Matt Urban Center’s
2015 Annual Report to the Community
~ 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 25, 2016

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 20, 2015 Annual Meeting

Nomination Committee Report

Tally Ballots

Announcement of 2016 Election Results

Year 2015-2016 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, Annette Junczewicz, Zoe Zacharek, Doug Butler, Dr. Zulkharnain, and David Pfaff.

Staff: Marlies Wesolowski and Karen Baer.

Call to Order: The Annual Meeting and Board Elections was held at the PCCB/Matt Urban Center, located at 1081 Broadway, Buffalo, New York. The Annual Meeting was called to order at 6:00 p.m. by Board Chair, Linda C. Farrow.

Minutes from the May 21, 2014 Annual Meeting

- David Pfaff motioned to dispense with the reading of the minutes from the Annual Meeting held on May 21, 2014 and to accept the minutes as presented. Annette Junczewicz seconded. All were in favor. Motion approved.

2015 Election Results by Nomination Committee:

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


20 Total Voters: 19 valid ballots were cast by our membership. (1 invalid ballot)

- Annette Junczewicz motioned to accept the slate of elected board members and congratulated the newly elected board members to serve the term of 2015-2018.
- James Zoe Zacharek seconded. All were in favor. Motion approved. The board secretary, Annette Junczewicz certified the election by casting one ballot in the affirmative.
Election of 2015-2016 Officers:

David Pfaff motioned to nominate the same Slate of Officers that served the 2014-2015 Term: Linda Farrow as Chairperson, Zoe Zacharek as Vice Chair, Doug Butler as Treasurer, and Annette Juncewicz as Secretary. James Chlebowy seconded. All were in favor. Motion passed.

Annette Juncewicz motioned to close the nominations. David Pfaff seconded. All were in favor. Nominations closed. Annette Juncewicz motioned to approve the Slate of Officers. James Chlebowy seconded. All were in favor. As Board Secretary, Annette Juncewicz motioned to certify the election and voted in the affirmative.

2015 – 2016 Board Officers:

- Chairperson: Linda Farrow
- Vice Chair: Zoe Zacharek
- Treasurer: Doug Butler
- Secretary: Annette Juncewicz

PCCB/Matt Urban Center Year 2014-2015 in Review: Annual Reports featuring program and service highlights were presented by the Executive Director and Department Directors.

Executive Directors Agency Review for 2014-2015: (by Marlies Wesolowski)

Marlies reviewed the Matt Urban Center’s accomplishments for 2014-2015, which were also included in the Annual Program Report. The agency is continuously growing; we currently employ over 80 staff members in various departments and programs throughout our agency. Some of the agency’s major projects are highlighted in the Annual Report by each of the Department Directors.

- Our current annual agency budget is approximately $5.6 million and keeps increasing…We have approximately 36 grants coming into the agency.
- We are currently serving over 22,000 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 has invested approximately $1.8 million in renovations and 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.
Our Department Directors and their staff are all very good at the services they provide to our clients on a daily basis. 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 in the City of 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 and Board Officers for their continued support and ongoing assistance, direction, and support in making all that we do possible.

**Closing Remarks by Board Members:** Congratulations to the Executive Director and the devoted staff for continuing the agency’s mission and making the Matt Urban Center one of the strongest in Buffalo and Western New York. Thank You for another Great Year and Congratulations on a Job Well Done!

**Adjournment:** Annette Juncewicz motioned to adjourn the Annual Meeting. David Pfaff seconded. All were in approval. Motion carried. The 2015 Annual Meeting was adjourned at 6:25 p.m.

*Respectfully Submitted By: Karen M. Baer*
2015 - 2016 Board of Directors

Officers:

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

Directors:

James Chlebowy
Irene Cieslak
Kathleen Hastings
David Pfaff
Christine Raczka
Janice Swinnich
Judy Tweedy
Dr. Zulkharnain
James L. Rykowski
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

Administrative Office Staff

Marlies A. Wesolowski Executive Director
Ronald W. Parylo Controller
Karen M. Baer Operations Manager
Gail Shirley Accounting Assistant
Michael Aloian Accounting Assistant
Rohn Parylo Accounting Intern

Housing and Community Development Department

Leslie Vishwanath Housing & Comm. Devel. Director
Maya Shermer Housing Rehab Program Manager
Sarah Maurer Property Manager
Delia Ferguson Housing Specialist
Gordon Williams Property Manager
William Knapp Property Manager
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
Henry Robins 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
Carlos Torres Transportation Coordinator
Thomas Stolowski Van Operator
Andres Albelo Van Operator
Robert Brown Van Operator
Thomas Brown, Jr. Van Operator
Position Vacant Chore Worker

