



Lt. Col.

MATT URBAN

Human Services Center of Western New York

2013 Annual Report to the Community



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Lt. Col. Matt Urban Human Services Center of WNY

~ 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 by 2015.*

AGENDA

Annual Meeting - May 21, 2014

Polonia Hall / Matt Urban Hope Center

385 Paderewski Drive

Buffalo, NY 14212

6:00 p.m.

Voting

Refreshments

6:15 p.m.

Call to Order

James Chlebowy

Minutes

From May 15, 2013 Annual Meeting

Nomination Committee Report

Tally Ballots

Announcement of 2014 Election Results

Year 2013-2014 in Review

Presented by Marlies A. Wesolowski

Executive Director

Closing Remarks

Adjournment

Regular Monthly Board Meeting

Immediately Following Annual Meeting

ANNUAL MEETING MINUTES

6:00 p.m.

Attendance: Jim Chlebowy, Irene Cieslak, Christine Raczka, Kitty Hastings, Judy Tweedy, Doug Butler, Zoe Zacharek, Annette Juncewicz, Janice Swinnich, Dr. Zulkharnain and Ed Dudek.

Staff: Marlies Wesolowski, Ron Parylo, Karen Baer, Carla Kosmerl, Dave Laczi, and Tim Mutz.

Call to Order: The Annual Meeting was called to order by Chairman, Jim Chlebowy, at 6:20 p.m.

Minutes from the April 18, 2012 Annual Meeting

- Ed Dudek motioned to dispense with the reading of the minutes from the Annual Meeting held on April 18, 2012 and to accept the minutes as presented. Annette Juncewicz seconded. All were in favor. Motion approved.

2013 Election Results by Nomination Committee:

- Nomination Committee Members: Linda Farrow, Kitty Hastings, and Karen Baer.
- The ballots were counted by Kitty Hastings, and verified by Karen Baer.

2013 Election Ballot: James Chlebowy, Annette Juncewicz, Janice Swinnich, Zoe Zacharek.

22 Total Voters: 22 valid ballots were cast by our membership.

- Linda Farrow motioned to accept the slate of elected board members and congratulated the newly elected board members to serve the term of 2013-2016.
- Judy Tweedy seconded. All were in favor. Motion approved. The board secretary, Annette Juncewicz certified the election by casting one ballot in the affirmative.

Election of 2013-2014 Officers:

- Annette Juncewicz motioned to nominate the same Slate of Officers that served the 2012-2013 Term: Jim Chlebowy as Chairman, Linda Farrow as Vice Chair,

Doug Butler as Treasurer, and Annette Juncewicz as Secretary. Janice Swinnich seconded. All were in favor. Motion passed.

- Ed Dudek motioned to close the nominations. Christine Raczka 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 Juncewicz motioned to certify the election and voted in the affirmative.

2013 – 2014 Board Officers:

Chairman	Jim Chlebowy
Vice Chair	Linda Farrow
Treasurer	Doug Butler
Secretary	Annette Juncewicz

PCCB/Matt Urban Center Year 2012-2013 in Review: Annual Reports featuring program and service highlights were presented by the Executive Director, the Controller, and Department Directors.

Executive Directors Agency Review for 2012-2013: (by Marlies Wesolowski)

Marlies reviewed the Matt Urban Center’s accomplishments for 2012-2013, which were also included in the Annual Program Report. Some of the agency’s major projects that were highlighted and accomplished by the agency staff include:

- Hope Gardens – secured \$5.6 million in funding. We are hoping to break ground later in 2013.
- Hope Center staff provided housing for 70 individuals and 10 clients secured employment and secured \$450,000 in benefits for their clients.
- Hope Center Diner provided meals to over 16,000 low-income and homeless clients
- Weatherization Dept. weatherized 85 units of housing for low-income families, reducing their utility bills by an average of 25% and we provided 55 units of cooling to seniors and the disabled.
- Senior Services provided case management services to over 968 low income seniors, allowing them to remain independent in their own homes. Van transportation was provided to over 589 senior citizens, transporting them to medical appointments, banking, shopping, and congregate meals.
- Crime Victims Assistance Department provided advocacy and support to over 650 innocent victims of crime.
- Housing Department continues to provide safe and affordable housing for 32 low income seniors, 20 units of housing for refugees and low income community residents, and 12 units of housing for 17-21 year olds that have aged out of the foster care system.

