

# Community Crisis Network Annual Report to the Community April 2010

**T**he Community Crisis Network (CCN) Steering Committee is pleased to present the *2010 Annual Report to the Community*. This report provides a summary of CCN's accomplishments for the last year, from April 1, 2009 to March 31, 2010, as well as highlights our goals for the upcoming year. We look forward to our continued partnership to improve the systems that support people in crisis in our community.

## Statistics at a Glance

### **Total Number of Unduplicated Customers – 1,740**

Number of customers that engaged in comprehensive crisis intervention and for which CCN Crisis Intervention Counselors conducted an in-depth assessment and documentation of outcome.

### **Total Number of Customer Visits – 14,018**

Number of visits CCN documented in one year. Many people seek services multiple times throughout the year. On average, CCN Crisis Intervention Counselors see 70 people in crisis each day (195 days of operation annually taking into consideration holidays and training days).

### **Zip Codes of CCN Customers**

Ninety-one percent of CCN customers reside in seven zip codes within the City of Schenectady: 12303, 12304, 12305, 12306, 12307, 12308 and 12309. In all, 76 zip codes are represented, including a small number of customers who reside permanently in areas outside of Schenectady County.

### **Referrals**

A majority of the referrals come from the CCN partnership. This indicates that over the years, CCN has established itself as a well-known and dependable service. Other agencies that referred customers to CCN include: St. Peter's Addiction Recovery Center, Schenectady County Department of Social Services, Schenectady County One-Stop, Salvation Army, Section 8 Municipal Housing, Children and Family Services, National Grid, Franklin Street Clinic, and the YWCA of Northeastern NY.

**Primary Reasons People Came to CCN:** The table below identifies the most common reasons people visit CCN. It should be noted, however, that while the customer is meeting with a CCN counselor, it is common that a more pressing issue is identified. For instance, a customer seeks the assistance of CCN because they have no identification which they need in order to apply for public assistance. Meanwhile, we learn that the customer has no income and is living on the streets. This is very common.

Primary Reason People Came to CCN	% of total	\$ spent from Emergency Fund	\$ spent from SCAP funds
Documents/Identification	5%	\$2,140	\$389
Bus Pass/Transportation	10%	\$6,700	\$2,150
Medication Prescription	1%	\$1,348	\$550
Food	2%	\$700	0
Housing issues/Rent Assistance	12%	\$2,130	\$80
Moving assistance	<1%	\$4,858	\$1,690
Other: (see below)	69%	\$376	\$791
Copies/Faxes for employment, government assistance or medical needs	27%		
Clothing	4%		
Food Stamps	1%		
Furniture	4%		
Utilities (heat, lights & phone)	30%		
Social Security Assistance (SSI, SSD)	<1%		
Unemployment Insurance assistance	<1%		
Job Search	3%		

### The CCN Emergency Fund

The CCN Emergency Fund is used to provide direct support to people in need when there is a gap in services and when no other resource exists. The Emergency Fund is supported by area congregations through donations that are sent to Catholic Charities and designated as being for the CCN. ALL of the funds donated are used to provide direct assistance to people in need. During 2009/10, SCAP obtained additional funds from the Federal Economic Stimulus Funding that was used to supplement the CCN emergency fund. These funds are temporary and will expire in October 2010.

### Customer Stories

*A single mother, along with her college student daughter, sought help from CCN because they were facing the prospect of having no power at their residence. Their utility company had issued a disconnect notice stating their power would be shut off in two days unless payment was made. The CCN counselor placed a call to the utility company to advocate for the family and notify them that the family would be applying for Home Energy Assistance Program (HEAP). The Counselor was then able to stall the shut off and assisted the family with submitting the HEAP application to the local Department of Social Services for processing. The family received HEAP benefits and because of this intervention was able to enter into a Deferred Payment Agreement, not previously available to them, to pay off their arrears in small increments over time and keep the lights and heat on in the process.*

*A young male in his twenties was brought to Ellis Medicine Emergency Department. After the medical staff completed their examination, the young man was referred to the Ellis Medical Home Team—the Team now includes a full-time CCN Counselor who serves as a Community Services Navigator and works alongside professional nurses who*

*serve as Health Service Navigators. The Team's assessment of this young man's situation and his diagnosis of insulin dependent Diabetes, led to immediate action to secure Insulin for him. Thanks to CCN's strong partnership with Hometown Health, we were able to arrange for Hometown to provide him with the necessary medication to be paid for out of the CCN emergency fund. The Team also encouraged the patient to follow up for a more in-depth assessment. The CCN counselor later helped him apply for insurance enrollment in Medicaid.*

*A sixty year old single male was referred to CCN for a pair of reading glasses. He had great difficulty reading and was unable to fill out necessary forms such as employment applications. The CCN Counselor sent a referral to a local optical business. The provider scheduled a free eye exam for the man, after which he received a free pair of glasses. To meet his immediate need, the customer was taken to a local pharmacy where a basic pair of magnifying glasses was purchased for him.*

*This middle-aged woman resides with her adult child –both look out for each other. She came to CCN for assistance with her medical insurance along with some other financial needs. To help her address her overall need for financial security, the CCN counselor assisted by referring the woman to an attorney who could help her to apply for disability. Moreover, she had applied for Medicaid four months prior with no notice of approval, and she was facing tests to determine if she had a potentially life-threatening illness. As a result of the CCN intervention, the woman's Medicaid was activated retroactive to the time of her initial application four months earlier. Additionally, CCN arranged for CDTA's ACCESS Transportation Program to transport her to all of her upcoming tests and doctor appointments.*

## **Goals for 2010-2011**

1. **Ellis Hospital Medical Home at McClellan Campus:** Health care is a basic need and preventative care is the most effective and efficient means to maintain good health and reduce health care costs. We know that the poor face many barriers in obtaining preventative health care – some imposed by the system and some imposed by the culture of poverty. CCN is working with Ellis Hospital to address this critical public health concern by posting a CCN Counselor at the McClellan Campus to increase the number of poor people who access preventative health care rather than more expensive emergency room visits.
2. **Expand Communication:** The CCN partnership is expanding and community interest is growing. To facilitate communication, we plan to provide a quarterly e-news update to our partners, faith congregations and other interested community groups.
3. **Expand Emergency Fund Resources:** We know that these are hard economic times. Those who have little resources to begin with are impacted even more by this economic crisis and those who were living on the fringes of poverty are now experiencing its many devastating conditions. As the need grows and becomes more comprehensive we strive to ensure the emergency fund will continue to be a relevant source for filling the gap that exists for the poor.

CCN is funded through grants from the United Way, NYS Department of State's Community Services Block Grant (CSBG), in-kind donations of services and goods from the various participating partners and donations from area congregations.

Thank you for your support and for the opportunity to be a partner of this exceptional collaborative! We welcome your comments or questions. Please feel free to contact any of the CCN Steering Committee Executive Directors listed below.

Sincerely,

Mike Saccocio, City Mission  
[MSaccocio@citymission.com](mailto:MSaccocio@citymission.com)

Deborah Damm O'Brien, Catholic Charities  
[Deborah.DammOBrien@rcda.org](mailto:Deborah.DammOBrien@rcda.org)

Reverend Phil Grigsby, Schenectady Inner City Mission  
[agentpng@nycap.rr.com](mailto:agentpng@nycap.rr.com)

Margaret Anderton, Bethesda House  
[mmabethesda@nycap.rr.com](mailto:mmabethesda@nycap.rr.com)

Debra L. Schimpf, Schenectady Community Action Program  
[scapdir@nycap.rr.com](mailto:scapdir@nycap.rr.com)