Hope Services Staff

Joyelle Tedeschi Director, Hope Services
Daniel Auflick Hope Center Supervisor
Tasha Moore Program Coordinator/CHW Hope Center
Earl Blacksheare Intake Specialist, Hope Center
Jason Flores Homeless Outreach Supervisor
Sean Dougherty Homeless Outreach Case Manager
Mary McNamara Homeless Outreach Case Manager
Kimberly Burlingame Clinical Outreach Worker/RN
Kelvin Leonard Security, Hope Center
Jasmine Naples RRH Outreach Worker, Hope Center
Latasha Colbert File Clerk
Christal Guthrie Assistant Director, Hope House
Ashleigh Then Aftercare Specialist, Hope House
Courtney Zehnder Child and Family Case Manager, Hope House
Linda Dougherty Rapid Rehousing Specialist, Hope House
Gabrielle Joyce Continuum of Care Case Mgr, Hope House
Stephanie Mejia Child and Family Case Manager, Hope House
Ebony Hunter Lead Community Health Worker, Hope House
Maria Rios Community Health Worker, Hope House
Cynthia Glenn Community Health Worker, Hope House
Alexandra Negron  Community Health Worker, Hope House
Linda Bobb      On-Call Comm. Health Worker, Hope House
Tamell Walker   On-Call Comm. Health Worker, Hope House
Eileen Jensen  Assistant Case Manager, Hope House
Aubrey Pula    Director, Permanent Supportive Housing, Hope Gardens
Meghan Gilbert Trauma Informed Services Supervisor, Hope Gardens
Amanda Fischer Intensive Case Manager, Hope Gardens
Robin Denler   Community Living Specialist, Hope Gardens
Shamika Williams Community Living Specialist, Hope Gardens
Mike Cook      Custodian, Hope Gardens
Linda Simmons  Cook, Hope Gardens
Sarah Gorry    Supervisor, Housing First
Michelle Nola  Housing First Case Manager
Joseph Bieron  Housing First Case Manager
Lisa Gentzler  Housing First Case Manager
Larry Norwood  Life Skills Community Health Worker

**Weatherization Department**

Joan Parylo     Program Coordinator
Daniel Szymendera Energy Auditor
Luan Nguyen     Crew Chief
Andrae Waldrop  Crew Laborer
Dwayne Wilson   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

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Alissa Venturini</td>
<td>Director of Community Services &amp; 21st CCLC Project Director</td>
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<tr>
<td>Giselle Jackman</td>
<td>Youth Dept. Administrative Assistant</td>
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<tr>
<td>Danyel Sease</td>
<td>TJ Dulski Center On-Site Coordinator</td>
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<tr>
<td>Kendra Durden</td>
<td>Polonia Hall On-Site Coordinator</td>
</tr>
<tr>
<td>Cherise Carson</td>
<td>School #31 Assistant Coordinator</td>
</tr>
<tr>
<td>La’mor Mashairi</td>
<td>School #97 On-Site Coordinator</td>
</tr>
<tr>
<td>Sarah Valley</td>
<td>TJ Dulski Youth Program Assistant</td>
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<tr>
<td>Janie Sweat</td>
<td>TJ Dulski Youth Program Assistant</td>
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<tr>
<td>Sara Montanez</td>
<td>TJ Dulski Youth Program Assistant</td>
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<tr>
<td>Robin Wujek</td>
<td>Polonia Hall Youth Program Assistant</td>
</tr>
<tr>
<td>Whitney Dupra</td>
<td>Polonia Hall Youth Program Assistant</td>
</tr>
<tr>
<td>Rachael Walker</td>
<td>Polonia Hall Youth Program Assistant</td>
</tr>
<tr>
<td>Cathie Blaszyk</td>
<td>TJ Dulski Food Pantry Coordinator</td>
</tr>
</tbody>
</table>
“Report to the Community” from the Desk of the Executive Director:

The Polish Community Center of Buffalo d/b/the Lt. Col. Matt Urban Human Services Center of WNY (the Matt Urban Center) has been proudly serving the East Buffalo, the town of Cheektowaga and a small portion of West Seneca for the past 40 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 14 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 2016 and beyond. From the front cover and back cover pages, you can see many of the clients, the programs, and the community projects that we serve. We are more than our buildings- we are the people we serve and I find comfort knowing my staff help people meet their most basic human needs- food, quality and safe housing, case management, and programs to keep our youth safe and off the streets to name a few. Our staff 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 2015, the Hope Center underwent a restructuring with the retirement of Karen Carman from the Permanent Supportive Housing Department. Her shoes were not filled easily. Director Joyelle Tedeschi took on the supervisory role of the replacement Permanent Supportive Housing Director, and ensuring programming for the Housing First and Hope Gardens is HUD-compliant, and the programs working collaboratively with other Matt Urban programs.

