **34** other entitlements.

Due to covid-19 restrictions including social distancing, all life skill were temporarily postponed. In the meantime, tutoring program, reading/art time, and school enrollment services were offered to **15** school aged kids who participated in homeschooling

In response to area school districts going to virtual learning, CCE developed Project ACCESS, a daytime program that provides a safe social emotional learning environment for our youth. We referred **2** children to Project ACCESS at the Center for Creative Education:

We referred **2** children to The Rondout Neighborhood Center Drop In After School Program which was extended to an all-day program due to virtual learning.

Transportation:

Consumers were provided with **130** trips to services including

Adults: **9** to employment; **25** to entitlement; **21** to housing; **1** to legal services; and **28** to medical.
Children: **8** to education; **24** to medical; and **14** to other services.

Food/Financial Services:

20,080 meals were served; in **157** instances residents received clothing; in **102** instances residents received financial assistance; **7** families received assistance with security deposit.

Life Skills Services:

Residents gained life skills in the following areas: **102** in personal growth, daily living skills, survival skills and financial management; **9** were assisted in finding jobs and maintaining employment; and **17** 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 had not been identified or addressed at the time of entrance to the Shelter.

The following are the goals of the program:

- Meet children's basic needs upon arrival.
- Facilitate access to medical and dental care, as needed.
- Enroll or re-enroll children in school.
- 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.
- Educate parents on issues of age-appropriate behavior, non-violent discipline, child safety, and how to improve communication.
- Work with parents to help them identify and assess their child's needs for special services.
- Assess child's school history to ensure that the child has received all special needs programming required and available.
- 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 location as per the requirements of the McKinney-Vento Homeless Education Assistance Act), and tutoring when needed.
- Instructing parents on how to properly install car seats and providing them as needed.
- Building parenting skills by providing one-on-one counseling and on-site parenting groups, and by enrolling parents in parenting classes provided through MHA of Ulster County and Family Services, Inc.
- Organizing children's activities both on-site and in the local area to provide recreation and exercise, and to build self-esteem.
- Providing child care so that parents can meet with their case managers to locate housing, employment or vocational training, and attend mandated life skills groups on such subjects as budgeting, nutrition, parenting and issues related to domestic violence.

- Establishing story time each evening to encourage parents to read to their children and encourage a sleep schedule that ensures proper rest. Parents who 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.

Recent Developments:

The program, as all of Family's shelters, have struggled to remain open during the Covid-19 pandemic. Unfortunately, because staff were exposed, we have had to twice close the program, disinfect it, and give staff time to get a test. Each time we were able to reopen within a week. The program is working on a plan to install a new playground, which will respond to the needs of the children of varying ages that the program serves. The program is also benefitting from observations and staff trainings provided by Ann Marie DiBella, a former social worker in the Kingston School District, who is working as a consultant on child development and staff training issues. Ms. DiBella has also been able to help parents of children with special needs to fill out IEP forms which will allow the school to provide specialized services to meet the needs of those youth.

ADULT CASE MANAGEMENT

PO Box 3516

Kingston, NY 12402

845.331.7080

Staff: 14 full-time

Team Leader: Victoria Read

Assistant Program Directors: Amy Colon

Rissa Przekop

Andrea Rodriguez

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

Program Hours: 9:00am to 5:00 pm, Monday through Friday. Program supervisory staff on call 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 or the county jail; 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.

2020 ACCOMPLISHMENTS:

889 cases, involving **655** individuals and **234** families including **490** 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; individuals involved in the Ulster County Mental Health system, particularly those whose primary language is Spanish; those sanctioned or seeking assistance from DSS; those reentering the community from incarceration; and those dealing with immigration issues. In addition to those mentioned, **406** households with **534** children who were seeking financial assistance to resolve housing issues were provided with case management and connected to resources to remain or move into permanent housing, including acquiring security deposits for apartments and utilities, locating furniture and house wares, and assisting with moving. Toward this end, the agency has a special fund, the Lorraine Kohn/Michael Wood Fund to help facilitate housing the homeless, and also provides referrals to the United Way Homelessness Prevention Fund and Radio Kingston fund. Another **2,016** consumers who were not opened for ongoing services were assisted with housing referrals and other issues. An additional **1,433** individuals were either assisted or received referrals towards utility payments.

154 consumers (**37** were singles and **39** families with **67** 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 help with immigration issues, translation, acquiring critical documentation, and accessing entitlements: **38** clients have been assisted with immigration issues; **74** with written translations; **83** with oral interpretation; and **143** with obtaining documentation and accessing entitlements. Many of those people were 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.

388 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 from program staff.

380 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 mental health practitioners, as a result of referral, advocacy and ongoing support of program staff.

500 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.** **1,018** individuals 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 one-on-one life skills trainings.

248 individuals have begun the process to become self-sufficient by increasing their vocational skills, becoming job prepared, and finding employment. In addition, **123** were referred for vocational or educational services provided by other agencies.

The program also provided assistance on a one-time basis or very short period of time to **8,228** individuals. Most of these individuals were referred to other agencies' services that would address their needs.

Adult Case Management's Staff provided the outreach and evaluation the major charitable funds available in Kingston and Ulster County to assist people in emergencies. **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 expenses, and various other needs. **289** 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. **1,030** individuals and families were assisted financially through the Radio Kingston fund, which was established to help residents of the Kingston City School District.

Case Management Services

Mental Health Case Management: the ACMS program provided case management to support individuals with mental health diagnoses who might not necessarily be engaged in treatment. Through this program, **22** individuals were served on an ongoing basis. Another **269** received support services on a short term basis. By the end of the year, **4** cases had been closed, and all **4** 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.

Long-Term Housing/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 **37** singles: **14** left the program during the year, of whom **12** completed the program and moved into stable housing; and **2** were discharged with an unsuccessful outcome (both were incarcerated).
- Shelter + Care for Families - the program housed **14** families (**19** adults with **28** children), **7** of whom left the program during 2020. All completed the program to rent their own housing.
- Supportive Housing Program - the program served **19** families in 2020 (**19** adults with **29** children); **5** families exited the program, **4** to rent their own apartments. The fifth person died while enrolled in the program).

- Rapid Rehousing, a new program for families - the program housed **6** families (**8** adults with **10** children). **1** family exited the program 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 **172** consumers, **19** of those individuals would not have been able to receive counseling services without the interpretation services provided by program staff. The staff assisted clients to develop a comprehensive service plan geared to achieve goals determined by the clients themselves in collaboration with the case managers. 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 now receiving treatment for their conditions. **361** individuals and families received case management that did not include housing.

Criminal Justice Services

Re-entry Program: the program provided re-entry assistance to **91** 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. Outcomes included: **12** individuals gained employment; **6** individuals were linked to employment or educational/vocational training; **40** were assisted with housing; **49** participated in substance abuse treatment or self-help support groups; **30** participated in treatment for Mental Health issues; **37** were assisted with entitlements; **35** participated in cognitive behavioral therapy groups; **17** completed the Moral Reconciliation Therapy (MRT); and **57** started anger management with **25** completing the program.

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 program. This program enrolled and/or served **98** individuals during 2020. Of those clients, **28** were designated as Health Home Plus clients acknowledging that they require a higher level of care. This program mandates a more intensive level of care management services to persons suffering from SMI (Severe Mental Illness), homelessness, recently incarcerated, are frequent users of hospital services (both ER or inpatient), or a combination of those factors. A minimum of four contacts per month with each client is required. All clients 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. Requirements for eligibility include: 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 2020.

RECENT DEVELOPMENTS:

In 2020, the program began a new initiative in the Ulster County Jail, providing case management services to incarcerated people who are going to be reentering the community within a relatively short time. These clients have been assisted with accessing services from the Department of Social Services, locating housing, obtaining identification documents (which are often lost when the offender goes to jail), and connecting with treatment providers for medical, substance use, and mental health needs.

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.

Program staff continue to participate in the Ulster County Family Treatment Court panel, the Kingston Drug Court panel, the Ulster County Administrative SPOA committee, the Ulster County Residential 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 populations served.

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

Assistant Program Director: Paula Perez-Francisco

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.

2020 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 **24** new families for a total of **133** visits arranged and **87** visits actually held. **36** children and **48** adults were served in 2020.

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

RECENT DEVELOPMENTS

The program has continued to be operated out of the Everette Hodge Community Center. It was running smoothly until it was disrupted by the pandemic in March of 2020. The program resumed operations in July and is continuing to operate. The Program Director, Sue Weed, decided to leave the program after having left the position of Program Director for programming at the Hodge Center. Responsibility for the Supervised Visitation program has transferred to Paula Perez-Francisco, Assistant Program Director at the Hodge Center. As previously there is always a second staff person present on site while visitations are occurring to provide administration and support in instances where either the custodial or non-custodial parent is uncomfortable with or not following programmatic rules.