- The Youth Department provided after school programming and a safe haven for 123 low income, at risk neighborhood youth . We acquired a School Aged Child Care License for the Dulski Center.
- Our Three Food Pantries served a total of 7,907 individuals and provided over 71,000 meals.

Major projects in the works: Hope Gardens, BPS # 57 Developer Status, and the BCOM program collaboration with Gloria Parks Community Center and Old First Ward Community Center.

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 a beacon in the Broadway Fillmore community. Words cannot express how proud I am of the department directors and staff of the Matt Urban Center.

Closing Remarks by Board Members: Congratulations to the Executive Director and the hard working and devoted staff members of the Matt Urban Center and the dedicated volunteer Board of Directors for their ongoing support and 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 – Job Well Done!

Adjournment:

Annette Juncewicz motioned to adjourn the Annual Meeting. Judy Tweedy seconded. All were in approval. The 2013 Annual Meeting was adjourned at 6:50 p.m.

Respectfully Submitted By: Karen M. Baer

Lt. Col. Matt Urban Human Services Center of WNY

2013-2014 Board of Directors

OFFICERS:

James Chlebowy Chairman

Linda Farrow Vice Chair

Douglas Butler Treasurer

Annette Juncewicz Secretary

DIRECTORS:

Irene Cieslak

Kathleen Hastings

David Pfaff

Christine Raczka

Janice Swinnich

Judy Tweedy

Zoe Zacharek

Dr. Zulkharnain

Emeritus Board Member:

Edward S. Dudek

Lt. Col. Matt Urban Human Services Center of WNY
1081 Broadway, Buffalo, New York 14212

2013-2014 Staff

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
Samantha English	Property Manager
Linden Speranza	Housing Rehabilitation Program Manager
Ayodele Salihu	Housing Specialist
Lee Bender	Housing Specialist
Gordon Williams	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

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
Pam Williams	Transportation & Food Pantry Coordinator
Thomas Stolowski	Van Operator
Norma Biesik	Van Operator
Andres Albelo	Van Operator
Robert Brown	Van Operator

Calvin Spates
Adeline Wujcikowski

Chore Worker
Senior Aide

Hope Center Staff

Joyelle Tedeschi
Karen Carman
Tara Murray
Floyd Smith
Patricia Baker
Earl Blacksheare
Kelvin Leonard
Jason Flores
Dan Auflick
Sean Dougherty
Michelle Wilczewski
Tasha Moore
Tanisha DaCosta
Melissa Davis
Linda Dougherty
Jamie Smith
Amanda Frank
Jessica Flores
LaTasha Colbert
Lakrisha Crutcher
Maria Rios

Hope Center Director
Homeless Services Coordinator
Hope Center Program Developer
Housing First Case Manager
Housing First Case Manager
Intake Specialist
Hope Center Security
Homeless Outreach Supervisor
Homeless Outreach Worker
Homeless Outreach Worker
Rapid Rehousing Case Worker
Urban Diner Manager
Shelter Supervisor
Shelter Program Coordinator
Housing Specialist
Child Specialist
Aftercare Case Manager
Community Health Worker/ Aide I
Community Health Worker/ Aide II
Shelter Cook
Shelter Janitor/Cleaner

Weatherization Department

Joan Parylo
Daniel Szymendera
Luan Nguyen
Scott Szymendera
Vu Tran

Program Coordinator
Energy Auditor
Crew Chief
Crew Chief/Auditor
Crew

Crime Victims Assistance Program Staff

Dennis Mitchell
Gloria Stepney
Joe Chilicki
Denise Ervolina

Crime Victims Program Coordinator
Crime Victims Program Advocate
Crime Victims Program Advocate
Crime Victims Program Advocate &
Food Pantry Coordinator