Over the course of 2015, the Hope Center hosted five “Family Fun” events, two “Community Clean-Ups” in the spring and summer, a health fair, a housing fair, and a financial fair. Each month, we continue to host the Night of Impact for area youth and a weekly Ladies’ Night. Stop the Violence and MAD DADS continue to provide a basketball mentoring program for the young adult males on Mondays nights. EPIC provided two series of evening parenting classes out of the Hope Center. We also initiated regular Resident Meetings, four in 2015. We discuss with the community residents what their needs are and how as a team we can meet their needs.

In August 2015, we hosted more than 150 volunteers for the United Way Day of Caring. We were adopted by Wegmans, and the Hope Center received a complete makeover. Throughout 2015, Director Joyelle Tedeschi completed 37 presentations and tours for businesses, organizations and partners, to spread the word about the programs offered by the Matt Urban Hope Center. This included three local Wegmans stores and their leadership team, Leadership Buffalo, Catholic Charities, Ingram Micro and the University at Buffalo.

The chart below shows the goals achieved in 2015 for each Hope Center program:

<table>
<thead>
<tr>
<th>Measure</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Households Served</td>
<td>940</td>
</tr>
<tr>
<td>Meals Provided in Urban Diner</td>
<td>38,123</td>
</tr>
<tr>
<td>Benefits Screenings Completed</td>
<td>1156</td>
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<tr>
<td>Individuals Served by Food Pantry</td>
<td>2662</td>
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<tr>
<td>Free Tax Preparation Provided (Households)</td>
<td>253</td>
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<tr>
<td>Family Fun Events</td>
<td>10</td>
</tr>
<tr>
<td>Community Education Events</td>
<td>10</td>
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<tr>
<td>Community Meetings</td>
<td>4</td>
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</table>
**Homeless Outreach Program Outcomes**

The outreach team has grown this past year to include a clinical outreach worker and a registered Nurse to provide minor medical first aide and determine disability. This has helped to reduce the waiting periods for eligible clients to obtain supportive housing. Jason Flores, Outreach Supervisor, has taken lead on the community wide coordination for ensuring all chronically homeless persons are linked to appropriate housing. He and his team have been recognized for their efforts by the NFTA (awarded at their annual dinner). Flores received the 2015 Sister Jean Frank Award from the Western New York Coalition for the Homeless, for his advocacy on behalf of the homeless.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Individuals Served</td>
<td>444</td>
</tr>
<tr>
<td>Total Housed Off Streets</td>
<td>112</td>
</tr>
<tr>
<td>Total Chronic Served</td>
<td>111</td>
</tr>
<tr>
<td>Linkages to Treatment</td>
<td>65</td>
</tr>
<tr>
<td>Service Transactions</td>
<td>4124</td>
</tr>
</tbody>
</table>

**Hope House Outcomes**

2015 was the first full year of operation for the shelter. We learned much from our first year and have redeveloped staff programming to make the team stronger. We continue to work hard to meet funders’ mandates and, most importantly, assist families and women obtain the support services they need to obtain and maintain housing. This past winter, although —as expected—bed occupancy numbers did fall, we did not see the same low numbers as previous years. Under the direction of Christal Guthrie, the program staff developed relationships with a number of outside agencies to provide their services for clients at the shelter. A weekly resident meeting is held and the Clinical Outreach nurse comes in weekly to review any health concerns residents may have. We continue to work with Imagine Community Gardens (ICG) to provide an oasis for the women and children on our property. The ICG volunteers also held a number of activities for the children to take part in.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families Served</td>
<td>272</td>
</tr>
<tr>
<td>Single Women Served</td>
<td>357</td>
</tr>
<tr>
<td>Total Individuals Served</td>
<td>1047</td>
</tr>
<tr>
<td>Percent of Families Occupancy &lt; 30 days</td>
<td>38</td>
</tr>
<tr>
<td>Average Occupancy Rate</td>
<td>39</td>
</tr>
</tbody>
</table>
Help Buffalo

In 2015, our regional Opportunity Corps worker, Andon Ticco, who provided case management services to the gentlemen at Help Buffalo, ended his term. The Service Collaborative were not able to find a replacement. However, we saw this as an opportunity for Larry Norwood, a Hope Works participant. Along with Property Manager Gordon Williams, Larry has been helping gentlemen get access to the support services they need. Larry is respected by the clients and has been working well with the residents.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2015</th>
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</thead>
<tbody>
<tr>
<td>Total Individuals Served</td>
<td>34</td>
</tr>
<tr>
<td>Service Transactions</td>
<td>178</td>
</tr>
</tbody>
</table>

