~ MISSION STATEMENT ~
The Lt. Col. Matt Urban Human Services Center of WNY is a multi-purpose community center located on the East Side of Buffalo. The Matt Urban Center’s mission is to provide programs that enhance the quality of life, preserve neighborhoods and encourage economic development.

~ CORE VALUES ~
Our Commitment to the Community is to render our programs and services...
...with COMPASSION, RESPECT and INTEGRITY,
...in an EFFECTIVE MANNER,
...that are always RELIABLE and ACCOUNTABLE,
...embracing DIVERSITY
...while taking the path that is PROGRESSIVE.
We embrace these core values in all of our relationships with clients, contributors, customers, suppliers and employees.

~ VISION STATEMENT ~
The Lt. Col. Matt Urban Human Services Center of WNY will become a Leader among Community Organizations in WNY.
AGENDA
Annual Meeting – May 20, 2015
PCCB/Lt. Col. Matt Urban Human Services Center of WNY
1081 Broadway, 1st Floor Gallery

6:00 p.m.   Voting
            Refreshments

6:15 p.m.   Call to Order
            By Chairperson, Linda C. Farrow
            Minutes
            From May 21, 2014 Annual Meeting
            Nomination Committee Report
            Tally Ballots
            Announcement of 2015 Election Results
            Year 2014-2015 in Review
            Presented by Marlies A. Wesolowski
            Executive Director
            Closing Remarks

Adjournment
            Regular Monthly Board Meeting
            Immediately Following Annual Meeting
Attendance: Jim Chlebowy, Irene Cieslak, Linda Farrow, Kitty Hastings, Judy Tweedy, Doug Butler, Zoe Zacharek, Annette Junczewicz, Janice Swinnich, and Dr. Zulkharnain.

Staff: Marlies Wesolowski, Ron Parylo, and Karen Baer

Call to Order: The Annual Meeting was held at the Matt Urban Hope Center/Polonia Hall located at 385 Paderewski Drive, Buffalo, New York. The Annual Meeting was called to order by Chairman, Jim Chlebowy, at 6:10 p.m.

Minutes from the May 13, 2013 Annual Meeting

- Janice Swinnich motioned to dispense with the reading of the minutes from the Annual Meeting held on May 13, 2013, and to accept the minutes as presented. Annette Junczewicz seconded. All were in favor. Motion approved.

2014 Election Results by Nomination Committee:

- Nomination Committee Members: Annette Junczewicz, Janice Swinnich, and Karen Baer.
- The ballots were counted by Janice Swinnich, verified by Annette Junczewicz, and recorded by Karen Baer.

2014 Election Ballot: Linda Farrow, Irene Cieslak, Christine Raczka, and Dr. Zulkharnain.

13 Total Voters: 13 valid ballots were cast by our membership.

- Janice Swinnich motioned to accept the slate of elected board members and congratulated the newly elected board members to serve the term of 2014-2017.
• Judy Tweedy seconded. All were in favor. Motion approved. The board secretary, Annette Junczewicz certified the election by casting one ballot in the affirmative.

**Election of 2014-2015 Officers:**

• Annette Junczewicz motioned to nominate the same Slate of Officers that served the 2013-2014 Term: Jim Chlebowy as Chairman, Linda Farrow as Vice Chair, Doug Butler as Treasurer, and Annette Junczewicz as Secretary. Janice Swinnich seconded. All were in favor. Motion passed.
• Janice Swinnich motioned to close the nominations. Kitty Hastings seconded. All were in favor. Nominations closed. Zoe Zacharek motioned to approve the Slate of Officers. Irene Cieslak seconded. All were in favor. As Board Secretary, Annette Junczewicz motioned to certify the election and voted in the affirmative.

**2014 – 2015 Board Officers:**

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<td>Doug Butler</td>
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<td>Secretary</td>
<td>Annette Junczewicz</td>
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**PCCB/Matt Urban Center Year 2013-2014 in Review:** Annual Reports featuring program and service highlights were presented by the Executive Director and Department Directors.

**Executive Directors Agency Review for 2013-2014:** (by Marlies Wesolowski)

Marlies reviewed the Matt Urban Center’s accomplishments for 2013-2014, which were also included in the Annual Program Report. The agency is continuously growing; we currently employ over 70 staff members in various departments and programs throughout our agency. Some of the agency’s major projects that were highlighted and accomplished by the agency staff include:

• Hope Gardens – located on Oberlin and Ruhland. Work is continuing on the construction of the building, they are currently working on the 2nd floor. We are hoping for a November/December 2014 completion and opening of the building. Cornerstone Laying and time capsule on Friday, July 25th.

• Hope Center Emergency Shelter will be opening on Monday, June 2nd. All are invited to a small opening reception at 11:00 a.m.
• Our current annual agency budget is approximately $4 million and keeps increasing…

• We are currently serving over 21,000 clients per year in our various programs. We have some of the neediest and lowest income clients in the entire region.