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: Robert Molina
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, below 18 years of age (generally 12-17), for an initial stay of up to 30 days, and a total of 60 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. See Recent Developments below for further information. The program also provides respite for youth requiring it who participate in the County's Coordinated Children's Services.

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

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

2020 ACCOMPLISHMENTS:

In 2020, Family House served **51** youth, including **10** youth who stayed more than one time, for a total of **61** stays and **1,151** nights. The program has an average length of stay of **19** nights and an average resident per night of **3.2**. There were **3,371** meals served.

Numbers listed are duplicated by stay

- **50** youth kept **452** 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.
- **24** families participated in **72** family meetings with Family House staff and/or other youth serving providers; **9** youth participated in **17** meetings with other youth-serving providers including YAP, CCS and DSS.

- **23** youth kept **81** appointments with Astor, Institute for Family Health (IFH) or other mental health practitioners.
- **8** youth kept **16** doctors' appointments to address their medical/dental needs.
- **6** youth kept **11** appointments with Probation.
- **3** youth kept **5** appointments with other FOW services including STSJP and Anger Management.
- Of the **61** clients in the program: **60** youth were enrolled in school upon entrance to the program; **1** youth was suspended and discharged within 24-hours of entering the program. Of the 60 youth enrolled: **9** were enrolled in BOCES programs; **4** were enrolled in a Partial Hospitalization program; **3** were enrolled in the TTP program. Of all clients in the program: **34** youth addressed educational related difficulties and **28** youth improved attendance.
- **425** House Groups were held which discussed program issues such as chores, recreation, and school.
- **388** 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. Additionally, the Team Leader, Robert Molina, has conducted 5 groups with the clients.
- A total of **412** 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. The typical recreational activities generally included swimming, hiking and visiting our local recreation centers, and attending concerts, fairs, libraries, animal sanctuaries and volunteering for various community events. During the warmer months, the residents participated in many outdoor activities such as hiking and rock climbing, canoeing, swimming, visited the donkey rescue sanctuary and local bird sanctuaries. We were not able to participate in many of the regular activities due to the Covid-19 pandemic.

All residents participated in the Work Study Incentive Program, which measures each youth's household and individual service plan responsibilities. During this past year, **1** youth was promoted to Level 5, **9** youth were promoted to Level 4, **3** youth dropped to Level 2, and the remaining **45** maintained at a Level 3 status. **3** 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 **3.8%** during their stay.

In 2020, of the **61** duplicated stays, **47** youth returned to a parent/guardian's home or home they were living in prior to entering the shelter; **2** entered group home placement; **2** youth went to a new foster family; **1** youth transitioned to inpatient psych hospitalization; **1** moved to MidWay; **3** went to live with other family members or friends as planned; **2** youth went AWOL both later returned home. At the end of the year, **3** youth remained in the program.

RECENT DEVELOPMENTS: Family House was successful in receiving a 3-year grant from the USD HHS in the amount of \$200,000 a year. Unfortunately, it was rejected by the Mother Cabrini Foundation, and as a result, lost \$185,000. The program has benefitted from an aftercare case manager hired in the last year, and has recently hired a worker who serves as a case manager in the program and also as the liaison to the McKinney Vento workers under a contract with Ulster County BOCES. The program is also benefiting from a new Team Leader, Robert Molina, who will be working with the staff to expand a number of youth utilizing the program.

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

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

Staff: Midway of Kingston- 6 full-time
Midway of Ellenville- 6 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.

2020 ACCOMPLISHMENTS:

The program served **19** adolescents and **1** infant residentially at both sites in 2020.

During this year, resident outcomes included:

- **19** adolescents stabilized their living situation and increased their competency in living skills by residing in MidWay.
- **19** adolescents participated in assessment, service plan development, and individual counseling.
- **14** adolescents advanced their education as follows: **7** attended high school, with **4** attaining their high school diplomas; **1** youth attended college classes; **1** youth attended college classes during her last year of high school; **1** youth continued a whole day BOCES program; **2** youth participated in GED classes; and **2** youth were accepted into SUNY schools and plan to start in January, 2021. The remaining **5** adolescents had already earned a high school diploma in an earlier year or before entering MidWay.
- **14** adolescents were assisted with gaining/retaining entitlements (food stamps/TA, SSI) and/or financial aid for college.
- **17** youth were employed during this past year: Of the **17** youth who found employment, **7** of them were employed full-time and **10** of them were part-time. Some of this employment was short-term, but all youth gained important job experience.
- **17** adolescents addressed their medical needs and saw a primary care physician.
- **8** 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.
- **1** youth addressed his criminal justice issues by meeting with his parole officers and attending his court dates.
- **1** youth was supported to receive all needed pre-natal care while pregnant, and provided with resources related to parenting support and child care. The baby was born in April, and was supported to receive all infant medical care.
- **12** youth and **1** infant discharged from the program to the following locations: **6** youth and **1** infant moved into stable, independent living situations; **2** youth moved into independent living situations that were offered with family supports; **2** youth returned to living with a parent; **1** youth needed hospitalization and then returned to living with her guardians; and **1** youth entered boot camp for the USMC. The youth in boot camp did not successfully enter the Marines, and returned to the program later in the year.
- **12** youth and **2** infants received regular aftercare services with the following outcomes: **10** youth were employed; **5** youth were supported to continue attending to mental health needs; **2** youth attended to legal issues; **4** youth continued their education; **7** youth accessed entitlements; **2** infants received all medical care and were ensured basic needs; and **9** youth were paying rent for their own living situations. **9** additional youth were checked in on by the aftercare case manager to ensure stability; these youth declined regular case management services at this time.

RECENT DEVELOPMENTS:

At the start of 2020, the program began offering significantly more aftercare services to the former residents of MidWay. This new case manager reached out to all youth who were discharged during 2019, and offered on-going case management to support stability and success in their new living situations. Many youth were thankful for this offer, and worked closely with the new case manager throughout 2020. While the program usually remained in contact with former residents, the ability to provide focused and individual case management to these youth has already proven to be both necessary and successful.

As COVID-19 cases arrived in New York, MidWay staff worked diligently to seek out guidance from the local Department of Health to ensure the safety of all staff and youth in the program. Open and honest communication was maintained, as new policies were put in place. At the start of the pandemic, program staff taught the youth about the virus, breaking down myths, easing some fears, and validating all emotions regarding the sudden changes taking place. The program stopped allowing visitors, and began using social distancing. Handwashing and disinfecting of the house were done on all shifts, and the youth were taught how to do their best to prevent the spread of the virus. Thankfully, most staff were eventually able to continue working their usual shifts, and this allowed for some normalcy and consistency for all. This was an opportunity to truly balance physical safety (through masks, distancing, etc.) with the psychological safety (through continued interaction, group activities, and honest education).

Throughout the pandemic, staff and residents limited their socializing to interacting with the individuals inside of their households and their work settings. Masks, gloves, and hand sanitizer were provided to all, and the youth were supported in using this equipment when outside the house for essential tasks. Protocols were put into place for a quick and safe response to any

individual who may become symptomatic. For example, one resident suddenly had an elevated temperature, and he was immediately isolated and scheduled for a COVID-19 test within a couple of hours. All residents were directed to use the downstairs bathroom, and the Program Director disinfected the upstairs bathroom (which was last used by the symptomatic resident). The house was sanitized using the approved bleach solution, and staff were scheduled for their own COVID-19 tests. Within two days, the program was informed that all tests were negative. The program did not have a positive COVID-19 test for any MidWay resident in 2020.

As the year ended, the program continued to feel the effects of the pandemic, with staff needing to be tested due to a random exposure and subsequently quarantining until they could safely return. Each time there was a possible exposure, the program residents needed to quickly adjust to different schedules, different staff on shift, and a temporary inability to do the “fun stuff,” such as recreation, day trips, and family meals. The unpredictable nature of operating as if numerous staff may suddenly not be able to come to work, has been having an emotional toll on the staff, and it is hard for anyone to take time off for themselves when they were unsure if they would need time off due to an exposure, or if they would need to come in for extra hours to cover shifts. That being said, the program continued to operate as usual, and staff were encouraged to enjoy their days with the residents during times of good health and a full staff. Thankfully, the staff in both households have worked together for quite some time, and were willing to jump in and help one another as much as possible. Without these two teams, the program would NOT have been as successful as it has been this year.