Fundraising

In 2015, we held our annual Dyngus Day Celebration and Rummage Sale at the Broadway Market. On November 19, thanks to the work of Leadership Buffalo Class of 2014, we held our first annual Harvest for Hope event at Pearl Street Grill. The Leadership Buffalo team helped secure sponsorships and brought a crowd to the event never seen before at any Hope Center fundraiser. They are committed to “making more money” for us again in 2016. The Sultans of Swig also held a fundraiser to benefit the Hope House. This event was coordinated by Karen Carman and her daughter Devin. Lastly, the Buffalo State Police Department held their annual Goatee for Charity- raising just under $1000 for the Hope Center.
Supportive Housing Department, by Aubrey Pula

In 2015 we worked toward filling an additional 22 units of scattered site PSH slots that were awarded in 2014. We also opened Hope Gardens, a 20 unit building for single site Permanent Supportive Housing. Karen Carman who was the Director of all three Permanent Supportive Housing programs (Housing First 1, Housing First 2, and Hope Gardens) retired in August 2015, and her successor is Aubrey Pula. Aubrey comes from a background of 5 years serving Chronically Homeless adults in both a Drop-in setting as well as Permanent Supportive Housing. Before her retirement, Karen Carman submitted a grant through OTDA, which was awarded. We look forward to receiving those funds so that we may increase and enhance our methods of serving our clients.

Hope Gardens – Construction began in January 2014 and was completed in December allowing us to open our doors in late December 2014. In 2015 Hope Gardens has housed 29 Chronically Homeless women. 23 of the 29 came directly from the streets. The remaining came from an emergency shelter.

As time has gone by, staff and residents alike have been learning how to interact with one another, figure out what works, what doesn’t, and overall how to function productively within Hope Gardens and the greater community. The trust and respect that is required to work within such a delicate relationship continues to develop with each and every day that passes.

One of the ways in which we work on improving trust, relationships and wellbeing is through activities. The ladies participate on a weekly basis in Art therapy classes, Pet therapy, Gal Pal groups, Gardening events and Birthday celebrations. Staff keep an open dialogue with the ladies in terms of the risks that exist to them when they are on the streets and how to be safe.
There were 448 services transactions recorded in 2015 including but not limited to linkages with primary doctors and dentists, benefits advisement, ADL’s and transportation. This is believed to be an understatement, as there are so many contacts and supports given all day, everyday, due to the nature of the set-up, making it nearly impossible to document each and every service that is provided.

Things that we are looking forward to in the year(s) to come are assisting the ladies in setting goals for themselves and attaining these goals. Employment is an important one; to help the ladies move toward greater independence, and to satisfy HUD’s employment expectation. We are really working on building trusting and long lasting relationships within the building. We also plan to get a vegetable garden going in the spring from which the ladies can pick fresh vegetables to use in their meals. We look forward to the possibilities that await!

**Housing First** – In 2015 we served a combined total of 64 Chronically Homeless individuals. This is between Housing First 1 and the newly added Housing First 2 which started in November of 2014. In August we were able to merge the two grants into one for simplicity purposes, as the programs are identical. Of the 64 served in 2015, there were 11 discharges. There were two successful discharges to complete independent living in their own apartment; one that graduated with a Section 8 voucher; one individual who left the program by choice. Three were moved into Hope Gardens for additional support; one moved out of New York State to be closer to family; and there were 3 deaths.

Housing First hosted a Holiday Party which was held at the Hope Center. There was good attendance by both clients and staff. Through donations, we were able to give gifts to all of the clients that attended. The clients expressed a desire to do more activities together, so we plan in the coming years to increase our social events. There were a total of 2,446 service transactions recorded in 2015.

The entire Housing First team is looking forward to building this program into one of the most successful of its kind.
The Youth Department is still in a growing period. The last year has brought many changes. We were in a period of uncertainty with so much transition taking place. Three site coordinators transitioned out of the department into other positions. However, we have taken time to hire new staff that are dedicated and enthusiastic about the position they have accepted. This has led to us having a quality team that is excited to plan for the upcoming year. Furthermore, a Youth Dept. Assistant was hired to assist the Youth Department Director and provide support at each 21st Century site as needed during the year.

Within the 21st Century Community Learning Center programs located at BPS #31 and #97, we were able to meet most of our outcomes. We fell short with parent engagement because a few of the workshops that were planned were cancelled due to inclement weather. ELA and Math scores did not improve as we had hoped. However, both of our school sites had changes in leadership within the last few years which has created an unsettled environment amongst the staff and students and may have had an effect on the learning environment. We exceeded our goal of serving 450 students and served 506. Our attendance was aided by the social-emotional coordinator that pushed into school day classrooms to teach character enrichment.

Summer Programs were successful. We continue to have waiting lists for children to participate. This was the first year that Polonia Hall provided a full day program to the community. Say Yes provided funding for the morning portion of the program while Primetime provided support for the afternoon. We were able to provide 9 hours of academic, recreational and social-emotional support to the children. Both the T.J. Dulski Center and Polonia Hall will adopt this model for future summer programming.