• The City of Buffalo is investing approximately $1.8 million in renovations and necessary upgrades to 3 of our community centers; Matt Urban Center at 1081 Broadway, Polonia Hall at 385 Paderewski Drive, and TJ Dulski Center at 129 Lewis Street.

Over the past year we have continued to work very hard to improve the quality of programs and services we provide our clients, and establishing our agency as one of the largest and strongest community centers in Buffalo and Western New York. I am very proud of the department directors and staff of the Matt Urban Center, who have made all these accomplishments possible, and I would also like to thank our volunteer Board of Directors for their ongoing assistance, direction, and support.

Closing Remarks by Board Members: Congratulations to the Executive Director and the hard working department directors and the devoted staff of the Matt Urban Center for continuing the agency’s mission in making the Matt Urban Center one of the strongest and fiscally sound agencies in Buffalo and Western New York.

From the Board to the Staff: Thank You for Another Great Year – Congratulations on a Job Well Done!

Adjournment: Annette Junczewicz motioned to adjourn the Annual Meeting. Janice Swinnich seconded. All were in approval. Motion carried. The 2014 Annual Meeting was adjourned at 6:35 p.m.

Respectfully Submitted
By:
Karen Baer
Lt. Col. Matt Urban Human Services Center of WNY

Polish Community Center of Buffalo, Inc.

1081 Broadway, Buffalo, New York 14212

(716) 893-7222  (fax) 893-7242

www.urbanctr.org

2014 - 2015 Board of Directors

Officers:

Linda C. Farrow  Chairperson
Zoe Zacharek  Vice Chair
Douglas Butler  Treasurer
Annette Juncewicz  Secretary

Directors:

Irene Cieslak
Kathleen Hastings
David Pfaff
Christine Raczka
Janice Swinnich
Judy Tweedy
David Pfaff
Dr. Zulkharnain
Lt. Col. Matt Urban Human Services Center of WNY

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**Administrative Office Staff**

Marlies A. Wesolowski       Executive Director
Ronald W. Parylo          Controller
Karen M. Baer              Operations Manager
Gail Shirley               Accounting Assistant
Ray Walter                 Accounting Assistant
Rohn Parylo                Accounting Intern
Eugene Wisniewski          Volunteer Bookkeeper

**Housing and Community Development Department**

Leslie Vishwanath          Housing & Community Development Director
Lee Bender                 Housing Rehab Program Manger
Sarah Maurer               Property Manager
Maya Shermer               Community Housing Specialist
Gordon Williams            Property Manager, Hickory St. Apts
Lynn Wardour               Construction Analyst

**Maintenance Department**

David Smith                Director of Buildings & Grounds
Nate Moye                  Maintenance Assistant
Tom Benedict               Maintenance Assistant
Eugene Davis               Maintenance Assistant
James Earl McGeechy        Maintenance Assistant
Senior Services Department

Timothy Mutz   Senior Services Director
Pat Mmegwa   Case Manager
Lancelot McKenzie   Case Manager
Frank Gioia   Case Manager
David Bialkowski   Case Manager
Nadine Goodwin   Case Manager
Pamela Williams   Transportation Coordinator
Thomas Stolowski   Van Operator
Norma Biesik   Van Operator
Andres Albelo   Van Operator
Robert Brown   Van Operator
Calvin Spates   Chore Worker
Adeline Wujcikowski   Senior Aide

Hope Center Staff

Joyelle Tedeschi   Hope Center Director
Tasha Moore   Program Coordinator
Earl Blacksheare   Intake Specialist
Jason Flores   Homeless Outreach Supervisor
Sean Dougherty   Homeless Outreach Worker
Sarah Gorry   Homeless Outreach Worker II
Julia Buscaglia   Clinical Outreach Worker
Christal Guthrie   Shelter Supervisor
Amanda Lindenau   Shelter Case Manager
Linda Dougherty   Housing Specialist
Alyssa Wolfe   Aftercare Case Manager
Cynthia Glenn   Community Health Worker/Aide I
Ebony Hunter   Community Health Worker/Aide II
Linda Bobb   Community Health Worker/Aide III
Rashone Scott-Williams   Community Health Worker/Aide IV
LaTasha Colbert   Community Health Worker/Aide V
Alexandra Negron   Community Health Worker/Aide VI
Shamika Williams   Community Health Worker/Aide VII
Mario Rios   Community Health Worker/Shelter Aide VIII
Beatrice Anderson   Food Pantry/Community Health Worker
Andon Ticco    Intern/Regional Opportunity Corp.
Joseph Mikoley    Intern/Regional Opportunity Corp.