NON-RESIDENTIAL PREVENTION SERVICES

Team Leader: Jen Pineda

Program Director: Dana Katz (STSJP/One80/THRIVE/BOCES)

Assistant Program Director: Maria Scarangella (Restorative Justice)

Service Locations:

- Family of Ellenville - 221 Canal Street, Ellenville
- Family of New Paltz - 51 N. Chestnut Street, New Paltz
- Family Adolescent Services - 166 Albany Ave, Kingston
- Restorative Justice and Community Empowerment Center, 733 Broadway, Kingston
- Ellenville, Rondout, Wallkill, and Kingston school districts and BOCES

Staff: 6 full-time

Juvenile Justice Diversion Services

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 2020, **43** youth were served by the **One80** program, outcomes include the following:

- **Restorative Justice:** **32** youth completed intake and YASI/Gain assessments (11 carried over from 2019); **29** youth created service plans; **29** youth completed a restorative justice circle; **16** youth participated in virtual restorative circles; **26** youth were served under Raise The Age; **27** youth were referred during the pandemic; **28** youth successfully completed the program and **8** youth continued in the program into 2021.
- **Education:** **38** youth were in high school and **5** youth were in middle school
- **Employment:** **13** youth developed worker readiness skills; **3** youth obtained new employment and **4** youth participated in unpaid volunteer/community services experiences.
- **Mental Health/Substance Abuse:** **4** youth received advocacy to participate in mental health counseling; **2** youth were connected to a therapist; **1** youth completed Teen Intervene to discuss substance abuse issues;
- **Life Skills Obtained:** **7** youth created a safety plan/behavior modification plan; **15** youth received training on healthy relationships; **4** received education on anger management; **17** youth received education on community resources; **17** youth received education on effective communication; **10** youth received life skills education on self-advocacy and **27** youth received education on problem solving.

- **Youth Development:** 8 youth were connected to poetry/journaling for self-expression; 1 youth was connected to after school sports or programming; 3 youth were connected to local parks

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. **STSJP**, as it is currently running, will be ending in 2020. However, it appears that the program, in a modified form, will be continuing utilizing State Raise the Age Funding. We have applied to be considered to provide the service.

The Department of Social Services approached the agency about potential Raise the Age money that would fund a program very similar to **STSJP**. The program would serve youth ages 15 to 17 and would be ready to roll out by February 2021.

In 2020 the **STSJP** served **11** clients, achieving the following outcomes:

- 9 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.
- 10 youth increased positive participation within their families after working with the STSJP case manager.
- 11 youth participated in pro-social activities.
- 11 youth complied with probation/PINS requirements.
- 5 youth received mental health services.
- 8 youth worked on building self-esteem.
- 3 youth participated in anger management groups or individual sessions.
- 10 youth had no further criminal justice involvement while in the program
- 10 youth were provided support connecting to resources during Covid-19 pandemic
- 8 youth were provided support developing coping skills and stress management during Covid-19 pandemic

RECENT DEVELOPMENTS IN CRIMINAL JUSTICE DIVERSION SERVICES

The One80 Program receives referrals from Probation, school systems, and police departments. There are 2 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, in attending 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. One of the goals of this project is to increase school referrals to the One80 program.

The case managers continue to form trusting relationships with schools and police/probation departments, which will hopefully continue to result in everyone working together to keep kids in school and out of the school-to-prison pipeline. Juvenile Community Accountability Board

(JCAB) trainings were provided to incoming JCAB members, and the program currently has a reliable and knowledgeable group of individuals to call upon when JCABs need to be scheduled. These trainings and opportunities help communities grow stronger in their ability to meet the needs of at-risk youth by educating community members on restorative justice processes. 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. One80 Case Managers continued to meet with One80 youth throughout the pandemic, meeting virtually and providing virtual restorative circles.

As a result of the continued success of the One80 program, District Attorney David Clegg and County Executive Pat Ryan plan to expand the Restorative Justice initiative to include young adults ages 18-26. The program is called Restorative Ulster and will run very similarly to One80 with the exception of age eligibility and referral sources. The One80 Case Managers will hold a split case load of One80 youth and Restorative Ulster young adults. The District Attorney is hoping for a slow roll-out by the end of 2020 so we can ramp up to capacity by 2021.

School-Based Services

Truancy Habit Reduction Increases Valuable Education (THRIVE) Program: In October of 2019, the NY State Office for Children and Family Services approved a one-time allocation of funds to help to reduce PINS petition filings in our county. Family of Woodstock was approached by the Department of Social Services to take on the challenge of hiring a full-time caseworker/liaison to partner with both Bailey and Miller Middle Schools in the Kingston City School District to improve attendance rates among youth that have been truant so that we can prevent them from going to petition. Family accepted this challenge and hired a full time worker in November 2019. The program was funded through September 30th, 2020. Unfortunately, the funding was not renewed for 2021.

In 2020, **17** youth were served by the THRIVE program.

- 7 youth worked on mindfulness practices
- 17 youth were assisted in remaining in school
- 11 youth were assisted with building connections to the school environment
- 10 received education on anger management
- 17 youth received advocacy in school
- 7 youth were helped in obtaining school materials including homework packets
- 14 youth received help troubleshooting technical difficulties with remote learning
- 17 youth received homework help
- 17 youth were assisted in connecting with their teachers
- 5 youth received advocacy for and successful connection to mental health services
- 3 youth was connected to after school sports or school related programming
- 15 youth worked on time management skills
- 17 youth worked on building self-esteem

RECENT DEVELOPMENTS

As part of the NYS Office of Children and Family Services Public Private Partnership grant, the

agency has developed an 8-week 4th Grade Self-Regulation group. School officials identify youth who are exhibiting inappropriate behaviors and make referrals to the program. The program combines elements of Dialectical Behavioral Therapy (DBT), Forgiveness, and Restorative Justice. A pilot was conducted with youth in the Everett Hodge Community Center After School Program and the first group was offered at George Washington Elementary School in Kingston. We were able to facilitate 5 of the 8 sessions before schools closed due to COVID. Over the summer, the group facilitator was able to offer 2 successful groups for 4th graders attending the Everett Hodge summer program. A total of **19** youth participated in the groups and **14** youth successfully completed the curriculum. Unfortunately, we were unable to continue providing the self-regulation groups in schools, as intended, due to the COVID pandemic.

An additional piece of the NYS Office of Children and Family Services Public Private Partnership grant includes Restorative Justice programming for students in Ulster County. The goal of the program is to provide Restorative Justice Interventions to decrease the number of youth who are suspended by providing Restorative Justice programming in lieu of suspension or as a reduction in the number of days suspended. **7** youth were able to complete the program prior to schools shutting down. As a result of the program's struggle to obtain new referrals while schools were shut down, the OCFS grant manager gave the program permission to expand the scope of the program to include other forms of Restorative Practices. **8** youth were served throughout the pandemic.

In late 2019, the agency was approached by Ulster County BOCES to collaborate in providing McKinney-Vento services to homeless youth throughout Ulster County. Under this collaboration, Family staff are assisting the schools to provide necessary emergency supplies, such as lice treatment kits, hygiene products, clothing, bus passes, food, etc. In March of 2020, the agency hired a part-time McKinney-Vento Manager to facilitate the distribution of these emergency items and to collect data from local school districts on youth who are homeless or doubled up. The agency has combined the hours paid for by BOCES with additional hours at Family House to make a full-time case management positions which links the county school districts with the county's emergency shelter for youth.

YOUTH CASE MANAGEMENT PROGRAM

P.O. Box 3516

166 Albany Ave.

Kingston, NY 12402

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

Staff: 11 full time

Team Leader: Robert Molina

Program Director: Tori Barnes

Assistant Program Director: Michele Hirsch

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

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

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

DEMOGRAPHY OF CLIENTS: Youth and Young Adults ages 0-26 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.
- **STEHP** Solutions to End Homelessness Program is a Rapid Rehousing program for young adults ages 18-26 who are experiencing homelessness.
- **ESSHI** Empire State Supportive Housing Initiative is a partnership with Rural Ulster Preservation Company (RUPCO) to provide life skills and case management to 7 young adults, ages 18-26, living in the Energy Square building, owned and operated by RUPCO.
- **Mental Health Care Coordination** includes the **Transitions** and **GAP (Getting Ahead Program)** programs. **The Transitions Program** works with youth ages 18 to 25 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 13 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.

