



Schenectady Community Action Program

Creating Opportunity in Partnership

2015-16 Agency Outcomes Report

This report summarizes the services provided by SCAP into outcomes based on identified community needs. These identified community needs are the result of regular community assessment (see *Schenectady County Community Needs Assessment*, September 2015, SCAP) and SCAP's 2015 Community Action Plan (see CSBG 2015 Work Plan, SCAP) as well as response to community needs based on the feedback and partnership with countless organizations, government and others. These outcomes are the results generated by nearly 140 SCAP employees working to implement SCAP's vision. Community Needs are not listed in any particular order of priority.

Community Need #1: Families with low income need assistance in meeting basic needs such as food, medical treatment, utilities, transportation, and clothing. Easily accessible services are necessary due to transportation barriers.

Low income working families need to maximize all income tax credits without tax return preparation costs.

What SCAP does: SCAP's **Family Resource Center and Community Crisis Network Partners** assist low – income customers with basic needs through direct services, advocacy and referrals.

Outcomes: 6 households were able to maintain housing with assistance in moving, storage and utilities from the emergency fund.

28 households obtained needed prescriptions for improvement in their health and/or mental health.

221 households received Swiper cards for public transportation which facilitated employment and/or medical/mental health care.

14 households obtained assistance with Fair Hearings when denied public benefits such as housing and public assistance.

82 households received rapid rehousing assistance subsidies that ensured they did not become homeless and obtained adequate housing.

37 households received assistance with obtaining Unemployment Insurance

398 households received assistance with obtaining Food Stamps (SNAP) and emergency food vouchers.

69 households avoided utility shut-offs through advocacy and payment plans.

440 households obtained utility payment assistance (HEAP).

716 households obtained health insurance.

133 State and 127 Federal returns were filed for 133 households saving them an estimated \$20,000 on preparation costs and resulting in \$243,203 in federal and state refunds (of which \$82,067 was Earned Income Tax Credits), providing low income families with additional resources for meeting their basic needs.

Community Need #2: People with low-incomes face barriers because they do not have identification and do not have the resources for necessary identification.

What SCAP does: **SCAP's Community Crisis Network Partners** assist people to obtain identification which facilitates housing, employment, medical assistance and other types of government assistance.

Outcomes: 130 people obtained birth certificates
78 people obtained NYS identification

Community Need #3: When a disaster occurs residents with low incomes need supportive crisis intervention to regain their housing and to meet basic needs and to rebuild their lives. Disasters have a lasting effect and require short term and long term interventions. In March 2015 fire destroyed 102 – 104 Jay Street. Four people died, seven were hospitalized and 60 or more were displaced, residents lost everything.

What SCAP does: **SCAP's Community Crisis Network** quickly mobilized and worked with community partners to assess needs and provide crisis intervention. Residents are supported with obtaining housing and other basic needs.

Outcomes: 37 households with 42 individuals obtained housing and retained their housing.

Swiper cards for public transportation were provided to 31 individuals. This enabled customers to get to medical appointments, mental health treatment, work and school, stabilizing employment and school attendance and providing support to ensure medical and mental health follow up services.

74 grocery store cards were provided to residents ensuring they were able to obtain food.

5 households were assisted with security deposits and 9 households with rental assistance. This assistance helped residents obtain and maintain housing.

Community Need #4: Close to one third (32.3%) of all households in Schenectady County are cost-burdened, defined as over 30% of income expended on housing related costs. Low-income households are at high risk for experiencing at least one of four “housing problems”, defined as incomplete kitchen facilities, incomplete plumbing facilities, more than one person per room, and cost burden greater than 30%.

Families with low incomes face challenges affording quality, safe permanent housing.

What SCAP does: **SCAP’s Housing Services** provide a continuum of housing and support services that assists low-income households to obtain and maintain safe, affordable housing.

Sojourn House – transitional housing for homeless mothers and their children provides housing, food, and intensive case management that assists families in reducing the trauma associated with homelessness, to obtain permanent housing and remain housed.