**Supportive Housing Department**
Karen Carman    Director, Supportive Housing
Michelle Wilczewski    Hope Gardens, Trauma Informed Services Supervisor
Karmen Clency    Hope Gardens, Case Manager
Robin Beaudette    Hope Gardens, Community Living Specialist
Amanda Fischer    Hope Gardens, Community Living Specialist
Mike Cook    Hope Gardens, Custodian
Linda Simmons    Hope Gardens, Cook
Patricia Baker    Housing First Case Manager
Floyd Smith    Housing First Case Manager
Greg Hallifax    Housing First Case Manager

**Weatherization Department**
Joan Parylo    Program Coordinator
Daniel Szymendera    Energy Auditor
Luan Nguyen    Crew Chief
Eric Smith    Crew Laborer

**Crime Victims Assistance Program Staff**
Dennis Mitchell    Crime Victims Program Coordinator
Gloria Stepney    Crime Victims Program Advocate
Joe Chilicki    Crime Victims Program Advocate
Denise Ervolina    Crime Victims Program Advocate & Food Pantry Coordinator
Youth Department Staff

Alissa Venturini  Director of Community Services & 21st CCLC Project Director
Nikia Miller    TJ Dulski Center On-Site Coordinator
Kendra Durden   Polonia Hall On-Site Coordinator
Dario Gray     School #31 On-Site Coordinator
Makeda Holley  School #97 On-Site Coordinator
Daniel Stetzel School #31 Assistant Site Coordinator
Avis Daniels   School #97 Assistant Site Coordinator
Sarah Valley  TJ Dulski Youth Program Assistant
Jennifer Pigeon TJ Dulski Youth Program Assistant
Janie Sweat   TJ Dulski Youth Program Assistant
Sauron Benton Polonia Hall Youth Program Assistant
Bryant Brown  Polonia Hall Youth Program Assistant
Rachael Walker Polonia Hall Youth Program Assistant
Cathie Blaszyk TJ Dulski Food Pantry Coordinator
“Report to the Community” from the Desk of the Executive Director:

The Polish Community Center of Buffalo d/b/a the Lt. Col. Matt Urban Human Services Center of WNY (the Matt Urban Center) has been proudly serving the East Side of Buffalo, the town of Cheektowaga and a small portion of West Seneca for the past 38 years. The Matt Urban Center continues to fulfill its mission of revitalizing neighborhoods; serving families and changing lives by bringing together public and private resources in an effort to assist community residents in becoming self-sustaining.

For the past 13 years it has been my privilege to serve as the Matt Urban Center’s Executive Director. It has been an interesting, exciting and enjoyable journey, and it has been a period of tremendous growth and opportunity. Over the course of the past fiscal year, we have done a lot of hard work. The Department Directors have highlighted them for you in their attached report.

As you already know, we are always looking to the future and we have much in store for 2015 and beyond. From the front cover and back cover pages, you can see many of the physical projects that we oversee but we are more than our buildings- we are the people we serve. I know staff and I go to work every day motivated to help people onto their path of prosperity.

Finally, I would like to note how proud I am of our staff and the work that they perform day in and day out against tremendous odds, and once again, thank you for giving me the opportunity and pleasure to serve this great agency and its surrounding community.
In 2014 we maintained and expanded our Housing First program from 46 units to 68 units, concluded our Buffalo Rapid Rehousing Program, and prepared for the opening of Hope Gardens. In late third quarter, Supportive Housing became a new department of Matt Urban and has 88 units of housing for the chronically homeless. In addition to program development, we also entered into a partnership with the University of Buffalo’s Social Research Department and embarked on a pilot research study exploring the lives of chronically homeless women - the Study of Hope. Below is a summary of the year’s activities, accomplishments and challenges.

Hope Gardens – Construction began in January 2014 and was completed in December allowing us to open our doors in late December. Prior to opening, staff was hired in mid-November and they did extensive outreach to pre-screen and qualify homeless women. As a result of this pre-qualification process, we were able to take 9 women in within the first 3 days of opening our doors on December 29, 2015. The first nine women housed at Hope Gardens, collectively lived on the streets for over 100 years.

Housing First – In 2014 we served 51 formerly chronically homeless individuals. Six left the program during the year – one graduated, one was incarcerated, one went into a nursing home, another died, one left voluntarily (she only stayed for 3 weeks, and she now resides at Hope Gardens), and the other was terminated because he became violent and hostile with several staff members.

During the year, our team of case managers performed 1,347 services to our clients – the specific services are summarized in the chart below.

Overall our performance during the year was very good. The only goal that we did not hit was retention of clients, our retention rate is 89% and the continuum’s goal is 92%, HUD – for the same goal – is 80%. We have not hit this goal in two years, primarily because of clients entering nursing homes or dying – both are negative outcomes based on measurement techniques.