2020 ACCOMPLISHMENTS:

LIFE SKILLS SERVICES

Independent Living Program (ILP):

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

- **18** Youth were served in 2020: **13** youth were referred to the program by DSS; **4** KidsPeace; **1** Harbour Light; **5** youth were discharged from foster care throughout the year and were offered follow-up services.
- A major focus of the program was helping youth deal with transportation. Toward that end: **1** youth obtained a replacement ID card through NYS DMV; **5** youth received their NYS driver's permit and **7** youth were/are in process of obtaining their NYS permit; all together - **13** youth received information about obtaining their permit, such as the DMV Drivers manual; **4** youth received driving lessons or Driver's Ed. In addition, youth were provided with UCAT and Kingston CitiBus passes and **12** youth received transportation from Independent Living Case Management.
- The program helps youth gain skills and employment experience. **6** youth were assisted in job search assistance, resume creation and job readiness skills; **3** youth were supported in maintaining employment; **4** youth applied for the Ulster County Summer Youth Employment Program; and **1** youth was accepted into the Office of Youth Employment program.
- The program is promoting internships for youth who are interested, and will be working in 2021 to identify appropriate locations, particularly those that are safe given the Covid-19 pandemic.
- The program assists youth to acquire and properly store critical documents. Towards this end the program assisted **8** youth to secure important documents, including a birth certificate, **6** social security cards, and **2** Medical Insurance Card/Numbers. This is an ongoing process.
- The program ensures that youth tend to any medical or dental issues. In 2020, **5** youth were assisted in attending one or more medical and/or mental health appointments, and the remaining youth were given information about available resources.
- The program assists youth to connect to various resources in the community. For example: **8** youth were given information about opening and maintaining a bank account;

3 youth were assisted in creating a budget; **6** youth were connected to a gym, given information about exercising, or participated in exercising within an ILP group/outing; **4** youth were assisted with grocery shopping or obtaining food, including connecting to a food pantry or local delivery option; **4** youth were connected to their local library; **1** former youth was supported in applying for and visiting JobCorps; **2** clients were supported through the application process or given information about the Midway program; **3** youth were assisted in moving into apartments/ looking for housing or exploring alternative housing options; **1** youth in aftercare graduated from high school, no other youth in the program were seniors in high school; **13** youth were supported in moving to the next grade; **5** youth were supported in school activities such as purchasing school supplies, class pictures or assisting with the ability to attend a class field trip; **1** youth was supported in PSAT review/ Sign up for SAT; **2** youth were supported in preparing for the SAT/ PSAT/ ACT for their upcoming school year; **1** youth was supported with online College Tour Opportunities; **1** youth was assisted to take classes at BOCES; **5** youth were assisted in the College application and Financial Aid process information, **1** received a laptop and was supported in attending online classes; **3** youth in care or in aftercare were supported in the college admission and acceptance process/ given information to prepare them for the upcoming process; **2** youth were connected to other Case Management Services after ILP services concluded; **6** youth Received Social Support as primary ILP service; **9** youth received Nutritional information about healthier diet; **1** youth was referred to community social supports for parenting; **2** youth were assisted with applying to SNAP after aging out of care; **1** youth was connected to local community location to volunteer.

Life Skills Workshops:

The program was only able to provide 6 formal Life Skills Workshops in 2020, due to COVID restrictions throughout March to December 2020. These included (SEMI COLONS HERE): Organizational skills/ planning, Cooking, DIY Tie-Dye, Pie-Making, Journals, Pumpkin decorations, and banking information. Groups that were not offered due to weather, were offered to individuals on a one-on-one basis to ensure all youth gained the skills. The program manager gathered all required materials and distributed them to individual participants with instructions so that they could gain the skills during the time when it was not appropriate for people to gather in groups.

The life skills workshops, when held, have been open to all of Adolescent Services, and in some instances, other community youth. These group sessions provide the youth the opportunity to learn skills on managing behavior in a group setting as well as giving them an opportunity to socialize with peers.

Historically, the Tuesday before Thanksgiving, all of Adolescent Services staff prepare a community Thanksgiving dinner for current and previous program participants and staff. Due to the pandemic, we were unable this year to hold the normal sit-down dinner, but program staff prepared and distributed full dinners to ensure that the youth had a joyous Thanksgiving. One very nice outcome of these dinners is that many former residents return to reconnect with staff,

show their new babies and partners. It is an indication of how important the Adolescent Services relationships are to these youth.

Housing Services

STEHP (Solutions to End Homelessness Program)

The **STEHP** program serves young adults ages 18 to 26 years old who are experiencing homelessness. The program provides Rapid Rehousing that links young adults in shelters to a case manager who assists them to find permanent housing, ideally within 30 days. The program provides case management, life skills, and a rental subsidy for up to one year. The program can house up to 5 young adults in one year and assist them to become self-sufficient. Program results in 2020 include:

- 2 young adults and 1 teenager were assisted with finding and maintaining their first apartment
- 2 young adults found employment, one full-time and one part-time
- 1 young adult was assisted to sign up for food stamps
- 2 young adults completed a life skills assessment and developed service plan goals
- 1 young adult who is parenting a teen-age sibling with a behavioral health diagnosis was linked to Family's Peer Advocate Program.
- 2 young adults were assisted to purchase needed home furnishings from the agency's Joan Mayer Fund.

RECENT DEVELOPMENTS:

A critical component of the **STEHP** program is the ability of program staff to locate safe apartments for homeless youth leaving shelters. The program has done extensive outreach to develop relationships with landlords in order to expedite youth who are homeless to permanent housing as quickly as possible. In fact, when the program opened in October of 2020, it was able to house the first resident within the first month of participation. As a result of the pandemic, it has been exceptionally challenging to find fair market value housing. The shortfall in housing has been exacerbated by a large number of individuals wishing to leave the Metropolitan area of New York City as a result of the pandemic, which has driven the cost of housing up in Ulster County. It is remarkable that the program has been able to house three young people in two months of operation. It will continue to develop relationships with local landlords who are willing to give an opportunity to a young homeless adult. The program will also be developing workshops in the coming year targeting tenants' rights and responsibilities, as well as other life skills outcomes.

ESSHI (Empire State Supportive Housing Initiative)

The **ESSHI** program is a collaboration between **RUPCO** and **Family** to provide 7 units of affordable housing to tenants ages 18-26. The apartments are located in the Energy Square building in Midtown Kingston recently constructed by **RUPCO**. Together with programming run by the Center for Creative Education in the Energy Square Building, the **ESSHI** program assists the tenants to become self-sufficient and rent stabilized. Outcomes in the 2020 year include:

- 7 young adults obtained permanent housing, completed a life skills assessment and created a service plan based on the results
- Educational outcomes included: 1 young adult attended college, 2 young adults graduated high school, 1 young adult attended **TASK** (GED) classes, and 1 young adult was linked to tutoring services
- Employment: 2 young adults obtained part-time employment, 1 young adult obtained full-time employment, 5 young adults were assisted to maintain their employment
- Connection to services: 1 young adult was connected to a mental health clinic and a second young adult was connected to a higher level of mental health care; 1 young adult was experiencing substance abuse issues and was linked to an inpatient treatment facility. Upon returning the person was link to an outpatient treatment program; 4 young adult were assisted in making and keeping several medical and dental appointments; 5 young adults were assisted in applying for food stamps and received them; 1 young adult was assisted in opening a bank account;
- Life Skills: 7 young adults received life skills education on budgeting, self-advocacy/sufficiency, effective communication and community resources; 1 young adult received life skills education on parenting, 1 young adult received life skills education on sexual health, 2 young adults received life skills education on study skills; 1 young adult attended a virtual life skills group on banking and budgeting

RECENT DEVELOPMENTS:

The **ESSHI** program is new this year and was slated to start in April but because of the pandemic, the Energy Square building was not completed on time. The seven tenants moved in to their subsidized apartments the last week of June. RUPCO and Family of Woodstock assisted them with moving and with purchasing some needed furnishings for their new apartments. The program is encouraging tenants to participate in the tenant's rights and responsibilities workshop series in development for the STEHP program. The program has found that one of the biggest barriers to housing for young adults is not understanding these rights and responsibilities prior to signing a lease.

Mental Health Case Management

Family Peer Support Program

The **Family Peer Support Program** serves Ulster County families of children with social, emotional, behavioral and cross-systems challenges. The program works with families from across the county whose children have been involved in many systems including mental health, substance abuse, special education, juvenile justice and foster care and are at risk of hospitalization or placement. The program provides a structured, strength-based relationship between a **Family Peer Support Advocate** and the parent/caregiver for the benefit of their child/youth. The goal of **Family Peer Support** is to reduce family stress, enhance each family's ability to care for their child, to promote positive youth and parent functioning and strengthen the child's ability to live successfully in their community.

The Family Peer Support team is fully staffed with 3 full-time Family Peer Advocates who are trained, credentialed and uniquely qualified to work with families based on the advocate's personal experience parenting a child with special needs and having successfully navigated various systems on behalf of their own child.

The three staff and one supervisor have completed the **Parents Empowerment Program (PEP)**, the **Family Assessment of Needs and Strengths (FANS)** training, and have been awarded the Family Peer Advocate Credential as required by the New York State Office of Mental Health for PEP.