Outcomes: 64 adults with 109 children lived in Sojourn House in 2015

89% of all families left Sojourn House for permanent housing and maintained their housing stability.

69% of all families increased their income

22% increased their income from employment

Permanent Housing Program – permanent housing for homeless families with disabilities provides housing subsidies and long term case management using a low-demand Housing First model designed to support stable housing.

Outcomes: 50 adults with 62 children lived in 27 apartments in 2016.

Average length of time in PHP is 1,062 days (2.91 years).

96% of households remained stable in permanent housing.

1 household exited to homelessness – domestic violence safety issue

4 households left PHP for other permanent housing options

Eviction Prevention Services works with people who are facing eviction, have been evicted or face homelessness through advocacy, mediation and coordination of services to avoid eviction, subsequent homelessness, and to maintain housing stability.

Outcomes: Of 893 households facing eviction and seeking SCAP services, 793 (89%) avoided eviction and homelessness

769 households received advocacy, mediation and/or assistance obtaining mainstream benefits.

Supportive Housing Solutions works to integrate housing, health, mental health and substance abuse services to improve housing outcomes for the chronically homeless.

Outcomes: 19 of 20 individuals served obtained and maintained permanent housing (95%)

5 of the 19 individuals who maintained permanent housing did so without subsidy assistance, 14 received subsidy assistance.

12 individuals obtained Medicaid (100% of individuals who did not have health insurance upon entry into the program).

**this is a 6-month report as SHS has not operated for a full year*

Community Need #5: Children in homes with low incomes face barriers to success in school readiness.

What SCAP does: **SCAP's Early Learning Program** provides children, ages birth to five years, and their families with quality early childhood services that fosters a child's development. SCAP provides families with support services to foster their growth and ability to support their child's success in school.

Outcomes: 96% of parents agreed or strongly agreed that they better understood the importance of staying actively involved in their child's educational experiences.

74% of 3-year old children and 86% of 4-year old children met or exceeded widely held expectations * in their social emotional development.

78% of 3-year olds and 82% of 4-year olds met or exceeded widely held expectations* for language development.

78% of 3-year olds and 84% of 4-year olds met or exceeded widely held expectations* for cognitive development.

92% of 3-yr olds and 94% of 4-year olds met or exceeded widely held expectations* for literacy development.

Dual Language Learners had significant growth in all domains measured, for example, in the Fall of 2015 100% of 3-year olds and 87% of 4-year olds fell below widely held expectations* and in the Spring of 2016 83% of 3-year olds and 75% of 4-year olds met or exceeded widely held expectations*.

Outcomes data is not yet available for SCAP's Early Head Start Child Care Partnership.

What SCAP does: **SCAP's Early Learning Program** conducted an extended year program for 92 children to accelerate development and mitigate summer learning loss.

Outcomes: 93% of children met or exceeded widely held expectations* in social emotional development (15% higher than spring checkpoint).

86% of children met or exceeded widely held expectations* in language development (8% higher than spring checkpoint).

89% of children met or exceeded widely held expectations* in cognitive development (15% higher than spring checkpoint).

95% of children met or exceeded widely held expectations* in literacy development (3% higher than spring checkpoint).

**Widely Held Expectations are research-based, encompassing the developmental milestones from birth through kindergarten and are based on widely held expectations for each respective age/grade level.*

Community Need #6: Among the most significant needs identified by the Schenectady Coalition for a Healthy Community are Asthma, Diabetes & Obesity, Emergency Department Inappropriate Utilization, and Mental Health & Substance Abuse.

What SCAP does: SCAP provides comprehensive access to early childhood health services.

Outcomes: 453 children were up to date on a schedule of age-appropriate preventative and primary health care.

79 children received medical treatment for an ongoing chronic condition such as asthma, anemia, and vision programs.

352 children had continuous accessible dental care provided by a dentist including exams, cleanings and fluoride treatments.