While this is a challenge, it is unlikely that we will achieve this outcome because of the poor health of the clients we accept into the program. Our acceptance criteria are based on a vulnerability scale that Matt Urban developed and is now used by our continuum.
after some minor modifications. The scale is similar in nature to the VI-SPADT but much shorter and more easily used by outreach teams. The scale lists vulnerability identifiers and measures the level of risk of death while living on the street. Matt Urban takes those with the highest level of vulnerability.

**Housing First 2** – We began this program – 22 units of scattered site housing – in November of 2014. The program is not yet at capacity, but we expect to be full by summer. The program has the same structure and operating procedures as Housing First 1. We will merge the two grants in late 2015.

**Buffalo Rapid Rehousing Program** - The BRRP program was funded by the City of Buffalo, and was one of hundreds of rapid rehousing programs in the country and is considered the best practice outcome of the Homeless Prevention Rapid Rehousing an initiative President Obama’s Opening Doors policy – the first national policy to offer specific benchmarks in putting an end to homelessness. Matt Urban exceeded our goal of housing 50 homeless people by 60%, providing 80 clients with housing and just over $171,000 in financial assistance over the course of 16 months.

The premise of the program is to identify those homeless who require a moderate level of assistance to achieve housing stability. For example, one of our clients became homeless after a job loss and divorce. He was in debt and had no prospects of employment because he was living in a shelter. We assisted him with housing within 30 days, and paid his rent until he got on his feet. He very quickly gained employment, paid his debts and by the end of the program had a bank account with a modest savings. In his exit interview, he stated that he never thought he could recover from ‘life’s hits’, but because of this program he was able to stabilize both housing and employment.

**The Study of Hope** - Staff at Matt Urban will work with the University of Buffalo research team to analyze the data. Preliminary results reveal more than 40 themes, with some of themes approaching 100% commonality among all study participants. One such result was that as children they were betrayed by a primary caregiver – resulting in ongoing sexual or physical assaults as a child. This base, along with continued assaults as an adult, often results in complex trauma – an acute form of PTSD (post-traumatic stress disorder). UB and MUC have presented the preliminary results at the North American Homeless Conference and the WNY Poverty Symposium.
Housing and Community Development Department
2014 Annual Report
Prepared by: Leslie Vishwanath, Housing Director

Community Development

Our NYS Neighborhood Preservation Program promotes and preserves housing for low- and moderate-income individuals. This year, we also participated in the Community Partnerships Initiative with the City of Buffalo and provided housing services for the Fillmore and Lovejoy Districts.

Staff attends Housing Court on a weekly basis to represent the neighborhood on community housing issues as well as to serve as the Receiver of problem Housing Court properties for the entire city.

Staff was very busy in 2014- operating, managing, administering, and closing out some of our housing rehab programs (City Rehab, NYS HCR, AHC, & GHHI programs).

We submitted a proposal to the City for a CHDO contract to rehab 2 homes on Fillmore Avenue and open a City of Buffalo Target Streets Program. These CHDO projects, coupled with the Target Street Rehab Program, are a catalyst for more investment in the neighborhood. We are in the predevelopment phases of the CHDO program and we are running the Target Street Program. Current CHDO rentals at 103 Sweet and 160 Clark are rented. We are also planning to do a CHDO unit in South Buffalo.

In 2012, we began a partnership with ArtFarms to turn the area’s vacant properties and urban farms into a new landscape of growing sculptures. Art + Agriculture = Activity! The National Endowment for the Arts agreed with us and they invited us to apply for their funds and then, in 2013, awarded us $35,000 for this project. In May 2014, ArtFarms and Michigan Riley Farm celebrated the launch of our first "agri-sculpture" - a massive tree-shaped table designed by Michael Beitz which was funded thru the NEA grant. This tree table has been the host site for many community events and youth art camps through the Locus Street Art Gallery.

We spent a lot of time out in the Fillmore and Lovejoy districts doing neighborhood cleanups, attending community meetings, inspections with city housing inspectors, county health sanitarians and police to address quality of life issues.

In 2014, we managed 127 rent generating units in our Receivership Program. We managed 111 non Receivership housing rental units. Housing staff oversaw 9 HOME housing rehabilitations grants. We completed 103 City of Buffalo Housing Repair Program applications (96 Emergency and 7 Target Streets). We addressed 206 Fillmore District new client inquiries, 186 Lovejoy District new client inquiries, and gave 254 outside referrals for new clients. Housing Staff attended 445 meetings, hearings, and trainings and reported on 72 problem properties. We also assisted one first time
homebuyer with Down Payment and Closing Costs assistance. We supported the development of 70 new rental units- 20 new affordable rental units at Hope Gardens and 50 at the temporary shelter. We have 4 in CHDO units and 80 rental units at the Hope House in the predevelopment phase.