Youth Department Staff

Alissa Venturini
Nikia Miller
Julianna Zippiroli

Direct. of Community Services & 21st CCLC Proj Dir.
TJ Dulski Center On-Site Coordinator
School #31 On-Site Coordinator

Alan Laudico
Dan Stetzel
Shawn Kaznica
Sarah Valley
Jennifer Pigeon
Keith Davidson
Janie Sweat
Cathie Blaszyk

School #97 On-Site Coordinator
School #31 Assistant Site Coordinator
School #97 Assistant Site Coordinator
TJ Dulski Youth Program Assistant
TJ Dulski Youth Program Assistant
TJ Dulski Youth Program Assistant
TJ Dulski Youth Program Assistant
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 12 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 there have been many major accomplishments of which I would like to highlight a few for you, including the following:

- Agency staff was successful in securing an additional **\$3,655,438** million dollars towards the construction of HOPE Gardens, a 20 unit apartment complex for chronically homeless women. (\$1,677,000 from HUD and \$280,000 from FHLB were committed in the previous fiscal year) The total amount committed for the project is **\$5,612,438**. We broke ground in January 2014.
- The HOPE Center Staff secured housing for 70 individuals and found employment for 15 clients.
- The HOPE Center Staff secured over **\$367,510 dollars** in the form of income for our clients.
- The HOPE Center’s diner provided over **16,000 meals** to low-income and/or homeless individuals.
- We weatherized **55 units** of housing for low-income families, keeping them safe and warm during our long winter months, and reducing their utility bills on average by 25%.
- We provided case management services to **over 1,014** low-income senior citizens, providing them with **7,796 hours** of case management services, allowing them to remain independent and preventing them from being placed in either an assisted living facility and/or a nursing home.

- Agency Staff provided transportation to over **560** senior citizens so that they can attend doctor's appointments, conduct banking, shopping and participate in congregate meal programming. Our van drivers completed **8,670** one-way trips.
- Staff provided advocacy and support for **over 650** innocent victims of crime.
- Our housing department continues to provide safe and affordable housing for low-income senior citizens (**32 units**), refugees/ low-income community residents (**20 units**), and to 17-21 years old who have aged out of the foster care system (**12 units/24 beds**). Homeless men (**24 units**)
- The Youth Department provided after-school programming and a safe haven for **123** low-income, at-risk neighborhood youth and **150** students at both P.S. #31 and P.S. #97.
- Our three food pantries served **84 infants, 2,212 children, 4,168 Adults, 1,443 elders, for a total of 7,907 individuals and provided 71,163 meals.**

As you already know, we are currently working on several major projects, and would like to share the details of the projects with you. With all of the funding in place for HOPE Gardens, we fully expect to begin construction this summer with clients moving in around Thanksgiving 2014.

With the Board's approval, Staff has began the process of acquiring the former B.P.S. #57 with the goal of rehabilitating the entire facility, and converting it into 32 units of permanent affordable housing (Single Room Occupancy Apartments SRO) and a 50 unit Emergency Shelter, with programming space for the HOPE Center included. The SRO/Emergency Shelter would provide affordable housing for homeless women and women with children.



As you know, one of the major issues confronting our community is the high unemployment rate. Unfortunately, there are no simple solutions... knowing that the unemployment rate is such a major problem, Staff has been looking for successful programs and/or strategies that have been implemented elsewhere, that have the potential to be both duplicated, and applied here, in the hopes of reducing and/or solving the unemployment problem.