This year has been a violent year. The children and families were faced with many challenges such as neglect, abuse, kidnapping, sex trafficking and mental illness. Kendra Durden the Site Coordinator at Polonia Hall has been an outstanding resource for the program by connecting with many different agencies and providers in the community to provide resources and programming with little or no money. Some of the organizations that Polonia Hall has worked with include Stop the Violence, MAD Dads, Peacemakers, Soccer for Success and service learning students from Daeman College.

Each year we continue to grow and learn from our mistakes. We have made valuable connections within the community. Our goal is to continue to expand the department and serve more children throughout the City of Buffalo.
## Client’s Serviced at a Glance

<table>
<thead>
<tr>
<th>Site</th>
<th>Attendance</th>
<th>CACFP Dinners</th>
<th>Academic Enrichment</th>
<th>TJ Dulski Pantry</th>
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<tr>
<td>TJ Dulski Community Center</td>
<td>4,465</td>
<td>4,445</td>
<td>4,405</td>
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<td>Polonia Hall</td>
<td>5,406</td>
<td>4,446</td>
<td>4,430</td>
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<tr>
<td>School #97</td>
<td>9,760</td>
<td>9,760</td>
<td>9,760</td>
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</tbody>
</table>

2825 Households

### Haitian Drum

### Animal Adventures
Senior Services, by Tim Mutz

It was an average year for the Senior Services Department in 2015. Our funding remained the same from all of our grants: Erie County Department of Senior Services, City of Buffalo Block Grant, The United Way of Buffalo and Erie County, the Virginia Evans Devereux Foundation, and the FJC Foundation of Philanthropic Funds.

We had two Part Time Case Managers who worked under the United Way funds who came into the department, but went on to bigger and better things. They were: Cherise Johnson and Sarita Sanders.

We celebrated Adeline Wujcikowski’s 30-year anniversary with the Erie County Department of Senior Services as a Community Outreach Aide. We also wished her well, as she moved on to her retirement. Not bad for 92 years old!

Our Case Management numbers looked good, as we served 1,182 clients, and provided 8,333 hours of Case Management services. Of these clients, 732 are considered frail or disabled, and 603 live alone. 397 were male, and 785 were female. 375 of the clients were over 85 years old. 535 lived under 150% of the poverty level.

The Transportation client total reached 464. We provided 6,202 one-way trips. 281 of the clients were considered frail or disabled, and 269 live alone. 94 were male and 370 were female. 76 of the clients were age 85 or older. 163 lived under 150% of the poverty level.

We look forward to 2016, as we “soften our borders” and take Case Management cases further into Cheektowaga and West Seneca.
### Case Management:

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<td>Pat Mmegwa</td>
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<td>171</td>
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<td>Frank Gioia</td>
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<td>24</td>
<td>93</td>
<td>205</td>
<td>123</td>
<td>111</td>
<td>117</td>
<td>351</td>
</tr>
<tr>
<td>Nadine Goodwin</td>
<td>1440</td>
<td>125</td>
<td>75</td>
<td>118</td>
<td>318</td>
<td>114</td>
<td>110</td>
<td>13</td>
<td>237</td>
<td>128</td>
<td>119</td>
<td>118</td>
<td>365</td>
<td>156</td>
<td>114</td>
<td>152</td>
<td>422</td>
</tr>
<tr>
<td>David Bialkowski</td>
<td>1440</td>
<td>128</td>
<td>105</td>
<td>147</td>
<td>380</td>
<td>126</td>
<td>100</td>
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<td>113</td>
<td>128</td>
<td>362</td>
<td>141</td>
<td>117</td>
<td>133</td>
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<tr>
<td>Cherise Johnson</td>
<td>720</td>
<td>84</td>
<td>87</td>
<td>89</td>
<td>260</td>
<td>109</td>
<td>36</td>
<td>0</td>
<td>145</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>Sarita Sanders</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>Total Units of Service</td>
<td>9000</td>
<td>744</td>
<td>643</td>
<td>794</td>
<td>2181</td>
<td>680</td>
<td>571</td>
<td>481</td>
<td>1732</td>
<td>673</td>
<td>586</td>
<td>714</td>
<td>1973</td>
<td>724</td>
<td>648</td>
<td>643</td>
<td>2015</td>
</tr>
<tr>
<td>Intakes/Referrals</td>
<td>34</td>
<td>24</td>
<td>25</td>
<td>83</td>
<td>34</td>
<td>31</td>
<td>33</td>
<td>98</td>
<td>42</td>
<td>46</td>
<td>50</td>
<td>138</td>
<td>46</td>
<td>31</td>
<td>34</td>
<td>111</td>
<td>430</td>
</tr>
<tr>
<td>Monthly Clients Served</td>
<td>359</td>
<td>324</td>
<td>364</td>
<td>300</td>
<td>295</td>
<td>301</td>
<td>304</td>
<td>288</td>
<td>338</td>
<td>392</td>
<td>328</td>
<td>308</td>
<td></td>
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### Information and Assistance:

<table>
<thead>
<tr>
<th>Units of Service</th>
<th>Fiscal 2015</th>
<th>10.26</th>
<th>11.17</th>
<th>30.43</th>
<th>0.75</th>
<th>1</th>
<th>4.75</th>
<th>6.5</th>
<th>8.33</th>
<th>10.67</th>
<th>2.25</th>
<th>4.75</th>
<th>5.75</th>
<th>8.75</th>
<th>19.25</th>
<th>77.43</th>
<th>6%</th>
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<tbody>
<tr>
<td>Monthly Clients Served</td>
<td>60</td>
<td>14</td>
<td>11</td>
<td>14</td>
<td>3</td>
<td>1</td>
<td>7</td>
<td>23</td>
<td>8</td>
<td>8</td>
<td>5</td>
<td>6</td>
<td>8</td>
<td>19</td>
<td>19</td>
<td>32%</td>
<td></td>
</tr>
</tbody>
</table>

### Chore:

| Units of Service | Fiscal 2015 | 34   | 32   | 36   | 102  | 36  | 32  | 30  | 98   | 24   | 26   | 38  | 88   | 26   | 22   | 30    | 78    | 366   | 61%   |
|------------------|-------------|------|------|------|------|-----|-----|-----|-----|------|-----|-----|------|-----|------|-------|-------|-------|
| Monthly Clients Served | 4         | 4    | 4    | 4    | 4    | 4   | 4   | 3   | 3    | 3    | 3    | 4    | 3    | 10   | 3    | 10    | 21    |       |       |

### Telephone Assurance Prog.:

| Units of Service | Fiscal 2015 | 30   | 28   | 31   | 89   | 30  | 30  | 31  | 91   | 32   | 31  | 30  | 93   | 30   | 31   | 32    | 93    | 366   | 92%   |
|------------------|-------------|------|------|------|------|-----|-----|-----|-----|------|-----|-----|------|-----|------|-------|-------|-------|
| Unduplicated Clients | 5        | 3    | 0    | 0    | 3    | 0   | 0   | 0   | 0    | 0    | 0   | 0   | 0    | 0    | 0    | 0     | 0     | 0     | 0%    |

### Van Trans. (Going Places):

<table>
<thead>
<tr>
<th>Units of Service</th>
<th>Fiscal 2015</th>
<th>601</th>
<th>572</th>
<th>750</th>
<th>1,923</th>
<th>747</th>
<th>733</th>
<th>725</th>
<th>2205</th>
<th>624</th>
<th>432</th>
<th>607</th>
<th>1663</th>
<th>*</th>
<th>375</th>
<th>*</th>
<th>375</th>
<th>6,166</th>
<th>69%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Clients Served</td>
<td>127</td>
<td>126</td>
<td>166</td>
<td>419</td>
<td>155</td>
<td>149</td>
<td>146</td>
<td>450</td>
<td>120</td>
<td>108</td>
<td>141</td>
<td>369</td>
<td>*</td>
<td>74</td>
<td>*</td>
<td>74</td>
<td>1312</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Staffing:

| Director of Senior Services | 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   | 5.5   |
| Transportation Coordinator (P/T) | 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    |       |       |       |
| Van Transportation (Part Time) | 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    | 0    | 0    | 0    |       |       |       |
| Chore Worker (Part Time)    | 1         | 1    | 1    | 1    | 1    | 1   | 1   | 1   | 1    | 1    | 1   | 1    | 1    | 1    | 1    |       |       |       |
Crime Victim Assistance Program, by Dennis Mitchell

Our Crime Victim Assistance Program at Matt Urban has completed another successful and very productive year in 2015. We serviced 2561 victims of crime and their families. As a comprehensive victim assistance program, we assist all victims of crime, but a majority of our clients are victims of assaults, robbery and burglary. We also assist the majority of families of homicides because most of the city homicides, occur on Buffalo’s Eastside. We completed 527 OVS claim applications during our fiscal year, and continue to remain one of the top 5 agencies throughout New York State in completing and filing claims. With the closing of the Buffalo Office of Victim Services office at 65 Court St., many of the crime victims serviced by their Victim Advocate were referred to our program for services and completion of OVS claim applications. In 2015, NYS installed a new online Victim Service Portal. With the installation now complete victim advocates can now complete OVS claim applications electronically to OVS in Albany. With claims being filed electronically to OVS, completion of the claims online have made procedures in filing claims so much easier in getting completed and uploaded to Albany. This in turn has OVS assigning claims to their investigators much quicker and streamlining the whole procedure in investigating and approving these claims. Turnaround for victims and their families in receiving awards have expedited the whole claim procedure for most claims from 3 months to as quick as 6-8 weeks. This quick turnaround has greatly improved the satisfaction of the many clients we service. People receiving restitution for their essential personal property and their lost wages and getting unpaid medical bills paid sooner than in the past has allowed victims to move on from a devastating victimization and get back into their normal routine and everyday lives. We’ve come to see that the sooner victims can put this terrible ordeal behind them, the quicker the healing process progresses.