Outcomes achieved in 2020 included:

- **67** youth at risk of hospitalization and/or placement and their families were served by Family of Woodstock's Family Peer Support Program. Only five youth had a hospital placement, and six youth entered a partial hospitalization program. In addition, three youth went to the ER and were not admitted.
- In total, **55** youth attended **675** sessions of mental health counseling. **39** youth were participating in mental health services prior to intake, and **16** youth were linked to mental health counseling with the help of program staff.
- The program was able to hold **982** face-to-face contacts between the **Family Peer Advocate** and the parent/caregiver. One positive impact of the Covid-19 pandemic was that as a result of using tele-medicine, the program was able to expand by **484** visits from the previous year. An additional positive outcome of telemedicine was that the program conducted **265** family/provider meetings (an increase of over 214 from the previous year).
- Families were encouraged to participate in skill-building workshops. **31** families participated in individual skill building and education on effective parenting, and **34** families received individual skill building and education on how to successfully navigate the school or other systems.
- Program staff assisted parents to apply for or expand specialized services for which the young adults were eligible. **23** youth received updates to their IEP or 504 designation; **7** youth received a Special Education Classification and an IEP for the first time; **8** youth received a Section 504 for the first time; **3** youth gained New York State Office of People with Developmental Disabilities (OPWDD) eligibility; in total, the program assisted youth to accomplish **90** unique successful linkages, and for parents/caregivers to achieve **50** unique successful linkages.

RECENT DEVELOPMENTS:

While the shut downs during the COVID-19 pandemic presented unique challenges for the program staff and families, Family Peer Support was well poised to respond immediately to the needs of our parents once Governor Cuomo issued an Executive Order in March that gave us the ability to provide face-to-face services via tele-med or telephone for the safety of both clients and staff. The program was able to immediately link families to local food pantries and the Ulster County food collaborative, Project Resilience. Staff helped families with immediate needs utilizing the Radio Kingston Fund. Many families received help via the fund to enable them to gain much needed internet access or grocery cards if they had children with specialized dietary

needs. Many of our families had challenges with their children moving to online virtual learning which our advocates were able to respond to and help. The use of tele-med expanded our Advocates ability to increase face-to-face contact with families.

The program also transitioned to the use of an Electronic Billing System provided by Precision Care. The system has enabled us to keep track of client information and create Medicaid Billable Notes for the New York State Children and Family Treatment and Support Services (CFTSS). As the only such provider in Ulster County for this target population, we expect the program to serve a number of Medicaid clients that would otherwise not be able to be served.

The Family Peer Support Program added a bi-lingual advocate to the program and one advocate received certification in OASAS Teen Intervene during 2020.

Program staff made multiple presentations on **Family Peer Support** throughout the year utilizing the program's new fifteen minute video created to explain the Peer Advocate role. Presentations were made to **Ulster County School Districts**, the **UC DSS CPS/FAR Unit**, **Ulster Bringing Agencies Together** and referral information was shared on-line via Family's Peer Support Facebook page and was shared in multiple, local parent/caregiver resource groups. Family Adolescent Services has just initiated a collaboration with the Ulster County Department of Mental Health and Ulster BOCES to begin a bi-lingual, monthly webinar Supporting Families Series to help families with virtual learning and mental health during the Pandemic. The first live webinar was launched on January 13, 2021.

Transitions

The program targets youth 18 – 26 who have both mental health and substance abuse issues. During 2020, **15** youth were served by the program. The outcomes included the following:

- **Applications completed:** SSI/SSD, **1**; SPOA/DDSO Housing, **2**; Food Stamps, **2**; OPWDD, **1**; Community College, **3**; ACCES-VR (VESID), **6**.
- **Entitlements Received:** Food Stamps, **2**; SSI/SSDI, **2**; Medicaid, **2**; Other health insurance, **13**; TA, **2**.
- **Housing Arranged:** Living with parent or relative, **13**; Stable Housing (living with friend or non-relative), **2**.
- **Employment Advanced:** Employed Full Time, **1**; Obtained New Part Time Employment, **4**; Maintained Employment, **6**; Participated in a Volunteer Experience, **2**; Developed Interview Skills and Work Readiness, **3**; Applied for ACCES-VR (VESID) services, **6**; and Enrolled in ACCES-VR (VESID), **5**.
- **Education Advanced:** Advocated for Enrollment in College/Vocational training, **8**; Entered college level courses/ program, **3**; Obtained a high school diploma, **1**.
- **Life Skills Obtained:** Developed a Safety Plan, **15**; Obtained Learners Permit, **1**; Provided education on Budgeting, **10**; Parenting, **1**; Healthy Relationships, **5**; Sexual Health, **1**; Food Management/Nutrition, **5**; Personal Appearance/Hygiene, **2**; Anger Management, **1**; Transportation, **2**; Community Resources, **4**; Housing, **6**; Self-Advocacy/Sufficiency, **5**; Problem Solving, **9**; Effective Communication, **4**; Advocated to attend Life Skills Group,

15; Participated in a life skills group, **1**; Attended a Social Outing, **1**; Provided linkage to Adult Facilitated or Peer Youth Support Group, **1**; Afterschool Program, Activity or Club, **1**.

- Health Care Issues Addressed: Advocated to Maintain Good Health, **13**; Established a Doctor, **3**; **20** doctors' appointments were attended by **8** clients; **6** dentist appointments were attended by **4** clients; Received Medicaid, **2**; Advocated for Youth to Participate in Mental Health Counseling, **10**; **102** mental health treatment sessions were accessed by **10** clients; **3** were admitted to ER for Psychiatric Evaluation.
- Substance Abuse Treatment Accessed: Admitted to using/abusing substances, **9**; Refuses treatment for substance abuse issues, **5**; Participated in Outpatient Substance Abuse Treatment, **3**;
- Legal Advocacy & Support Received: Advocacy in court, **2**; attended legal appointments at court, probation, or legal services, **3**; Successfully Linked to Legal Aid, **1**.
- Transportation Provided: Family of Woodstock staff provided transportation to **8** clients to various (**13**) appointments.

RECENT DEVELOPMENTS:

Up until the last year, program staff connected, built and fostered strong bonds and support with clients through face-to-face meeting and by providing assistance with transportation and material goods. These interactions provided moments to model or assist with problem solving. The pandemic had a major impact of how clients accessed services. Many clients initially lost some connection to their mental health provider or were put off by the idea of engaging virtually or via remote appointments. However, as the pandemic continued clients did become more engaged: case managers encouraged them to stay connected; and the clients themselves overcame their apprehension about connecting virtually. Also, providers improved providing the service remotely with more consistency. The program worked hard to provide clients with accurate public health information and encouraged them to participate in the US census and the national election. The program has done significant outreach to the community to build its referral base and will continue to do so into the new year by partnering with the Ulster County Department of Mental Health and Ulster BOCES. The program staff will be providing Spanish translation of a monthly webinar series, Supporting Families.

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 to address their mental health needs. During the 2020 year, the program served **12** youth with the following outcomes:

- **11** youth received mental health services.
- **12** youth were stably housed living with a parent/guardian, friend or non-relative.
- **6** youth were provided with worker readiness assistance, including: **3** who found part-time employment; **2** participated in a volunteer experience; and **1** participated in the summer youth employment program; **3** youth enrolled in ACCES-VR; **3** youth Obtained Working Papers; **2** youth created a resume; and **2** youth worked on interview skills.
- **2** youths were assisted to receive medical care; **1** youth saw a dentist; **1** youth saw an

OBGYN; and 2 youth were assisted in applying for and receiving health insurance with the support of their case worker.

- 11 youth were assisted in advancing their education as follows: 2 graduated high school; 2 enrolled, completed, and received a certificate in vocational training; 2 youth enrolled in college; 2 received IEP classification; 1 was assisted with amending IEP/504 plan; and 1 received a new 504 plan designation.
- 4 youth were assisted with attaining or maintaining entitlements
- 2 youth was assisted in getting a learners permit; 1 obtained a driver's license.
- 1 youth was assisted in getting a birth certificate.
- 2 youth opened their first bank account.
- 3 youth developed a budget and savings plan with their case worker.
- 12 youth received one on one life skills and 2 attended life skills groups.
- 2 youth were linked to and completed Teen Intervene for substance use.
- 1 youth was linked to and successfully completed an anger management group.
- 8 youth were successfully linked to groups or activities outside the home for enrichment and socializing.
- 1 youth was successfully enrolled into OPWDD with the assistance of their case worker.
- 1 youth was successfully linked to SSI/SSDI.

With the support of a case worker, none of the 12 youth served had an in-patient hospitalization this year. 3 youth participated in a partial hospitalization program. In addition, 1 youth was connected to Family House where they received tutoring and educational assistance which has resulted in improved grades.

