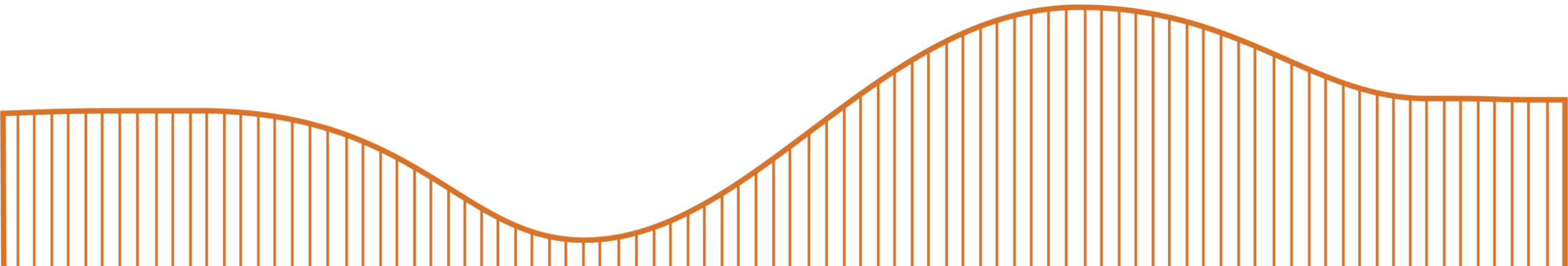
ACTION for a BETTER COMMUNITY

Building new beginnings

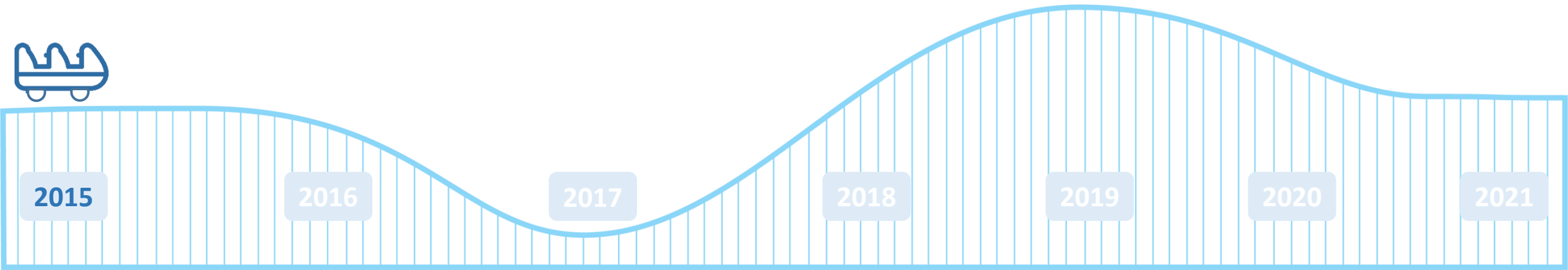
PROUDLY FUNDED BY HPOG OFFICE OF FAMILY ASSISTANCE

A ROLLER COASTER TO PROGRESS



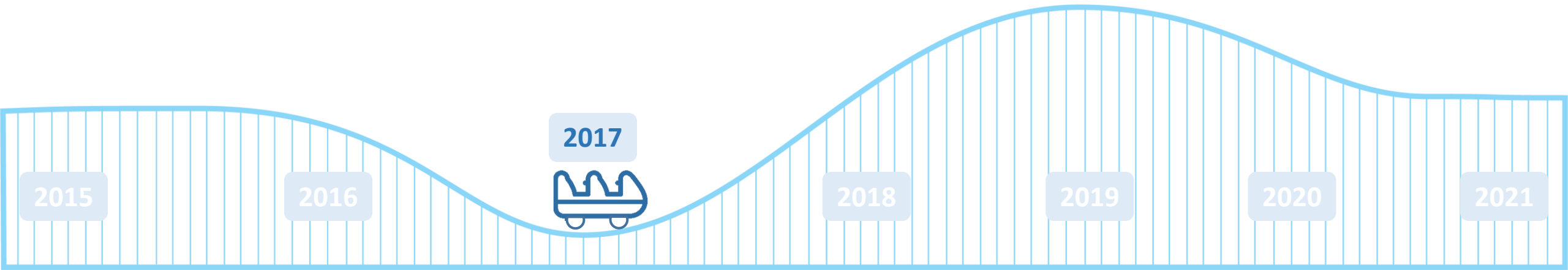
AT THE BEGINNING

- *Excited Community*
  - Collaboration of ten sub-recipient partners.
  - Engaged trainers, employers, and politicians
  - High Expectations