**Property Management/ Real Estate Portfolio**

I. T.J. Wojnar Parkview Apartments – 104 Lewis Street
Rent Collected: $101,112.52

II. AWA – 185 Rother Avenue
Rent Collected: $60,467.30

III. Monroe Place – 296 Monroe Street
Rent Collected: $108,732.00

IV. Hickory Street Apartments– 384 Broadway/ Help Buffalo
Rent Collected: $79,927.01

V. Hope Gardens- 58 Oberlin St
Opened December 2014!
Sarah is a young-at-heart 101 year old woman, who lives alone. Sarah has Congestive Heart Failure, hypertension, and a history of frequent falls. Although she has an aide and a neighbor who check in on her, Sarah’s closest relative is a niece who lives in Arizona. Sarah is greatly frustrated that she can no longer cook or bake for herself. Only recently has Sarah obtained a microwave oven, which was a gift from her niece. Learning to use the microwave has been difficult, but not unattainable. Sarah’s niece, Gail, is concerned about Sarah’s safety, especially due to her history of falling. Case Manager, Nadine Goodwin, was assigned to Sarah’s case, to see what services would be helpful in keeping Sarah safe and in her own home. Nadine was able to secure Meals on Wheels for Sarah, and a personal emergency response system, like Life Alert. Now Sarah gets nutritious meals 5 days a week, and has a lifeline to the outside world if she should happen to fall again. Sarah proudly displays her emergency button/necklace when Nadine comes to her house, and gladly explains how she will use in case of a fall. Now Gail is comforted knowing her aunt is safe and eating appropriately, and Sarah is happy to remain in her home.

Joan is a 70 year old woman who lives with her son in an apartment complex. Joan’s case was transferred to Director of Senior Services, Tim Mutz, when Joan moved into the MUC service area. Joan suffers with a herniated disk in her back, as well as arthritis, high cholesterol, hypertension, hypothyroid, osteoporosis, depression, and respiratory problems. Due to poor ambulation, Joan can no longer stand to cook. Joan also struggles with bathing and dressing, but is uncomfortable with her son assisting her with these activities. Before Tim took the case over, Joan was started on Meals on Wheels by her previous Case Manager. After a long wait on the home care wait list, Tim was finally able to connect Joan with a personal care aide, three times a week for two hours a day. Tim has noticed a difference in Joan and the cleanliness of Joan’s apartment since the aide has started. Joan appears much happier when Tim comes to visit.
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| Intakes/Referrals |   | 41 | 34 | 29 | 104 | 36 | 44 | 41 | 121 | 30 | 30 | 46 | 106 | 47 | 32 | 38 | 117 | 448 |

| Monthly Clients Served |   | 356 | 323 | 362 | 375 | 329 | 320 | 318 | 321 | 324 | 329 | 420 | 346 |

| Information and Assistance: |   | 1200 | 44 | 39 | 24 | 107 | 20 | 9 | 11.75 | 40.75 | 12 | 8.25 | 14.75 | 35 | 6.75 | 2.84 | 7.06 | 16.65 | 199.4 | 17% |

| Monthly Clients Served |   | 60 | 20 | 19 | 13 | 15 | 9 | 20 | 19 | 11 | 16 | 12 | 4 | 10 | 26 | 26 | 43% |

| Chore: |   | 600 | 42 | 44 | 42 | 128 | 44 | 38 | 36 | 118 | 44 | 30 | 46 | 120 | 42 | 30 | 38 | 110 | 476 | 79% |

| Monthly Clients Served |   | 5 | 7 | 5 | 17 | 5 | 5 | 4 | 14 | 5 | 6 | 5 | 16 | 6 | 5 | 4 | 15 | 62 |

| Telephone Assurance Prog.: |   | 400 | 32 | 28 | 31 | 91 | 30 | 30 | 31 | 91 | 30 | 30 | 31 | 91 | 32 | 28 | 33 | 93 | 366 | 92% |

| Unduplicated Clients |   | 5 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 60% |

| Van Trans. (Going Places): |   | 9000 | 679 | 674 | 728 | 2081 | 747 | 734 | 712 | 2193 | 731 | 705 | 690 | 2126 | 757 | 437 | 581 | 1775 | 8175 | 91% |

| Monthly Clients Served |   | 163 | 150 | 159 | 472 | 149 | 168 | 164 | 481 | 161 | 152 | 149 | 462 | 147 | 98 | 128 | 373 | 1788 |

| Staffing: |   | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Director of Senior Services  | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Case Managers  | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 | 5.5 |

Transportation Coordinator (P/T)  | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Van Transportation (Full Time)  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |

Van Transportation (Part Time)  | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Senior Svcs. Community Aides  | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Chore Worker (Part Time)  | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
**Weatherization Department**  
2014 Annual Report  
Prepared by: Joan Parylo, Program Coordinator

The 2014 contract is in the process of being completed. The budget was $409,761, a significant loss from the previous year’s contract. Because of the loss in funding, our staff size was decreased, and we lost a couple long term employees. Due to new guidelines, our energy auditor, Dan Szymendera is now a certified Quality Control Inspector. We congratulate Dan on passing this difficult test. Because Dan is QCI, he no can no longer perform any weatherization work on homes he will be inspecting. This will make scheduling and production more difficult during crew vacations and sick time.