RECENT DEVELOPMENTS:

The GAP program had to make a significant transition into telehealth services beginning in March of this year due to the Covid-19 state mandate. We had a lapse in referrals because the County Office that processes referrals was shut down for four months as part of the New York State Pause. In spite of these challenges the program still managed to bring in some new youth and help current clients adjust to a new way of meeting with their caseworker. During the summer months there was some opportunity to meet outside with clients at a safe social distance, while masked, which aided in fostering connections. Though it was a huge adjustment to how the program had to operate during the pandemic, we have remained dedicated to help youth make that adjustment. The youth have demonstrated great resiliency and flexibility. The program typically would be meeting face-to-face with youth and drive them to needed appointments and at times accompany them to treatment. The staff improvised and was able to screen share applications for entitlements to help fill them out, attend mental health appointments virtually, and do mock interviewing over the phone or virtually. While the youth took some time to adjust to this new way of meeting, we did see an increase in contact with care givers and collateral contacts during this time.

SUBSTANCE ABUSE PREVENTION SERVICES

Staff: Jonas Bers

The agency's OASAS Prevention service is 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.

In PPY 19-20, with **2** staff, Prevention operated **5** distinct and primarily evidence-based programs, which served **1083** youth, and trained **27** professionals in and out of the agency.

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.

In this school year so far, 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.
- In total, the program served **892** students in **5** schools. **816** unique youth completed the Too Good for Violence program. If the program reaches its planned schedule

for the 2020-2021 school year, the program is projected to serve **908** students and hold more than **450** sessions.

- In addition **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.
- 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 listed EBP 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. FOW 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 6-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. Classes resumed via distance learning and 3 sessions have been held in PPY 20-21 for 12 students. For the first year, students outside of Ulster County have been able to participate in the class. Students in other counties and other states have found the info online and participated in the class.

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, and the number of students who have received TGFV has more than quintupled.

Student Input

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.

Students responded to questions targeting the following issues:

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.

The number of youth agreeing or strongly agreeing with the statement that they utilized strategic decision making increased from **47%** preprogramming to **70%** post-program completion.

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.

The number of youth agreeing or strongly agreeing with the statement that they are better able to manage their emotions went from **56%** pretest to **68%** post-program completion.

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 with others.”

The number of youth agreeing or strongly agreeing with the statement that they use active listening skills increased from 60% preprogramming to 70% post-program completion.

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.

The number of youth agreeing or strongly agreeing with the statement that they have respect for self or others increased from **66%** preprogramming to 71% post-program completion.

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.

The number of youth agreeing or strongly agreeing with the statement that they gained skills to resolve conflicts non-violently increased from **63%** programming to **88%** post-program completion.

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.

The number of youth agreeing or strongly agreeing with the statement that they had gained skills to control their anger increased from **55%** preprogramming to **66%** post-program completion.

Summary

Combining all of the assessments, the students for the Too Good for Violence program in the 5 schools went from a preprogram total of **65%** to a post program total of **74%**.

In addition, 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

Despite COVID-19 related school closures and distance-learning, Too Good for Violence continues to grow within schools and add new schools, and the program staff has quickly and successfully adapted to remote teaching. 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 administration 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.

For PPY 20-21, TGFV was written into the 6th grade curriculum in both Kingston Middle schools as part of a new class called Self and Culture Exploration. All 6th grade students are required to take the class for one semester, in which they complete the entire TGFV program and the lessons are supplemented by teachers.

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

This year, Family's OASAS prevention program was awarded a grant to provide Teen Intervene training. As part of that process, Family of Woodstock is, for the first time, an OASAS Prevention Education and Training Provider designation, and can issue OASAS credentialing hours for people who attend the day long Teen Intervene training. To date, OASAS Prevention has trained 27 people in Teen Intervene, including FOW staff, as well as prevention staff, social workers, and counselors from other agencies and Ulster County school faculty.

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: 11 full-time, 4 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 to participate 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.

2020 ACCOMPLISHMENTS

Child Care Referral Services: Parent Referral and Consumer Education managers provided child care referrals to **265 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.

2020	Number of Families Served	Number of Unduplicated Children Served	Number of Referrals Given (families may have contacted more than once for additional services)
Columbia	52	71	53
Greene	48	63	49
Ulster	165	318	212
Total	265	452	314

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 4 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 2021 by county.

Type of Care	Columbia		Greene		Ulster	
	Programs	Slots	Programs	Slots	Programs	Slots
Day Care Centers	12	525	10	376	46	2412
School Age Programs	7	768	5	280	26	1732
Family Day Care	7	56	11	88	47	375
Group Family Day Care	12	186	7	108	35	558

Legally Exempt Care*	16	~32	8	~16	69	~138
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*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.

There has been a crisis in child care which has been worsening over the last 10 years. With the Covid-19 pandemic, and children not being physically in school, the decline in child care has increased. Some of the issues involved are: parents have lost their jobs and therefore cannot afford childcare; parents are working from home and therefore do not need childcare; and parents aren't comfortable sending children to child care due to potential Covid-19 exposure. However, the decline preceded the pandemic. Some of the factors are: the increasing cost of child care, and the need for non-traditional business hours. One result is that there has been an increase in the provision of illegal, unregulated child care. It should be noted that while most parents would like their children, particularly their youngest children, to be in a home-like environment, the care that has taken the biggest hit is in legally exempt and family day care. This, at least in part, has to do with the financial viability of those program models and the stress of working alone with young children.

COLUMBIA COUNTY	2011	2015	2020	% change from 2011 to 2020
LEGALLY EXEMPT	92	64	16	-.83
FAMILY DAY CARE	29	14	7	-.76%
GROUP FAMILY DAY CARE	15	14	12	-20%
SCHOOL AGE CHILD CARE	8	8	7	-12.5%
DAY CARE CENTER	12	14	12	0%
TOTALS	156	114	54	-65.4%

GREENE COUNTY	2011	2015	2020	% change from 2011 to 2020
LEGALLY EXEMPT	35	30	8	-77.2%
FAMILY DAY CARE	20	15	11	-45%
GROUP FAMILY DAY CARE	7	5	7	0%
SCHOOL AGE CHILD CARE	3	4	5	+66.3%
DAY CARE CENTER	6	7	10	+66.3%
TOTALS	71	61	41	-42.3%

ULSTER COUNTY	2011	2015	2020	% change from 2011 to 2020
LEGALLY EXEMPT	248	228	69	-.722
FAMILY DAY CARE	92	70	47	-.49
GROUP FAMILY DAY CARE	44	41	35	-.205
SCHOOL AGE CHILD CARE	10	15	26	+2.6
DAY CARE CENTER	35	43	46	+.278

TOTALS	429	397	223	-48%
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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 2020 the basic technical assistance was increased due to the COVID pandemic, OCFS directives, and financial information regarding COVID. Intensive Technical Assistance was lower than usual due to COVID pandemic since staff could not enter programs. 8 hours of training was offered in the beginning of 2020 but all formal trainings were cancelled thereafter due to COVID. Programs were given online training opportunities. Child Care Connections currently has staff completing their NAEYC trainer’s credential to be able to offer on line training for child care programs.

In 2020 the program provided the following technical assistance:

	Basic Technical Support Contacts	Day Care Center On-site Training Hours/Attended	Intensive Technical Assistance Hours
Columbia	663	0/0	10.75
Greene	676	0/0	18
Ulster	1160	4/35	20.75
TOTAL	2499	4/35	49.5

Child and Adult Care Food Program (CACFP):

Homes: Child Care Connections distributed **\$293,687** 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, **22** child care providers serve nutritious meals and complete menus that meet the USDA Guidelines to receive food support funding each month. 66 monitoring visits took place to observe meal service, review required documentation and offer nutritional and health information. During 2020 the monitoring visits were suspended by CACFP in March 2020. Starting in December 2020 monitor visits were being conducted over the telephone or online. Staff will not be conducting in person monitor visits until at least September 2021.

Centers: 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 improve their menus, 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 2020: the Washbourne House provided **1,541** reimbursable meals/snacks to children residing at the shelter; Family House, the agency’s runaway and homeless youth shelter, provided **3,324** reimbursable meals/snacks to adolescents residing at the shelter; and the Hodge Center prepared **1586** reimbursable suppers for youth at the Hodge Center for January-June 2020.

Summer Food Service Program: In order to mitigate the loss of school breakfast and lunch programs during the summer and while schools are closed for remote learning or hybrid model during July-December 2020, the Hodge Center, with the support of the Child Care Connections staff, implemented a Summer Meals program at **4** community sites, serving **8,067 breakfasts** and **7,445 lunches**, for a total of **15,512 meals served** with a reimbursement of **\$10,633.93 in 2020**.

Intensive Infant/Toddler Support

The program has received two grants which are paying for an Infant Toddler Specialist and Infant Toddler Mental Health Consultant to provide consultant support for providers serving young children. Both work 20 hours in Ulster County and 20 hours in Columbia and Greene Counties. While the visitations have been limited as a result of Covid-19, the initial work completed is listed below. Unfortunately, the staff were not allowed to provide facilitation online because they had not received their NAEYC trainer’s credential. The Infant Toddler Specialist is currently in the process to obtain that credential.