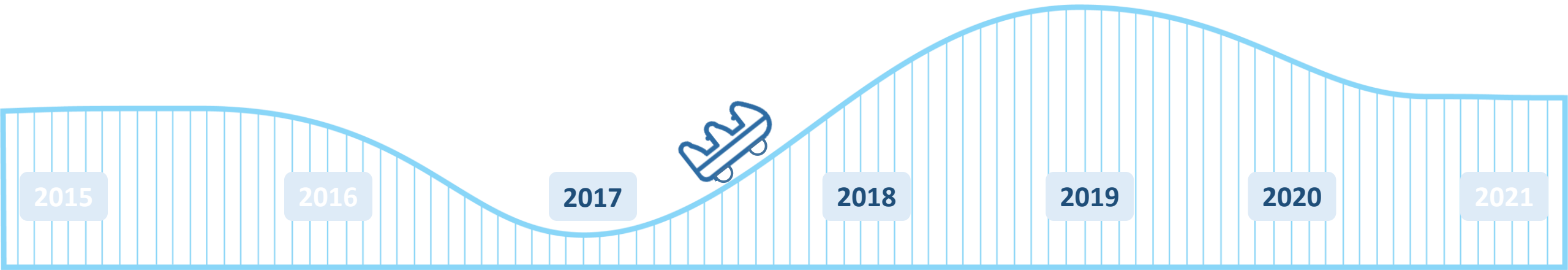
AT THE BOTTOM

- *December of 2017*
  - Fractured Collaboration
  - Staff Turnover
    - 40 since inception (Cumulative)
  - Unsuitable Participant Base
  - Depleted Beneficiary funds
  - Tarnished Community Reputation



RIDING TO THE TOP – PAUSE AND DESIGN

- Program hold
- New Policies and Procedures
  - Beneficiary funds management
  - Participant Suitability
  - Case management SOP
  - Document use and storage



RIDING TO THE TOP - COLLABORATIVE PARTNERS

- **Year Three**
  - Ten partners
  - Total budget of $879,000
- **Year Four**
  - Nine Partners
  - Total Budget of $883,000
- **Year Five**
  - Seven Partners
  - Total Budget of $661,000
- **Year Six**
  - Six Partners
  - Total Budget of $702,000