Recently, a small group of us traveled to Pittsburg, Pennsylvania and were given the opportunity to tour the Manchester-Bidwell Training Center. We were all very impressed with what we both saw and heard. The tour was very informative and gave

us lots of food for thought. The long drive gave us the opportunity to discuss what we learned and to do some creative problem solving. It is our hope, in the near future, to partner with others in an effort to address this problem

In several areas we continue to struggle... this past year it has been a challenge to secure enough funding to support our weatherization assistance program, senior services and youth after-school educational/recreational enrichment activities. While our administrative costs remain low (about 7% of our overall budget), and are lower than those of our peers, there are times when I think we are almost too lean administratively, because we often find it difficult to keep up with all of the demands for our time and attention. However, we do have advocates who are pulling for us like Common Council Member David Franczyk, NYS Senator Tim Kennedy, and U.S. Senator Kirsten Gillibrand and many others.

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.

Crime Victims Assistance Program

2013 Annual Report

Prepared by: Dennis Mitchell, Program Director

The Crime Victims Assistance Program is in the final year of operating under our current program funding levels; the current funding period ends September 30, 2014.

The entire Crime Victim Assistance Program staff have worked tirelessly since early April 2014 on completing the RFP for future funding through New York State Office of Victim Services, and the proposal was submitted through New York State Grants Gateway on May 12, 2014.

A great deal of work and effort was put into completion of this grant, and the grant would not have been completed on time without an entire team effort by the Crime Victims Assistance Program Staff and the additional assistance of Marlies, Ron, and Leslie. CVAP staff not only worked for weeks at the completion of what turned out to be the longest and most comprehensive grant narrative and budget that I have seen in my 30+ years of completing these proposals for New York State, but also maintained the never ending workload of working with crime victims and the families we serve on a daily basis. I am very proud of this effort the team work exhibited by CVAP and Matt Urban Staff!

This leads me to the program goals that were achieved over the past year. The New York State Office of Victim Services has been tracking claim applications submitted and claims paid by the more than 200 funded programs throughout New York State for the past five years.

Our program continues its great reputation and has ranked in the Top 3 of New York State Crime Victim Agencies in both categories in 2012 and 2013. In 2012, we submitted 597 claims and in 2013 we submitted 651 claims. Since October 1, 2013, we have completed 342 Office of Victims Services compensation claims, and this puts us at 109% of our goals for our 2013/2014 grant year.

The sad conclusion of all these numbers and statistics, is that the crime rate on the East Side of Buffalo continues to escalate and leads the entire City of Buffalo in almost all crime categories.

However, with the staff of dedicated Crime Victim Advocates the CVAP has working at the agency, and the many services the Matt Urban Center continues to offer, we will continue to right the wrongs of what crime victims and their families endure and strive to make their lives whole again!

The Matt Urban Hope Center

2013 Annual Report

Prepared by: Joyelle Tedeschi, Director of the Hope Center

The following outcomes of the Hope Center reflect the positive impact our work has on the community. We reached our 2013 goal of securing employment for 15 people. We secured \$1,263,240.50 in resources and another \$367,510.00 income. The projected total of benefit screenings for 2013 was 900 individuals/families. We have completed 1,127 benefit screenings exceeding our goal of 900. We achieved our tax season goal by assisting 229 households with their tax returns, securing \$228,418 in refunds. We served over 16,000 meals at the Urban Diner by Friends of Night People.

The Hope Center continued to host monthly workshops on job searches (presented by BETC), financial fitness (presented by Consumer Credit Counseling), and nutrition (presented by Say Yes to Fruits and Vegetables). The Hope Center continued to host housing workshops twice a month (one by Belmont, one by Hope Center staff). The Hope Center hosted a number of community events throughout 2013. In February our Black History Month event and a Community Fashion Show. In May our first Community Clean -up. In June our annual Sidewalk Chalk Contest. In October we held our annual Trunk-or-Treat event. In November, we held our annual Thanksgiving meal and included an additional Thanksgiving meal at our Ladies Night Outreach initiative on Thursday nights. The Hope Center provided Thanksgiving meals and served them on Thanksgiving Day to residents at the Matt Urban Senior Apartments and Monsignor Adamski Senior Apartments on William St. In December, the Hope Center hosted the annual Health Fair and Boxes of Love campaign, which served more than 100 families. Due to the Hope Center's relationship with Fidelis Insurance, we were chosen as one of the recipients of KISS 98.5 Toy Drive. This allowed us to create a Holiday Extravaganza for the community and gave us much-needed exposure on a mainstream radio station.