	Basic Technical Assistance	Intensive Technical Assistance
Columbia	41	4
Greene	35	2
Ulster	193	24.5

The Infant Toddler Mental Health Consultant just began the position in October and has been onboarding during the remainder of the year. She started working with 6 classrooms at the end of 2020. The OCFS recommended caseload is 3-5 programs. She has completed 39 different trainings, workshops and/or conferences and is currently in the process of completing the Infant Toddler CLASS assessment credential as well.

RECENT DEVELOPMENTS

- The Child Care Connections renewed the NYS Standard of Excellence certification from the Early Care and Learning Council. This certification will be renewed again in June of 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 afford.
- The program is concerned about the low number of provider trainings attended in all three counties, especially Greene County. Free and low cost online trainings are increasingly being substituted, though we feel that they are not as effective. In order to create more effective and interactive trainings, the Child Care Connections staff are in the process of completing their NAEYC Trainer’s Credential which will allow for online training that is allowed to be counted toward NYS OCFS training requirements.

- The registration and legally exempt staff have had to suspend all inspections, with the exception of complaints, due to the COVID pandemic. This causes concern of compliance and quality care in program

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.

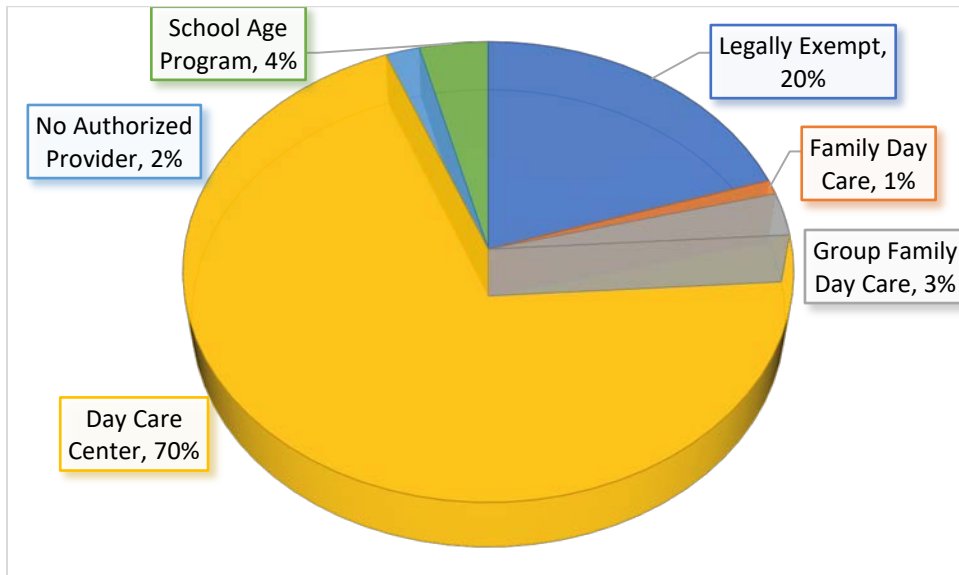
ANCILLARY SERVICES: Community coordination of child care subsidy services; technical assistance on day care subsidies to community agencies.

DEMOGRAPHY OF CLIENTS: Day Care Subsidy serves families in Columbia County with income levels under 200% of the federal poverty level. In 2020, 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.

2020 ACCOMPLISHMENTS:

The Day Care Subsidy program provided child care subsidies to, on average, **142** eligible families and **211** children per month. The subsidies were distributed to assist families that work, attend school, attend training, perform job searches, pursue self-employment and/or attend drug treatment.

The graph below reflects the variety of child care programs participated in by the **211** children served in 2020:



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 2020, the Day Care Subsidy program served **18** Spanish speaking families.

The Day Care Subsidy Program distributed **\$382,456.67** to families residing in Columbia County to help them pay for the cost of child care. Parents supported with subsidy engaged in the following activities: **131** were employed; **4** were involved in preventative services; **1** performed job search; **3** participated in treatment programming; and **3** were in school.

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

RECENT DEVELOPMENTS:

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 remained at 10% of the family's annual income, when generally most NYS counties are between 20%-35%.

Legally exempt enrolled child care providers are now being paid directly by the subsidy department. This has eliminated 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.

In 2021 there will no longer be a required contract for licensed or registered programs to receive paid absences. All programs will be paid at the Columbia County market rate, which is a significant increase for many programs since 2016.

Day Care Subsidy staff are assisting families by transporting them, as necessary, to work or child care from the office after they have conducted the intake for services.

COMMUNITY SERVICES

KINGSTON CARES

(845) 331-9683

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

Staff: 4 full-time and 8 part-time

Team Leader: Robert Molina
Program Director: Tina Barrett
Assistant Program Director: Paula Perez-Francisco

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.

2020 ACCOMPLISHMENTS:

- **76** youth attended the after school program between January and mid-March, at which time the Hodge Center and all programming for children was closed due to the pandemic.
- Immediately upon closure of schools, the Hodge Center expanded its kitchen operations to provide meals to individuals and families impacted by the pandemic. With support from the City of Kingston, Ulster County, and local donors, the program was able to provide up to **3,000 meals** per week between March and June as part of Project Resilience and the Kingston Emergency Food Collaborative.
- In July, the program led a coalition of youth organizations to safely reopen these critical programs to youth in need of healthy recreation, socialization and support. The Hodge

Center was reopened, with **60** youth, separated into cohorts, participating over the span of 6 weeks.

- Also during the summer, the program provided breakfasts and lunches for a large portion of the most at-risk youth in the City of Kingston by supplying these meals to youth attending the Boys and Girls Club, CCE and the Rondout Center, as well as the Hodge Center. In total, the program provided **10,800** meals to **178** children during the summer. In addition, from June until the end of the summer, the program provided 300 dinners per day as community meals distributed to individuals and families in motels and families at-risk in the Midtown area.
- At the start of the school year, the Kingston School District attempted to implement a hybrid model where youth attended school a portion of the week. This model was not able to be sustained and the district went to full-day virtual learning. Responding to the needs of the youth in the Midtown community, the Hodge Center opened up a full-day educational support program for **28** youth a day. Youth were assisted to connect to school work and helped with technical and subject-related issues.
- During the period from September until the end of the year, the program continued to provide breakfasts and lunches to all of the youth-serving programs in Kingston. In total, the program provided **21,280** meals during this period. In addition, once it opened, the program provided breakfasts, lunches and dinners as required to the Ulster County Warming Center run by Catholic Charities.
- The backpack program, established by the Food Deacons to help families at the Hodge Center during the weekend, continued throughout the period, serving approximately **40** families per week.

RECENT DEVELOPMENTS:

It is a testament to the creativity and flexibility of the staff and leadership of the Hodge Center that they have been able to respond to both the needs of the community and of the children they served throughout the ever changing and uncertain time created by the pandemic. While the budget did not foresee the pandemic and the need to first develop a full-time mass production operation to create 600 dinners a day, program staff immediately came together to respond to this need and then to create an education program and respond to the needs of 28 children that could not otherwise fulfill their school requirements. With the help of Ann Marie DiBella, the agency's consultant, the program was able to connect to the local schools in order to facilitate obtaining and fulfilling assignments and relaying to teachers the special needs of some of their students. With funding from the NoVo Foundation, the program was able to further assist youth by bringing in Teacher's Aides to help explain assignments and help the youth complete them. Ms. DiBella was also helpful in observing youth's behaviors, developmental delays, and discussing with their parents possible assistance that could be provided by the school. In a few instances, parents were assisted to fill out IEP forms that would allow their children to get specialized services.

At the end of the year, Sue Weed, who was the first Program Director at the Hodge Center, gave notice that she wanted to do other things. Tina Barrett, who had been the Assistant Program Director in charge of the food component was promoted to Program Director, and Paula Perez-Francisco was promoted to Assistant Program Director supervising programming at the Hodge Center.

From March on, the program was not able to run the afterschool component that had been so popular among Midtown youth. However, it is the plan of the program before the end of February to resume the after school component. While it will not initially be able to serve more than 30 youth at a time, we are hopeful that by the beginning of September, the after school component will be fully operational and there will not be a need for the day-time education component as schools will fully reopen. If this is not the case, the program will continue to provide a full-day educational component as well as continuing the after school recreational program.

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, the Hudson Valley Farm Hub, and the Bruderhof Community, 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, both centrally and for individual pantries; decreases the amount of food discarded or wasted; develops new relationships which make additional food available; distributes food through the Feeding America program; informs the community of the availability of food resources by maintaining a current map of food pantries throughout the county in English and Spanish; and improves communication and coordination between countywide and local providers.