So with the continued dedication and hard work of our victim advocates, I’m pleased to report that the many needs of the crime victims and their families are being attended to and provided at a streamlined procedure to fulfill all their needs. These services have been even more enhanced with the teamwork of the many programs that Matt Urban Center provides to our Eastside Community. Whether it’s providing a referral to the Seniors Program, or referring a client with housing needs at the Housing Program, or homeless victims being assisted by the soup kitchen and shelter by the Hope Center staff, or assisting homeowners that have been burglarized to the Weatherization Department. The Matt Urban Center programs and staff truly go beyond the call of duty in addressing the many needs our crime victims and their families encounter daily on the Eastside of Buffalo.
Dennis, Gloria, and Joe also attended the OVS annual conference in October, while Denise kept the office rolling in our absence. Staff is involved year round in OVS training seminars, webinars, and local training sessions. Dennis attends WNY Coalition of Crime Victim meetings 5 times during the year where trainings are presented and OVS updates by program monitors are provided to keep NYS funded programs up to date on the constantly changing procedures. Staff meetings are held monthly where these updates and trainings are discussed to make sure all CVAP staff is properly informed on any and all changes. The Crime Victim Assistance Program continues to run smoothly not only because of these trainings and meetings, but also because of the years of service these advocates have performed their job on the program, a minimum of 10 years’ experience serving crime victims!
<table>
<thead>
<tr>
<th>Goal Objective #</th>
<th>Total Monthly Services Goals</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>CVB Funded Service to Date</th>
<th>YTD AVERAGE OF SERVICES PROVIDED</th>
<th>Percent of Accomplishment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide assistance in completing the Compensation Claim Application to _victims.</td>
<td>45</td>
<td>68 49 51 30 40 31 39 43 40 47 46 527</td>
<td>44</td>
<td>98%</td>
<td></td>
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</tr>
<tr>
<td>2. Provide compensation claims information to _victims per month.</td>
<td>60</td>
<td>107 62 78 47 53 62 77 71 63 61 77 73 831</td>
<td>69</td>
<td>115%</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>3. Open _New cases.</td>
<td>45</td>
<td>68 49 51 30 40 32 39 43 43</td>
<td>40 47 46 528</td>
<td>44</td>
<td>98%</td>
<td></td>
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<tr>
<td>4. Provide Counseling _times.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>5. Provide Telephone Counseling _times.</td>
<td>120</td>
<td>140 91 108 149 120 140 162 160 165 124 119 100 1609</td>
<td>134</td>
<td>112%</td>
<td></td>
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<tr>
<td>6. Provide _follow-up contacts.</td>
<td>160</td>
<td>212 127 127 230 207 155 163 179 199 163 137 143 2042</td>
<td>170</td>
<td>106%</td>
<td></td>
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<tr>
<td>7. Provide therapy _times.</td>
<td>X</td>
<td>X X X X X X X X X X X X X X X X</td>
<td>0</td>
<td></td>
<td></td>
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<tr>
<td>8. Provide support groups to _victims per month.</td>
<td>X</td>
<td>X X X X X X X X X X X X X X X X</td>
<td>0</td>
<td></td>
<td></td>
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<tr>
<td>9. Maintain 24-hour hotline for _calls</td>
<td>X</td>
<td>X X X X X X X X X X X X X X X X</td>
<td>0</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>11. Provide Information &amp; Referral to _victims per month.</td>
<td>185</td>
<td>205 129 162 173 159 174 200 196 176 138 159 150</td>
<td>2021</td>
<td>168</td>
<td>91%</td>
<td></td>
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<tr>
<td>12. Provide Criminal Justice Support &amp; Advocacy for specific victims _times.</td>
<td>10</td>
<td>15 12 3 5 8 4 3 2 15 9 3 6 85</td>
<td>7</td>
<td>71%</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>13. Provide Emergency Assistance to _victims per month.</td>
<td>13</td>
<td>10 15 13 6 8 10 8 13 8 5 6 8 110</td>
<td>9</td>
<td>71%</td>
<td></td>
<td></td>
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<tr>
<td>14. Provide Personal Advocacy for specific victims _times per month.</td>
<td>25</td>
<td>32 17 23 22 19 33 36 42 49 46 36 45 400</td>
<td>33</td>
<td>133%</td>
<td></td>
<td></td>
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<tr>
<td>15. Make _Home/Hospital/Off-Site Visits.</td>
<td></td>
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</tr>
<tr>
<td>16. Provide accompaniment to _ forensic rape</td>
<td>4</td>
<td>X X X X X X X X X X X X X X X X X</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>984 637 703 748 713 719 791 818 854 693 699 694 9053</td>
<td>784</td>
<td></td>
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</tbody>
</table>
Weatherization, by Joan Parylo

Work on the 2015 contract has been completed and final reporting is in process. The budget was $435,348. We also received $34,223 in program income funds from the NYSERDA Empower NY program.