We also have signed an MOU with the American Red Cross to assist "Ladies of the Night," an initiative started by our Urban Diner manager, Tasha Moore. She conducts outreach to prostitutes on Thursday evenings and brings them to the Hope Center to get cleaned up, fed and clothed. The American Red Cross will provide Seeking Safety, an evidence-based model of working with women who have experienced trauma.

Homeless Outreach

One of the goals the homeless outreach department strives to accomplish is assisting the homeless population with obtaining benefits and securing stable and affordable housing. It was reported that in January of 2013, during the annual point in time count there were an estimated 98 unsheltered homeless individuals sleeping on the streets, under bridges, in tunnels and squatting in abandoned houses or buildings. By years end, the Matt Urban homeless outreach team helped put a dent in the homeless population of Buffalo by successfully housing 74 homeless clients, many of which were

chronic. Through hard work, dedication and teamwork, the staff at Matt Urban is determined to assist with the city's goal of eliminating chronic homelessness by 2015. As of May 1st, 2014, the Matt Urban homeless outreach team is on pace to house 136 homeless individuals and families which ultimately will result in less chronics and better living overall. We also were able to secure the funds to purchase a 12 passenger van to assist in the transporting clients.



Permanent Supportive Housing

We currently have two supportive housing programs: our housing first program for the chronically homeless (46 units) and 50 units of rapid rehousing. In 2014, we will be taking on another 22 units for our Housing First program and 20 units for Hope Gardens. A summary of each program follows.

Housing First

A total 64 individuals have been served by the program to date; 18 women and 46 men. This past calendar year, we served 53 individuals - beginning the year with 46 individuals, six terminations (including one death) and seven admissions, ending the year with 47 people. All of our admissions into the program previously lived on the streets for many years - 86 years combined. If we subtract the one death from our total, our stability is 94.2% compared to national average of 86.4% for this model of housing. Over the past year, we had 2,164 contacts with our clients; 736 of which were home visits. These contacts resulted in 1,604 services provided to our clients; half of which consisted of transportation, assisting clients with activities of daily living and public benefits assistance. We were successful in securing approximately \$700,000 of annualized benefits and community resources. We began to collect rent from clients in this program and will continue to do. This program revenue will be used as matching funds for this program - which requires a 25% match. We collected nearly \$22,000 from May-December 2013, and expect to collect approximately \$40,000+ in 2014.

Our major fundraiser and homeless awareness campaign was the Out of Darkness art exhibition, where a local artist, Gary Wolfe, painted portraits of 20 individuals in our housing first program - resulting in 30 portraits. The exhibition ran from November 1 - December 31 attended by over 1,000 people in our community. Mr. Wolfe donated 30% of all original painting sales to Hope Gardens; totaling \$4,725 at the end of 2013. Mr. Wolfe also created a catalogue of the show and divided the proceeds among the Matt Urban Hope Center, Restoration Society and the Homeless Alliance of Western New York.

Rapid Rehousing

Matt Urban is one of several agencies working together on a Rapid Rehousing demonstration project for the City of Buffalo. Rapid Rehousing has been identified as a best practice model by the Department of Housing & Urban Development (HUD), and is encouraging municipalities across the country to develop a program that works for their community. The goal of all rapid rehousing programs is to reduce the time an individual or family is in shelter by rapidly housing them and to reduce recidivism by providing limited housing subsidies along with case management.

The program had its challenges due to the limited program design and buy-in from all the collaborative partners. The outcomes have not been finalized but preliminary numbers show average shelter times of 32 days, which is within the city outcome target, but we believe that it could have been below 30 with some program modifications. These modifications have been noted in a White Paper that is being submitted to the city.

