



CHAUTAUQUA OPPORTUNITIES, INC.

CHAUTAUQUA OPPORTUNITIES FOR DEVELOPMENT, INC.

# ANNUAL IMPACT REPORT 2023





## WHO WE ARE

Chautauqua Opportunities, Inc. (COI) is a not-for-profit Community Action Agency that has been serving the low income population of Chautauqua County, NY since 1965. COI served 3,576 households in 2023 with a budget of over \$21,000,000.

The agency's services are designed to provide individuals with a ladder out of poverty and improve the overall well-being of the entire household. We are committed to maintaining each individual's dignity while assisting each one to achieve short and long term goals that help them move toward economic stability.

## DESIGNATIONS

Community Action Agency  
 Community Development Entity (CDE)  
 Community Development Corporation  
 Registered New York State Charity  
 Licensed Child Care Center  
 Licensed Home Care Service Agency  
 Licensed Runaway and Homeless Youth Shelter  
 Licensed Transitional Living Program for Youth  
 HUD Certified Housing Counseling Agency  
 Building Performance Institute (BPI) Certified Contractor  
 Provider of Head Start and Early Head Start  
 Child Care Resource and Referral Organization  
 Family Day Care Registrar  
 NYS Designated Rural Preservation Company  
 Community Development Financial Institution (CDFI)  
 U.S. Department of Justice Credit Counseling Agency and Provider of Debtor Education

## OUR MISSIONS

Leading the fight against poverty by mobilizing resources and creating partnerships to promote empowerment, economic independence and opportunities.

- Chautauqua Opportunities, Inc.

Leading the fight against poverty by mobilizing resources and creating partnerships to promote and create economic independence through business development and opportunities.

- Chautauqua Opportunities for Development, Inc.

## GUIDING PRINCIPLES

**As a client/customer of COI/CODI services you can expect:**

- To be treated fairly and with respect.
- To be served equally without regard to race, national origin, gender, age, disability, religion or sexual orientation.
- To be a partner with COI/CODI staff in developing a plan for services to meet your needs.
- To have your service needs met in the most timely manner possible.
- Full confidentiality and privacy.
- Services of the highest quality possible.

# Letter from the CEO

Dear Community Members and Partners,

It is with great pleasure that I present to you the 2023 Annual Impact Report for Chautauqua Opportunities, Inc. (COI) and Chautauqua Opportunities for Development, Inc. (CODI). It has been another productive, yet demanding year and we have accomplished many things. This report highlights some of the work we completed and the successes we have helped our customers achieve in 2023.

Each year has its challenges, and this past year has proven to be no exception. Although the pandemic has subsided, Covid-19 has quietly become a standard part of our lives, much like the flu or a cold, and additional issues present themselves. Across the country we have seen the migrant and immigrant populations explode as many are seeking asylum, several in our own community. The war between Ukraine and Russia is still going strong and a new war erupted between Gaza and Israel with the Red Sea emerging as a battleground that affects supplies across the nation. Political tensions are on the rise as candidates increasingly throw insults at each other and forget about treating each other with respect, making us wonder if they have forgotten about serving the best interests of the people they represent.

Despite the challenges we all have endured, COI continues to persevere toward making our community a better place to live. COI serves individuals and families living in Chautauqua County, NY, but we are part of the Community Action network which has been tasked with providing services across the entire country that help vulnerable populations improve the conditions in which they live. There are 49 Community Action Agencies in NYS and 1,100 across the country. In 2024 and 2025 we will be celebrating the 60th Anniversary of the Economic Opportunity Act and the creation of Community Action. We will focus on educating the public on the important work done by CAA's and the need to continue the fight against poverty.

I am proud to present our 2023 Annual Impact Report which highlights the great things we have accomplished. This annual report is a small snippet of what can be achieved through a strong focus on the benefits and outcomes for our customers.