Children enrolled in Early Head Start Child Care Partnership received formula and diapers at no cost while at the program.

See Community Need # 2 and #4 for additional outcomes related to identified health needs.

Community Need #7: The Center on the Developing Child at Harvard University has summarized decades of research on early intervention outcomes. In summary, “early social/ emotional development and physical health provide the foundation upon which cognitive and language skills develop. High quality early intervention services can change a child’s developmental trajectory and improve outcomes for children, families, and communities. Intervention is likely to be more effective and less costly when it is provided earlier in life rather than later.”

What SCAP does: **SCAP’s Early Learning Program (Head Start)** provided early intervention/special education services to 87 children in 2015/16.

Outcomes: 82% of 3-year olds and 94% of 4-year olds met or exceeded growth range* for Social-emotional growth.

89% of 3-year olds and 75% of 4 year olds met or exceeded growth range* for Language development.

94% of 3-year olds and 94% of 4-year olds met or exceeded growth range* for Literacy development.

**growth range (or growth report) shows evidence of change over time. SCAP uses growth information to examine movement between any two checkpoint periods. While this is not always directly tied to widely held expectations, it still can demonstrate gains toward meeting widely held expectations and is helpful to show incremental growth of children who begin with developmental or other delays.*

See [SCAP Early Learning Program Outcomes Report 2015-2016 School Year](#) for a complete report on outcomes.

Community Need #8: Individuals with low incomes lack soft skills and job readiness skills needed to obtain and retain employment.

What SCAP does: **SCAP's Employment Services** support unemployed and underemployed adults to gain the skills to obtain and maintain employment with a living wage.

Displaced Homemakers Employment Program targets individuals who have lost a source of family income support. Outcomes are for the combined counties of Schenectady, Fulton and Montgomery.

Outcomes: Of 278 enrolled in Career Readiness class, 219 obtained employment (79%)
Of 219 who obtained employed, 124 maintained employment for at least 90 days (57%).
**at years end some whom obtained employment hadn't reached the 90 day period yet to be evaluated for retention.*

Health Career Employment Program (HPOG) targets individuals in Schenectady County at or below 200% of poverty and offers career readiness, various credentials training through SCCC, job placement and long term case management on a career pathway lattice.

Outcomes: of 207 individuals who completed Career Readiness and Health Credentialing, 153 obtained employment in health related fields (74%).
Of those who obtained employment, 70 retained employment for at least one year. (46%).
**not all who obtained employment in 2015/16 have been employed for one-year and will be included in future outcomes reports. Some who achieved this milestone in this report completed training and readiness in the prior year.*

Outcomes: Of 45 individuals who completed Career Readiness, 12 obtained employment (27%)
Of those that obtained employment, 10 retained employment for 60 days (83%) and 7 retained employment for 120 days (70%).

Community Need #9: Low-income households with severe mental illness have barriers to obtaining employment and remaining stably housed.

What SCAP does: **SCAP's Supportive Housing Employment Program (NYSSHP)** assists residents of supportive and transitional housing with reducing their barriers to employment, primarily through intensive case management and therapy services.
Of 88 households eligible for services, 51 retained and/or enhanced employment (58%).
Of 88 households eligible for services, 28 obtained employment (32%).
Of 88 households eligible for services, 33 engaged in therapy services on an ongoing basis and achieved improved household stability (38%).

Other Outcomes: SCAP functions with the support of the community. For 2015/16, nearly 600 volunteers provided support to programs, of which 375 (63%) were parents with children

attending SCAP's Early Learning Program who volunteered hundreds of hours to support the classroom, ensure sites are safe and govern in partnership with the Board of Directors.

SCAP developed and/or maintained over 40 partnerships with community based agencies, schools and business that enhanced SCAP's delivery of services.

SCAP's advocacy services were provided to more than 2,340 households. Not all of these services are included in this report.

Reviewed by Board of Directors 9/21/16