Expected in 2014:

Housing First Scattered Site - 22 additional units. This will likely be folded into our current housing first program to make 66 units of housing for the hardest to serve chronically homeless individuals.

Hope Gardens - 20 Units of housing for chronically homeless women. A new construction on Oberlin and Ruhland which is expected to open next in November 2014.

Hope House- Hope House will serve homeless women, and women with children, referred exclusively by the Erie County Department of Social Services (ECDSS). ECDSS serves anyone in Erie County who becomes homeless. The per diem rate provided by the ECDSS will support the shelter as well as gaps in funding for the Hope Center programming currently covered by John R. Oishei Foundation-these funds will end in 2015.

Housing and Community Development Department

2013 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 were very busy in 2013- opening, 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 a future Target Street Rehab Program, would be catalyst for more investment in the neighborhood. CHDO projects pending approval with the City of Buffalo. We are working on showing market demand. Current CHDO rentals at 103 Sweet and 160 Clark are rented.

The Matt Urban Center's housing and weatherization departments were part of the exciting Green and Healthy Homes Initiative to provide housing interventions by combining federal and philanthropic investments to improve weatherization, energy efficiency, health and safety for low income homeowner units and rental properties in Buffalo. We have assisted over 50 units thru GHHI.

During Summer 2013, we worked with the Community Foundation for Greater Buffalo, the Erie County Health Department, and the Erie County Dept of Social Services - Employment Division on an innovative program to address lead problems and provide job training. In 2013, we trained 23 clients and painted 20 houses thru this program.

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 will be celebrating the launch of our first "agri-sculpture" - a massive tree-shaped table designed by Michael Beitz which was funded thru the NEA grant.

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.

Property Management/ Real Estate Portfolio

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

Rent Collected:	\$103,483.70
Vacancy Loss:	\$9,970.00
Occupancy Rate:	89%
Rent Concessions:	\$8,871.60

II. AWA - 185 Rother Avenue

Rent Collected:	\$66,596.00
Vacancy Loss:	\$2,180.00
Occupancy Rate:	100%
Rent Concessions for Month:	\$16,980.00

III. Monroe Place - 296 Monroe Street

Rent Collected:	\$108,732.00
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IV. Hickory - 384 Broadway/ Help Buffalo

New project. Started early 2014.

V. Hope Gardens- 58 Oberlin St

Under construction. To open Fall 2014.

VI. Hope House at PS 57- 243 Sears St

Housing Staff and Hope Center Staff (and Marlies) have been keeping busy planning a project at School 57- the Matt Urban Hope House. This would be a mix of SRO and Emergency Shelter and programming space for the Hope Center and is currently in the predevelopment phase. We are opening a temporary location at 586 Genesee while we work on applications and do the necessary pre-development work for PS 57.

VII. Future: Town of Cheektowaga CHDO contract is under negotiations. We were approved at the public hearing in early April 2014. This homebuyer program will be a new undertaking and a brand new division for us since our current main focus has been development and management of rental housing and owner occupied housing rehabilitation grant administration (due to the large unmet need in our community for those services).

VIII. Future: Submitted RFQ to state to provide technical assistance property management and maintenance for at risk state projects

Senior Services Program

2013 Annual Report

Prepared by: Tim Mutz, Director of Senior Services

2013 has been another busy year for the Matt Urban Senior Services Department. Our Case Managers provided services to 1,014 clients, accruing 7,796 hours performing those services. Of those clients on whom demographic information was taken, 350 were over the age of 85, while 282 were male clients and 656 were female clients. 519 clients were living within 150% of the poverty level. 674 clients were considered frail or disabled. 571 clients lived alone. Clients varied in race/ethnicity, with 558 considered to be Caucasian, and 296 were Minority, comprised of Black or African American, Asian, Hispanic, or Pacific Islanders.