Despite these obstacles, our clients are receiving high quality energy savings and health and safety measures to their homes. Our weatherization clients include low income home owners and tenants; they are seniors, households with persons with disabilities and single parent households with children. They have received full weatherization services, which may have included measures such as attic and sidewall insulation, heat system repair or replacement, door and window weather stripping and replacement and general air sealing and health and safety measures. This year, ASHRAE guidelines were implemented, so clients also received bath and kitchen exhaust fans.

Our current contract, which runs from 4/1/15-3/31/16, was originally budgeted for $402,348, but due to an increase in federal HEAP funds, the amount was increased to $435,348. This amount is still not enough to properly run the program. We continue to perform coordinated work with NYSERDA’s Empower NY program to generate program income funds. We also submitted an RFP for the City of Buffalo Weatherization Program.

Our current staff consists of:  
Joan Parylo, Program Coordinator  
Dan Szymendera, Energy Auditor  
Luan Nguyen, Crew Chief  
Eric Scott, Crew Laborer

We hope to add at least one additional crew member in the near future. With continued program income and coordinated work efforts, we hope to re-build the program. The upcoming year promises to be challenging, but with hard work and dedication from the staff and board it should also be successful and rewarding.
In 2014, the Hope Center experienced great growth and change. After an expansion of services, the agency split into two programs: the Hope Center and Support Housing. The Hope Center expanded to include the Hope House (an emergency shelter for women and children). The Hope Center maintained its effective one-stop-shop model paired with homeless outreach services. Over the course of 2014, the Hope Center hosted seven “Family Fun” events, three “Community Clean-Ups” in the spring and summer, a health fair, a housing fair, and a financial fair. Each month, we host workshops and trivia nights to educate the community by collaborating with partners such as HOME, the Buffalo Employment Training Center, and Consumer Credit Counseling. In December 2014, Community Access of WNY signed a lease to rent space at the Hope Center to provide ongoing HIV/AIDS education to the community. We are working with them to develop a mutual outreach schedule.

In November, we completed a memorandum of understanding with the Stop the Violence Coalition (STVC) and MAD DADS. Thanks to their work, an activity program has been established for young adults on Monday and Wednesday nights. STVC and MAD DADS engage and mentor the young adults who come to their basketball program, while the Hope Center intake specialist performs assessments, educates the participants about the services available through the Hope Center and links them to necessary services.

The chart below shows the goals achieved in 2014 for each Hope Center program:

**Hope Center Program Outcomes**

<table>
<thead>
<tr>
<th>Measure</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Households Served</td>
<td>998</td>
</tr>
<tr>
<td>Meals Provided in Urban Diner</td>
<td>28,000</td>
</tr>
<tr>
<td>Benefits Screenings Completed</td>
<td>1,021</td>
</tr>
<tr>
<td>Meals Provided by Food Pantry</td>
<td>22,806</td>
</tr>
<tr>
<td>Free Tax Preparation Provided (Households)</td>
<td>219</td>
</tr>
<tr>
<td>Family Fun Events</td>
<td>10</td>
</tr>
<tr>
<td>Community Education Events</td>
<td>10</td>
</tr>
<tr>
<td>CASH Coaching /Financial Education</td>
<td>524</td>
</tr>
<tr>
<td>Clients Securing Employment</td>
<td>18</td>
</tr>
</tbody>
</table>
**Homeless Outreach Program Outcomes**

The outreach team again took lead on the Code Blue outreach effort this past winter. The team established a relationship with the NFTA police, and created a satellite office at the downtown bus terminal.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Individuals Served</td>
<td>410</td>
</tr>
<tr>
<td>Total Housed Off Streets</td>
<td>90</td>
</tr>
<tr>
<td>Total Chronic Served</td>
<td>240</td>
</tr>
<tr>
<td>Linkages to Treatment</td>
<td>43</td>
</tr>
<tr>
<td>Service Transactions</td>
<td>5,008</td>
</tr>
</tbody>
</table>