Sincerely,



# Boards of Directors

Chautauqua Opportunities, Inc. Board members pictured from left to right:

Kevin O'Connell, Natalie Luczkowiak, Michele Bautista, Janet Keefe, Douglas Richmond, Tricia Moore, Rebecca Brumagin, Marie Carrubba



Chautauqua Opportunities for Development, Inc. Board members pictured from left to right:

First Row: Kristen Kathman, Jena Willebrandt, and Rebecca Brumagin  
Back Row: Kevin Muldowney and Dave Thomas



## Chautauqua Opportunities, Inc.

Kevin O'Connell, *Chairperson*  
Rebecca Ruiz, *Vice-Chairperson*  
Tricia Moore, *Treasurer*  
Douglas Richmond, *Secretary*  
Janet Keefe  
Rebecca Brumagin  
Laura White  
Kevin Whitaker

Robert Bankoski  
Natalie Luczkowiak  
Susan Forrester Mackay  
Marie Carrubba  
Veronice Jones  
Michele Bautista  
Thomas Whitney

COI's volunteer Board of Directors is comprised of one-third representatives from the public sector, one-third representatives from the private sector, and one-third representatives of the low-income population or agencies that serve them.

## Chautauqua Opportunities for Development, Inc.

David Thomas, *Chairperson*  
Kristen Kathman, *Vice-Chairperson*  
Jena Willebrandt, *Treasurer*  
Kevin Muldowney, *Secretary*  
Thomas Whitney

Rebecca Brumagin  
Magdalena Dye  
Megan Herman  
Susan Parker

CODI is governed by a volunteer Board of Directors that includes individuals with extensive experience in lending and business administration. A Loan Committee meets monthly to review applications from businesses and startups for loans or lines of credit.

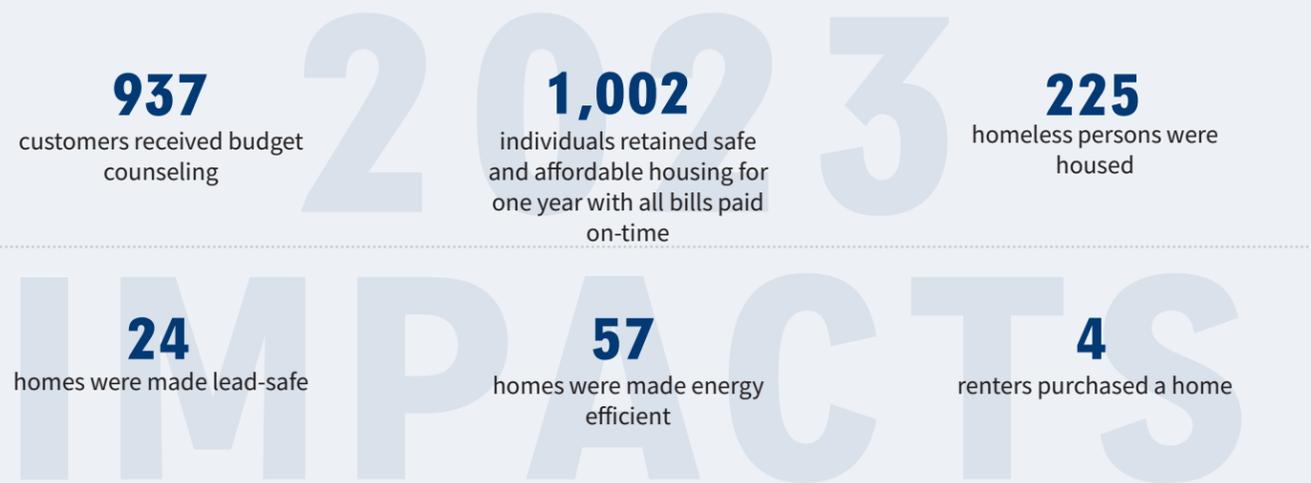


## Housing and Community Development

Tenant Services | Fair Housing Outreach & Education | Homebuyer Education  
 Foreclosure Prevention | Credit & Debt Counseling | Housing Rehabilitation  
 Homeless Prevention & Rehousing | Weatherization | Financial Literacy Education

The Housing and Community Development Division provides housing services that meet low-income individuals and families at their level of need and offers them the opportunity to become self-sufficient and economically secure through asset development. In 2023, the division continued to face the long-lasting effects of the eviction moratorium that was enacted due to COVID-19. As rental prices continue to increase, individuals and families are facing higher rates of eviction, and those who are unhoused are staying in shelter for longer periods of time. As the lead agency for the Chautauqua County Homeless Coalition, COI continues to work with non-profit organizations, municipalities and local landlords to help address these concerns.