Our Information & Assistance worker, Adeline Wujcikowski, assisted 122 clients with 431 units of Service. We are pleased to report that Adeline is a very valuable asset to our department. Adeline turned 90 years old in 2013! Our Chore Worker, Calvin "Buddy" Spates performed 480 hours of housekeeping for 7 clients. 17 Outreach events were presented.

The Transportation segment of our services was also very well utilized. Our Van Operators transported 560 clients for a total of 8,670 one-way trips. The demographics on transportation showed that 98 clients were over the age of 85. 101 were male passengers, and 451 were female passengers. 212 of our riders were living within 150% of the poverty level. 321 people were determined to be frail or disabled, and 298 lived alone. Riders were also comprised of 260 Minority, and 216 were considered to be Caucasian.

This year, Case Manager, Pat Mmegwa, was able to work with Erie County to assist a client with serious needs. A client by the name of Murelene had been living in a home with substandard electrical wiring. Many appliances, lamps, etc. were plugged into extension cords, and the upstairs apartment was connected into the downstairs electrical supply. The home was definitely a fire hazard. Original estimates came into the office at \$2,500.00 to fix the problems, but other problems had been found since the original estimate was completed. Pat worked with the client and the Erie County Department of Senior Services to find the resources to address this deadly situation. Good job, Pat!

It has been our pleasure to assist the people of the City of Buffalo, and the Towns of Cheektowaga and West Seneca in 2013. We look forward to another busy and productive year in 2014!

	Contract Goals Fiscal 2013	Year End Total	Attainment of Goal %
Case Management:			
Units of Service (by Case Mgr.)			
Timothy Mutz	1080	829	77%
Pat Mmegwa	1440	1420	99%
Lancelot McKenzie	1440	1418	98%
Frank Gioia	1440	1403	97%
Shalina Bailey	1440	590	41%
Nadine Goodwin	1440	729	51%
Amanda Frank	960	726	76%
David Bialkowski	720	681	95%
Total Units of Service	9960	7796	78%
<i>Intakes/Referrals</i>		307	
Information and Assistance:			
Units of Service	1200	431	36%
Monthly Clients Served	60	57	95%
Chore:			
Units of Service	600	420	70%
Monthly Clients Served	12	57	475%
Telephone Assurance Prog.:			
Units of Service	400	360	90%
Unduplicated Clients	5	3	60%
Van Trans. (Going Places):			
Units of Service	9000	8,773	97%
Monthly Clients Served		1943	
Staffing:			
Director of Senior Services	1	1	
Case Managers	5	5.5	
Transportation Coordinator (P/T)	1	1	
Van Transportation (Full Time)	2	3	
Van Transportation (Part Time)	3	1	
Senior Svces. Community Aides	1	1	
Chore Worker (Part Time)	1	1	

Weatherization Department

2013 Annual Report

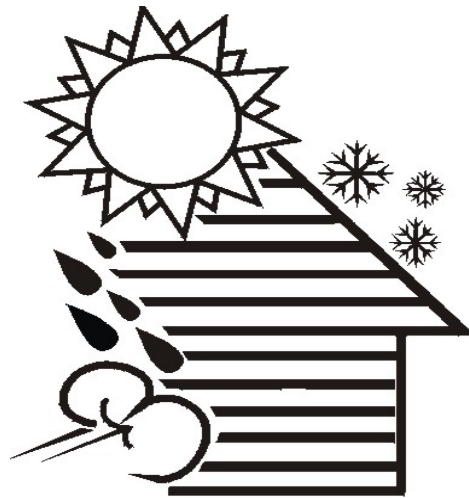
Prepared by: Joan Parylo, Weatherization Program Coordinator

The 2013 contract has been completed. The budget was \$472,161 and we had \$62,000 in program income. With this contract 55 units received full weatherization services which included measures such as attic and sidewall insulation, heat system repair and replacement, door and window weather stripping and replacement and general air sealing.