2020 ACCOMPLISHMENTS:

The collaborative has been working since 2009 to reduce, and ultimately eliminate, food insecurity in Ulster County. In 2020, the collaborative collected over **196,900 lbs.** of produce from **30** donors and distributed it to **61** food pantries, shelters, and community meal programs, **51** in Ulster and **11** in Greene Counties. In addition, the collaborative processed **3,150 lbs.** of produce for winter distribution.

A central component of the program is the recruiting, training and coordinating of volunteers. During the 2020 growing season, **172** volunteers contributed a total of **1,019.5** 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 placed in key locations throughout the County, each supporting four to five food pantries from their surrounding communities. These hubs not only decrease waste and improve food quality, but significantly lower transportation costs and thereby operating costs for the local

pantries. As of this writing, 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 **59,792** 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 breakfasts and lunches to children served in local youth serving agencies' programming. In the summer of 2020, the program served **10,800** meals to **178** children. In addition, in an effort to address hunger issues among Kingston youth during the school year, Hodge staff opened a school-day program for up to 28 youth per day who needed assistance or equipment to be able to complete school assignments virtually. The program provided breakfast, lunch and snacks to youth in the Hodge program and similar programs provided by the Boys and Girls Club, Rondout Neighborhood Center and Center for Creative Education. In total, the program provided **21,280** meals during the period September 1st through December 30th.
- 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 2020, the pantries collectively distributed **92,907** meals to **10,323** individuals.

RECENT DEVELOPMENTS

In 2020, 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 2020, **15,481** lbs of produce was donated and distributed in Greene County. Finally, the agency installed a walk-in cooler and

a walk-in freezer at the Darmstadt Shelter to expand storage capacities for both Darmstadt and the Family Inn and to help with storage of donated produce.

ADMINISTRATION

FACILITIES MANAGEMENT

**PO Box 3516
39 John St
Kingston, NY 12402
845.331.7080**

Staff:	2 full-time
Team Leader:	Thomas Bell
Assistant 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.

2020 ACCOMPLISHMENTS:

In addition to maintaining the agency's **16** properties and **11** vehicles, the program inspected and made repairs to **69** apartments rented by the agency. In addition, major projects that were completed in 2020 include:

- Installed 6 new vans – one for each of the shelters and Midway sites.
- Installed new floor in food pantry at Family of Ellenville
- Installed new floor at Family of Woodstock walk-in center
- Addressed energy efficiency by replacing all bulbs with LED bulbs at Midway, DV and Family of Woodstock.
- Repaired leak at 166 Albany Avenue and replaced toilet.
- Repaired of floor in 1st floor reception area at the John St. site.
- Changed back door at Jansen Avenue apartment.
- Repaired steps at 92 Pearl Street.
- Built and installed a walk-in freezer and a walk-in cooler at the Darmstadt Shelter.
- Installed a walk-in cooler and tub freezer behind Family of Woodstock.

RECENT DEVELOPMENTS:

The agency is fortunate to have received a major bequest from the Estate of George Divine. The Board has designated the funds to clear our line of credit so that there is sufficient operating reserves and to use the funding for capital projects to repair our buildings and build resources to

lower the operating cost of the agency as a whole. Toward that end, the agency paid off a refinancing loan, and has begun a solar project, discussed below, which will lower the ongoing operating expenses of the agency.

The agency is hoping to address issues in 2021 with its properties as follows:

- Washbourne – needs painting and a roof.
- Woodstock – the outside of the building needs painting and some carpentry
- Ellenville – the roof and the solar installation are in the process of being completed.
- Midway II – we are planning to put a new roof on and to paint the outside of the building.
- Darmstadt – we expect to put a new roof on.
- Family Inn – we need to partition rooms to accept more families and restore per diem income.
- Apartment house – we have been and will continue to upgrade apartments as they continue to be open. We are also working on the two apartment buildings the agency owns on Brewster Street.

INFORMATION TECHNOLOGY
166 Albany Avenue & 39 John Street
Kingston, NY 12401
845.331.7080

Staff:	1 full-time staff / 1 part-time consultant
Consultant:	Adam Fischzang
Team Leader:	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 over 300 unique email addresses, maintain over 175 computers, laptops, and tablets, 6 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 servers; 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.

2020 ACCOMPLISHMENTS:

- Fielded more than 1200 unique Tech Support emails regarding Family's technology support issues representing more than a 30 % increase from the previous year.
- Implemented Virtual Hotline answering system for FOW Hotline enabling staff to answer Hotline calls from designated phones and laptops while offsite during Covid-19 due to loss of physical access to the Hotline.

- Implemented WebEx video conferencing system for FOW to continue providing critical services during Covid-19 restrictions.
- Implemented dedicated Spanish Hotline that routes to bilingual staff in order to better support Spanish speaking populations.
- Implemented accurate and updated Spanish translation for Family of Woodstock's website.
- Installation of WIFI internet service at all 6 residential shelter locations in response to emerging needs for access to online resources such as schooling and healthcare visits as a result of Covid-19.
- Developed telecommuting standards and practices to secure agency information and data in order to allow designated staff to work remotely.
- Participated in development of procedures relating to public relations and social media for Family of Woodstock programs and staff.
- Implemented IDrive cloud backup system for all critical Family of Woodstock data.
- Implemented TeamViewer, remote administration software to allow for offsite technical support that reduces the need for required travel.
- Installed new Copier/Printers for 2nd and 3rd floor at John Street and 1st floor at Albany Ave. and Evert Hodge community Center.
- Completed more than 30 Windows10 computer replacements and upgrades.
- Installed new Barracuda Firewalls at John Street and Albany Avenue.

Major Projects Proposed for 2021

- Google Workspace Sync for Microsoft Outlook implementation for CEO in order to accommodate coordinated remote work with support staff.
- Cost comparison for upgrading internet circuits at John St. and Albany Avenue in order to achieve higher bandwidth at lower cost
- Upgrade remaining PC's still running Windows7 to Windows10.
- Upgrade agency servers to current version of Microsoft server software.
- Consideration of upgrades to SonicWall firewalls for 9 program locations.
- Testing site to site VPN for access to network resources from remote office locations.
- Renewal of Family of Woodstock web domains.
- Support increasing numbers of staff working remotely during Covid-19 exposures.
- Work on optimization of Donor Management and digital outreach practices and procedures.
- Update documentation and configurations of agency information services and accounts.
- Sourcing equipment from Women and Minority Owned Business Enterprises for NYS OCFS DV FFVPSA grant.
- 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: 18 full-time, 4 part-time
Executive Director: Michael Berg
Chief Financial Officer: Donna Dell
Team Leader of Finance: Renee Wagner
Team Leader for Auditing: Robin Elliott
Team Leader of IT: Michael Dell
Team Leader for Human Resources Carroll Sisco
Program Directors: Sherry Orlando, Bryan VanWagenen,
Sarina Augustine and Mandy Seiler
Assistant to Executive Director Sabrina Miller
Editor Agency Weekly Newsletter Carolyn Altomari

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.

2021 BUDGET:

Projected Revenues:	\$11,306,815
Number of Contracts Maintained:	84
Number of Employee -Full time:	155
-Part time:	78
-Volunteers:	379?

REVENUE BY PERCENTAGE OF FUNDING SOURCE

State/Federal	54%
Ulster County	20%
Local Government	1%
Contributions/Fundraising/Fees	12%
Foundations	12%
Other Counties	1.0%
2020 In-Kind Donations to Agency	\$ 1,262,732
Personnel: \$403,220 / Donated Items: \$859,512	

DISCRETE CONTRIBUTORS IN 2020

Individuals	1,270
Business/Organizations/Corporations	96
Faith Community	20
Foundations	13
Estates/Trusts	1

AGENCY LEADERSHIP

Executive Director:	Michael Berg
Assistant to the Executive Director:	Sabrina Miller
Team Leaders:	
Human Resources:	Carroll Sisco
Chief Financial Officer:	Donna Dell
Auditing:	Robin Elliott
Information Technology	Michael Dell
Transitional Living & Restorative Justice:	Jennifer Pineda
Adolescent Services:	Robert Molina
Children's Services:	Kerry Wolfeil
Finance:	Renee Wagner
Crisis Services:	Salvador Altamirano-Segura
Training:	Tamara Cooper
Housing & Case Management:	Victoria Read
Facility Maintenance:	Thomas Bell

Board of Directors

Family of Woodstock, Inc. is supervised by a volunteer Board of Directors made up in 2020 of 21 individuals as follows:

Executive Committee

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

Remaining Board Members (2020)

Abe Uchitelle
Charlene Boswell
Diane Herrick-Kvistad
Jeffery Collins
Joanne Dorcent-Coq
Ken McCarthy
Laura Brown
Luke Interrante
Maria Elena Ferrer-Harrington
Sam Magarelli
Sherrill Silver
Stephanie Alinsug
Stephen Forgione