**Hope House Outcomes**

We opened the doors to our emergency shelter in June 2014. In eight months we served 268 individuals. Although we experienced high occupancy rates during our first three months, the rate dropped as the cold winter came. We have been in continuous conversations with the Erie County Department of Social Services regarding this matter. We also established other funding to cover costs, including: STEHP, Rapid Re-Housing, Garman Foundation, ESG County, ESG City and FEMA.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families Served</td>
<td>68</td>
</tr>
<tr>
<td>Single Women Served</td>
<td>88</td>
</tr>
<tr>
<td>Total Individuals Served</td>
<td>268</td>
</tr>
<tr>
<td>Percent of Families Occupancy &lt; 30 days</td>
<td>60%</td>
</tr>
<tr>
<td>Average Occupancy Rate</td>
<td>36</td>
</tr>
</tbody>
</table>

**Help Buffalo**

Our regional Opportunity Corps worker, Andon Ticco, provided case management services to the gentlemen at Help Buffalo. He coordinated cookouts, assisted 13 men seek employment and provided a total of 227 service transactions throughout the year, including linkages to substance abuse and medical treatments.
<table>
<thead>
<tr>
<th>Measure</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Individuals Served</td>
<td>25</td>
</tr>
<tr>
<td>Service Transactions</td>
<td>227</td>
</tr>
</tbody>
</table>

**Fundraising**

In March, we held a concert, Safe Sound and Unbroken, and in April, the annual Dyngus Day Celebration. In August, we held the annual Rummage Sale at the Broadway Market. We held a Five-Year Anniversary celebration fundraiser at Pearl Street Grill on Nov. 13. We honored Bill O’Connell, Diane Bessel Matterson and Dale Zuchlewski for their support in helping to open the doors of the Hope Center. We also gave an award to the John R. Oishei Foundation for funding the project. All of these events help raise funds to be put toward the Hope Works initiative and help offset program costs not covered by grants.
Youth Department
2014 Annual Report
Prepared by: Alissa M. Venturini, Director of Community Services

This is the 2nd year of the 21st Century Community Learning Center (CCLC) grant and the first year, in a few, that Polonia Hall has been open and staffed solely with Matt Urban Center employees. Each program has had its obstacles and its successes. The 21st CCLC sites include the T.J. Dulski Community Center, Harriet Ross Tubman School #31 and Harvey Austin School #97.

Last summer, a break-in occurred at the T.J. Dulski Center and all of the work computers, among other things, were stolen. Therefore, some of the statistics for last year are missing, which you will notice on the second page. We now have a new camera system that monitors all sides and inside of the Center. This year the 21st CCLC programs were tasked with increasing enrollment from last year. If we did not meet our target it is possible that a percentage of the grant would be withheld next year. Thankfully, with the help of our summer program we are on schedule to meet our attendance requirements.

We will not know until August how the children scored on their ELA and Math exams but all sites provided 1 hour each day of academic instruction with many of the teaching staff at the school leading the academic classes for a seamless transition into after-school. All sites have an Educational Liaison to keep teachers on track and monitor the children’s progress. School #31 purchased Study Island but faced some challenges with implementing it the way it is meant to be used. Mid-year some discussion was had and the necessary changes made to make sure the lessons were taught and then followed up with practice lessons on the computers. The Educational Liaisons (3 sharing the position) create the lessons taught at school #97 and have thus far been effective in recapping the school day curriculum. The T.J. Dulski Center works in small groups based on academic need.

Each site provides unique enrichment opportunities for the children, which peaks the student’s interest. Every 10 weeks new enrichments were presented based on surveys or focus groups that the children participated in. Children were allowed to choose the activities that they would like to partake in. This allows children to feel invested and have ownership of their program.

Family engagement was another objective in our grant. T.J. Dulski continues to have success with parents. Because the staff sees the parents daily at pick-up time and information is delivered personally and reiterated to the parents to solidify their attendance. The school sites have had mediocre attendance but some events are more successful than others. It is a challenge that we continue to work on.

Polonia Hall has come a long way since the beginning of the school year. Previously, there had been a few years of transition with different agencies using the space for
programming. This year we were finally able to re-open the doors and provide quality youth services to the children located in one of the highest needs neighborhoods. The children have become accustomed to the structure provided and are branching out and trying new enrichments that are offered in the program. It is our goal to open a comprehensive community center which provides health and mental health services, job skills, career exploration, extended hours, academic assistance, enrichment opportunities, a clothing closet, dinner and a place for parents to find or be referred to necessary resources.