Our current contract, which runs from 4/1/14-3/31/15, is for \$409,761. Due to the cut in funding, staff size has been cut. We lost long time employee David Laczi. The budget only funds the remaining staff until about December. Program Income funds for continuing to coordinate work with the NYSERDA Empower New York Program will help to keep the program running for the entire contract year.

Our current staff consists of: Joan Parylo, Program Coordinator, Dan Szymendera, energy auditor, Luan Nguyen, crew chief, Scott Szymendera, auditor and crew, and Vu Tran, crew.

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.



*Weatherization
Works*

Youth Department

2013 Annual Report

Prepared by: Alissa M. Venturini, Director of Community Services

This has been an exciting year for the Youth Department. The department has grown vastly in size. We were able to hire two Assistant Coordinators for each of the school sites to help oversee and coordinate programming. This has been a huge relief to the On-Site Coordinators because program start-up can come with many challenges. Also, both the T.J. Dulski Center and Polonia Hall have received a face-lift due to all of the remodeling the City did both inside and out. Both sites look very clean and refreshed. Our attendance at all three 21st Century sites is consistently increasing which is a sign that children are enjoying the program and the activities that they are participating in. We have developed new relationships with Griffith Sculpture Park, Soccer for Success; renewed old relationships with Go Bike Buffalo, Young Audiences of WNY, EPIC (Every Person Influences Children) and Computers for Children; and continued on with Child and Adolescent Treatment Services and Firsthand Learning Science.

Each school site has approximately 150 children enrolled in their after-school program. The T.J. Dulski Center has 40 children enrolled. Our goal for each site is to serve 200 children and 50 children at the T.J. Dulski Center.

Via Evaluation has conducted two site visits this year and surveys have been distributed to parents, teachers and students at all sites. We are waiting for the surveys to be returned and quantified. The 21st CCLC's overall evaluation was positive however each site did have some challenges that they needed to address. These areas of improvement include: 1.) The T.J. Dulski site needs additional space so that children are not as easily distracted because it is so congested. Solution - We are waiting for the city to build a fire escape leading from the second floor so that we can use the upstairs. 2) School #31 was advised to work with building administration to ensure safety and security of students in the building after school because the evaluator was not stopped at any point during the visit by any building staff to determine who she was or why she was there. Solution- Site Coordinator met with office staff and with Principal to discuss procedures when a guest enters the school building. New procedures were put in place. 3.) It was suggested that School #97 consider more age appropriate math games. Solution - Site Coordinator worked with teachers at school to ensure that academic activities were age appropriate and challenging to students.

The goal for the coming year is to infuse Matt Urban Center staff back into Polonia Hall's after-school program. The 21st CCLC grant combined with CDBG, ECYB, United Way and General Mills has provided a financial cushion in the Youth Department. Thus allowing us the ability to hire an On-Site Coordinator and 2 Youth Program Assistants to work at Polonia Hall and assist in developing and implementing a structured program alongside Urban Christian Ministries. It is also the goal of the

Youth Department to acquire a Child Care License at this site to make sure the program is operating with the utmost quality.

Food Pantry

The numbers of clients served at both pantry sites is steady. There was a drop in the numbers at the T.J. Dulski Center during the time the building was closed and being remodeled by the City. New policies at the Food Bank of WNY require each pantry site to be open at least 4 hours per week to serve clients. A new reporting system began in April that counts individuals as a unit of service instead of the household.

Polonia Hall is moving to a Client-Choice Pantry which allows the clients the ability to choose the fruits, vegetables, grains and proteins that they would like. The idea behind this type of pantry is that not only does it offer options to the clients but it also provides an experience in many ways similar to a grocery store.

Seniors

The seniors continue to enjoy their Monday social event of Bingo and lunch. *The T.J. Dulski Center helps to provide any materials that they need for their outing.*



Left Photo:
Completion of
Girls on the Run
program; Right
Photo: Rock
Climbing at the
Rochester
Science Museum