Center for Community Health & Prevention

UR MEDICINE

STARBRIDGE
For the Hope and the How

Rochester Refugee Resettlement Services

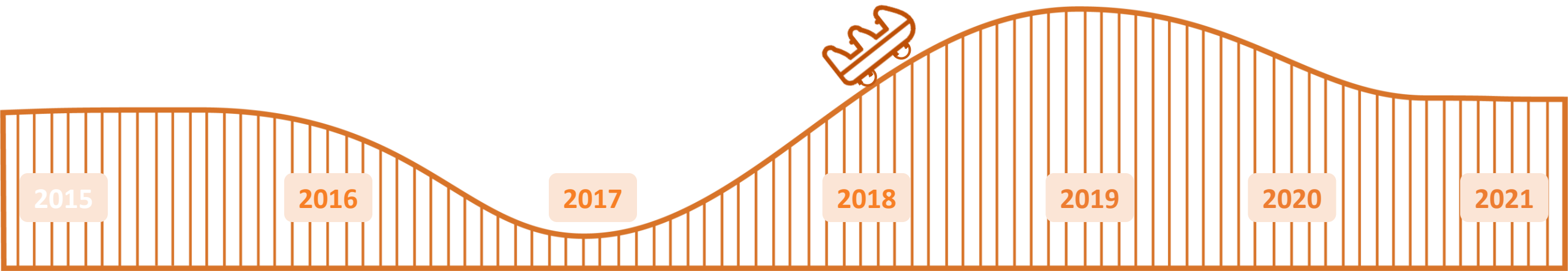
R·I·T

Monroe Community College
STATE UNIVERSITY OF NEW YORK

REOC The College at Brockport
Rochester Educational Opportunity Center

2015 2016 2017 2018 2019 2020 2021

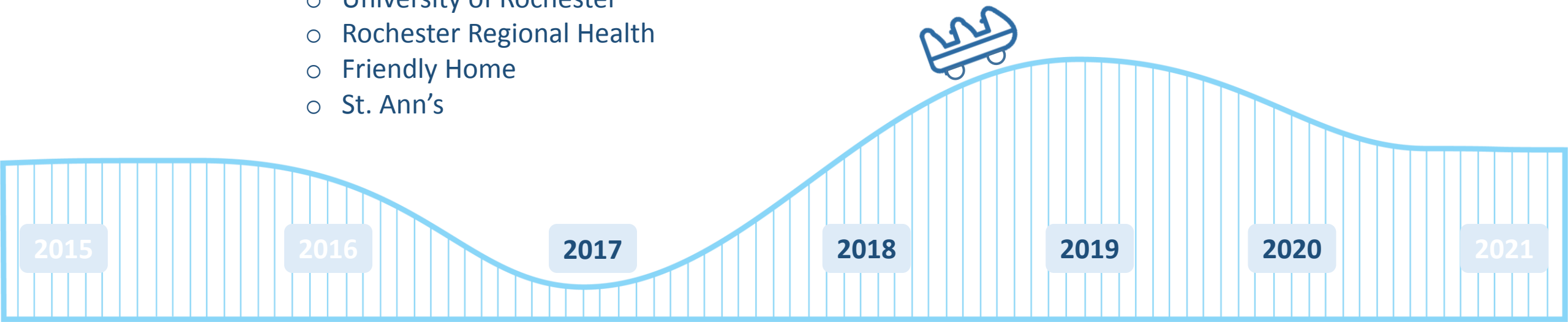
RIDING TO THE TOP – PARTICIPANT BENEFICIARY FUNDS



RIDING TO THE TOP - COMMUNITY RELATIONSHIPS

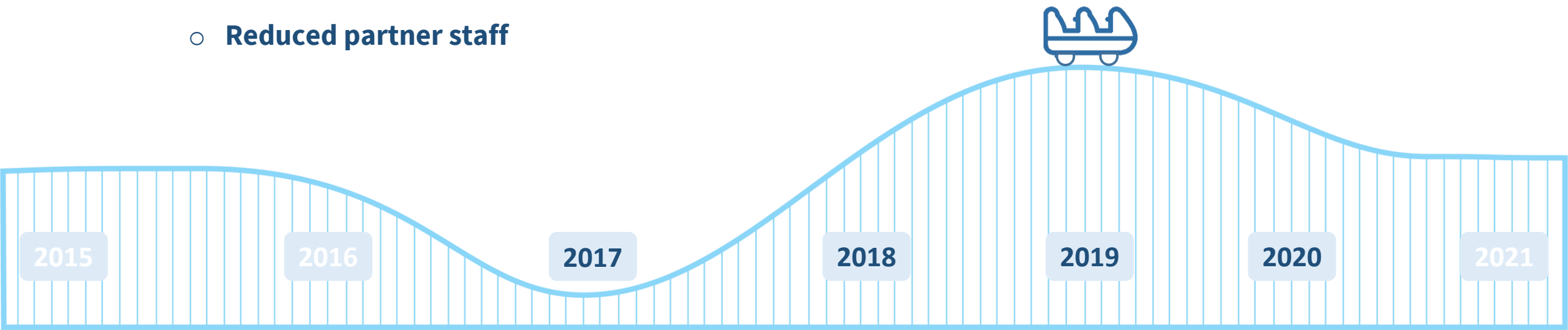
Narrowed focus on training and employment partners

- Trainers
  - Monroe Community College- Corporate
  - Monroe BOCES
  - Isabella Graham Heart School of Nursing
  - Rochester Education Opportunities Center
  - Community Health Workers Association of Rochester
- Employers
  - University of Rochester
  - Rochester Regional Health
  - Friendly Home
  - St. Ann’s