Fifty-Eight units were weatherized in the 2015 contract. This includes the 20-unit Hope Gardens. Our clients received high quality energy saving 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. Since ASHRAE guidelines were implemented, clients also received bath and kitchen exhaust fans.

Our new contract, which runs from 4/1/16-3/31/17, is budgeted for $430,026. We hope to receive additional money when Federal HEAP funds are released in a few months. We continue to perform coordinated work with NYSERDA’s Empower NY program to generate program income funds. We will continue to explore other program income opportunities.

Our current staff consists of:

Joan Parylo, Program Coordinator
Dan Szymendera, energy auditor
Luan Nguyen, crew chief
Andrae Waldrop, crew laborer
Dwayne Wilson, crew laborer

We look forward to the upcoming year’s challenges and opportunities.
Housing and Community Development Department, by Leslie Vishwanath

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. Housing Rehab Program Manager Maya Shermer and Housing Specialist Delia Ferguson have done a great job administering these successful neighborhood redevelopment initiatives.

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 members were very busy in 2015- operating, managing, administering, and closing out some of our housing rehab programs.

We began pre-development work with the City of Buffalo rehab 2 homes on Fillmore Avenue and one on South Ryan. These projects, coupled with the Target Street Rehab Program, are a catalyst for more investment in the neighborhood. Our Construction Analyst Lynn Wardour and Housing Staff are also working with the Town of Cheektowaga on the rehabilitation of a house on Stratford and 2 new builds on Randolph. Current CHDO rentals at 103 Sweet and 160 Clark are rented.

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. 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 our National Endowment for the Arts grant. This tree table has been the host site for many community events and youth art camps. This table is being used as a
market stand for the farm, as well as a site for art classes, farm to table dinners as well as a lunch site for the Summer 2015 Buffalo Public Schools Summer Lunch Program thanks to the efforts of Housing staff and ArtFarms Community Programs Coordinator Sarah Maurer. Needy youth, ages 18 and under, were able to come to the site and get a free lunch, Monday-Friday and sit at the Tree Table and read books, hula hoop, color and eat at a fun and safe site.

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 2015, we had 181 units in our Receivership Program. We also manage 111 non-Receivership rental housing units and Sarah Maurer, Gordon Williams, and recently hired William Knapp are doing a great job handling our rather extensive real estate portfolio. Housing Staff worked with 52 clients on the city rehab program who got clearance to proceed with applications. We completed 31 City of Buffalo Housing Repair Program applications (24 Emergency and 7 Target Streets). We addressed 162 Fillmore District new client inquiries, 186 Lovejoy District new client inquiries, and gave 333 outside referrals for new clients. Housing Staff attended 614 meetings, hearings, and trainings, and reported on 72 problem properties. We also assisted two first time homebuyers with Down Payment and Closing Costs assistance. We were involved with the pre-development of 45 new rental units at Help Buffalo II which we will manage and provide support services when it opens in 2017. We have 6 CHDO units underway and 27 rental units at the Hope House in the predevelopment phase.
Matt Urban Center’s Real Estate Portfolio:

I. T.J. Wojnar Parkview Apartments – 104 Lewis Street

II. AWA – 185 Rother Avenue

III. Monroe Place – 296 Monroe Street

IV. Hope Gardens- 58 Oberlin St

V. CHDO (rental and homeowner) activities on Sweet, Clark, Fillmore (2), S Ryan, Stratford, and Randolph

Housing and Community Development Director Leslie Vishwanath proudly works with her team as we strive to create quality affordable rental and homeowner opportunities, build and sustain healthy and stable neighborhoods, and address neighborhood quality of life issues.
Wish List and Donations Needed

HELP US HELP OTHERS!

1. Coats, hats gloves (kids and Women)
2. Twin mattresses
3. Socks
4. Underwear
5. Laundry Detergent
6. Toilet paper
7. Soap
8. Shampoo
9. Female Hygiene Products
10. Tooth brush
11. Toothpaste
12. Diapers
13. Baby wipes
14. Garbage bags
15. Coffee
16. Sugar
17. Coffee creamer
18. Deodorant
19. Dish soap
20. Twin Size Sheets
19. Pillows
20. Blankets
21. Smoke Detectors and Carbon Monoxide Detectors
22. Professional Clothing
23. Paint brushes
24. Tools

Cash donations always accepted!

Donations are always tax deductible.