<table>
<thead>
<tr>
<th></th>
<th>Polonia Hall</th>
<th>T.J. Dulski Community Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2014</td>
<td></td>
<td>352</td>
</tr>
<tr>
<td>June 2014</td>
<td></td>
<td>336</td>
</tr>
<tr>
<td>July 2014</td>
<td>916</td>
<td>846</td>
</tr>
<tr>
<td>August 2014</td>
<td>835</td>
<td>443</td>
</tr>
<tr>
<td>September 2014</td>
<td>390</td>
<td>328</td>
</tr>
<tr>
<td>October 2014</td>
<td>304</td>
<td>457</td>
</tr>
<tr>
<td>November 2014</td>
<td>159</td>
<td>235</td>
</tr>
<tr>
<td>December 2014</td>
<td>223</td>
<td>351</td>
</tr>
<tr>
<td>January 2015</td>
<td>359</td>
<td>399</td>
</tr>
<tr>
<td>February 2015</td>
<td>212</td>
<td>282</td>
</tr>
<tr>
<td>March 2015</td>
<td>309</td>
<td>460</td>
</tr>
<tr>
<td>April 2015</td>
<td>211</td>
<td>228</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>School #31</th>
<th>School #97</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2014</td>
<td>1035</td>
<td></td>
</tr>
<tr>
<td>June 2014</td>
<td>199</td>
<td></td>
</tr>
<tr>
<td>July 2014</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>August 2014</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>September 2014</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>October 2014</td>
<td>782</td>
<td>1599</td>
</tr>
<tr>
<td>November 2014</td>
<td>541</td>
<td>1016</td>
</tr>
<tr>
<td>December 2014</td>
<td>1006</td>
<td>1415</td>
</tr>
<tr>
<td>January 2015</td>
<td>1295</td>
<td>1219</td>
</tr>
<tr>
<td>February 2015</td>
<td>881</td>
<td>1005</td>
</tr>
<tr>
<td>March 2015</td>
<td>1140</td>
<td>1670</td>
</tr>
<tr>
<td>April 2015</td>
<td>629</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Seniors - Recreation</th>
<th>Pantry - Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2014</td>
<td>23</td>
<td>177</td>
</tr>
<tr>
<td>June 2014</td>
<td>48</td>
<td>131</td>
</tr>
<tr>
<td>July 2014</td>
<td>40</td>
<td>201</td>
</tr>
<tr>
<td>August 2014</td>
<td>32</td>
<td>196</td>
</tr>
<tr>
<td>September 2014</td>
<td>35</td>
<td>191</td>
</tr>
<tr>
<td>October 2014</td>
<td>35</td>
<td>246</td>
</tr>
<tr>
<td>November 2014</td>
<td>34</td>
<td>210</td>
</tr>
<tr>
<td>December 2014</td>
<td>43</td>
<td>198</td>
</tr>
<tr>
<td>January 2015</td>
<td>36</td>
<td>216</td>
</tr>
<tr>
<td>February 2015</td>
<td>10</td>
<td>232</td>
</tr>
<tr>
<td>March 2015</td>
<td>0</td>
<td>277</td>
</tr>
<tr>
<td>April 2015</td>
<td>16</td>
<td>245</td>
</tr>
</tbody>
</table>
**Pantry**
The Pantry is open every Wednesday due to the need in the community.

**Seniors**
The Seniors continue to enjoy their recreational time together every Monday at the 104 Lewis St Apts.
Crime Victims Assistance Program
2014 Annual Report
Prepared by: Dennis Mitchell, Program Director

Our 2014 contract with New York State Office of Victim Services (NYS-OVS) ended September 30, 2014. After months of staff working on the new Request Fund Proposal (RFP) through Grants Gateway we were notified by OVS that our contract would incur a 2% cut from the previous year’s funding. The next 3 years of funding are attached.

Now in an effort to notify OVS of how these cuts affect the funding at Matt Urban, Marlies and I were involved with a video conferencing call with Albany. This occurred on March 31, 2015 and besides me and Marlies, our program monitor Steve Golias was also with us here in Buffalo office while Supervisor of Contract Administration Emma Graham and our OVS Auditor Lori Gizzi-Blau were in Albany during this video conference. The exchange of concerns went well and OVS was sympathetic to our situation. Although no increases may occur during 2014-2015 contract year, a seed was planted and hopes are that OVS will be more understanding of our needs and concerns in the future contracting periods.

Some good news did arrive at the end of 2014 when VOCA announced an increase in the cap for distributing funding to Crime Victim Assistance Programs throughout the country. The cap of $697 million was increased to almost $2 billion. At the present time NYS - OVS has not yet been advised on what their VOCA funding will be. Of course OVS will have guidelines in requesting an increase for 2015-2016 contract year, but our hopes are that this increase will cover a long overdue salary increase for CVAP staff and an increase for the operating expenses the program and center incurs.

Our CVAP through dedication of staff again landed in the top 3 throughout NYS in claim applications submitted to OVS. Nine out of 10 objectives were achieved with the only one falling short being court escorts. The failure of witnesses to come forward and fear of victims to step up and testify will continue to be a deterrent in reaching our numbers for yearly court escorts.

Buffalo East Side continues to lead the city in crime and with all the gangs and drug activities on East Side usually during the summer time crime rates increases drastically. The dedicated staff of CVAP advocates will continue to assist and serve innocent crime victims and their families in meeting their many needs.
Then…

… and Now at 1081 Broadway