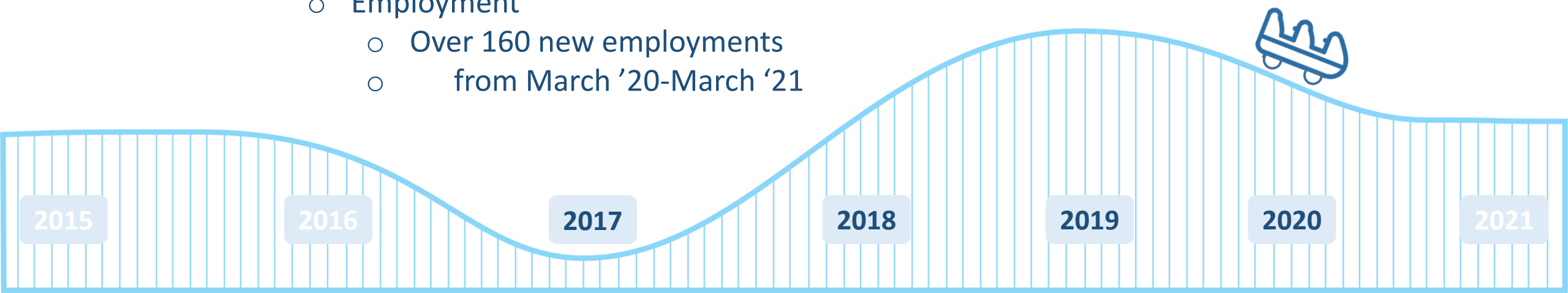
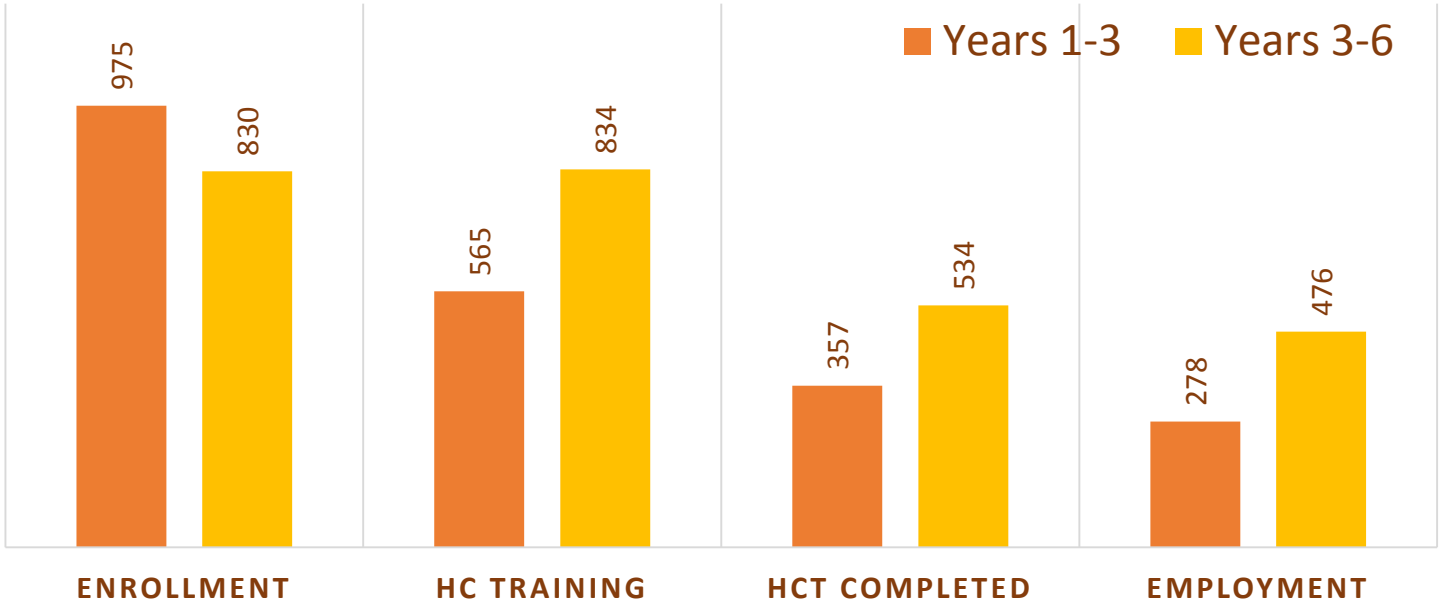
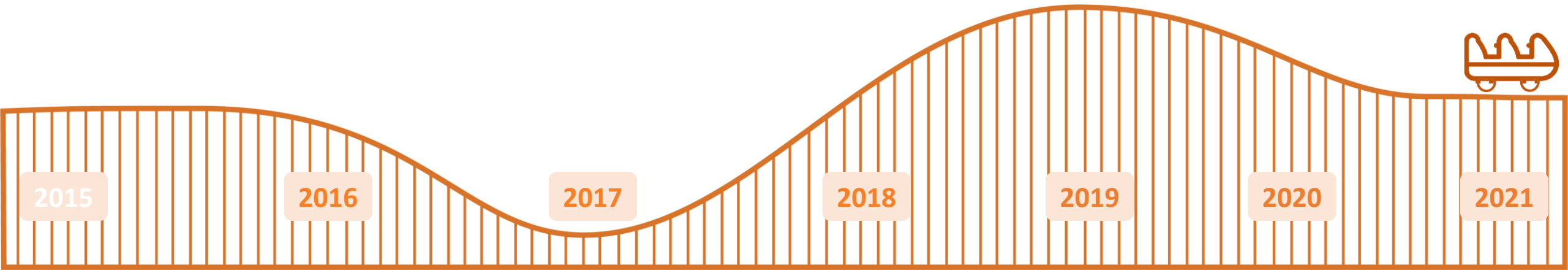
AT THE TOP - KEY STAFF

- **Streamlined staff at ABC**
- **Added key navigators staff**
- **to partners**
  - REOC – year 3
  - MCC – year 5
- **Reduced partner staff**



ADDRESSING THE PANDEMIC

- Immediate Adjustments
  - Work from Home
  - Assisting those in Waiting
    - Uworld Test Prep
  - Emergency Help
    - Technology
    - Food
    - Etc.
- Partners
  - Maintained engagement/communication
  - Employment
    - Over 160 new employments
    - from March ’20-March ‘21



PROGRAM SUCCESS