Our Asset Development staff began packaging USDA 504 Home Repair loan/grant applications that are designed to help very-low income homeowners repair, improve or modernize their homes and give them the opportunity to live in a safe and comfortable environment. Our Housing Rehab Services continue to assist low-income families with weatherization and lead remediation work.



## STABILITY IN HOMEOWNERSHIP



In 2018, Amy came to Chautauqua Opportunities, Inc. in crisis and in danger of eviction. As a recently divorced mother of four, life as she knew it had become slightly more difficult and she had fallen behind on rent payments. With the help of COI, she was able to prevent her eviction through a program that paid a portion of her rent and utilities bills. Amy also enrolled her children in the Early Head Start program. This afforded her safe and free quality childcare while she was working. Over time, she benefited from the free childcare program and was able to increase her savings little by little. Her goal was to one day use that money for a down payment and closing costs to buy a house of her own.

In July of 2022, Amy finally felt like everything was starting to fall into place and signed up to participate in COI's Homeownership program. During her initial appointment, the Asset Development Specialist discovered that she had a reliable full-time work history, an average credit score, and a good debt-to-income ratio. Amy attended COI's first-time Homebuyer Education course and was able to send out a USDA mortgage application soon after with the help of the Asset Development Specialist. At the end of October, Amy received a Certificate of Eligibility to start her journey in house hunting. Fast forward a couple months to February of 2023, and she was able to find the home of her dreams. Amy put in an offer, which was accepted, and she and her attorneys began the home purchase process.

### HOPE HAVEN CENTER

Chautauqua County has seen an increase in homelessness in recent years, particularly in the City of Jamestown. The problem is heightened by a lack of shelter options throughout the county. In response, COI secured funding from a variety of sources and identified a building suitable to be turned into a homeless shelter. When rehabilitation is complete toward the end of 2024, Hope Haven Center will provide twelve individual units of temporary emergency housing for up to eighteen homeless women. The shelter will be staffed 24/7 and services will be provided to help residents in becoming stably housed and self-sufficient.

### PREVENTING FORECLOSURE

A local homeowner was involved in a car accident and found himself unable to work. He was not eligible for workers' compensation or disability through his job as the accident was not job related. He had also applied for unemployment but was denied. He had to spend much of his time getting medical treatment and soon his bills started to pile up.

He was doing everything he could and as he began to recover, he applied for Social Security Disability. He had to wait to be approved, a process that can take months. The homeowner was getting very behind on his mortgage and began receiving foreclosure notices. He was confused by all the paperwork and exhausted. Finally, he reached out for help and made an appointment with COI's Asset Development Specialist, who counseled him and gave him all of the available options for his situation. The customer and the ADS worked together to complete a loan modification application and submit it to his lender. After a few requests from the lender for additional documentation, the application was accepted and the customer received an offer for a loan modification. After successfully completing the trial period of 3 months of payments, he was able to keep his home and continue paying the lower amount.



## Early Care and Education

Head Start | Early Head Start | Universal Pre-K  
 Early Head Start Expansion - Child Care Partnership

The Early Care and Education Division works to break the cycle of poverty by providing quality child care that supports working families in a safe and nurturing environment that promotes school success and helps each child realize their full potential.

With the official end of the pandemic, the last of Covid-19 restrictions were lifted. While staff and children are still encouraged to receive Covid-19 vaccinations, is no longer required for staff or children. Health and safety remain a primary focus of the program as absence rates remained high with approximately 15% of children absent on any given day. High incidences of infectious diseases (Covid-19, RSV and influenza) continued to affect children. The program maintained strong communication with families regarding outbreaks and employs multiple levels of infection control within the classrooms (hand washing, daily cleaning and sanitizing of objects, and fogging classrooms with disinfectant).

As with many companies, maintaining staffing has been a challenge post-pandemic. Over 25% of our positions remain vacant, primarily classroom Teachers and Teacher Assistants. Nationally, Head Start has experienced the same shortage and acknowledges the traditionally low wages in child care that have contributed to the shortage. Locally, COI conducted a wage comparison survey and has submitted its analysis to Head Start for review. In addition, the program provided a number of financial incentives to retain its current staff.

**\$3,951,500**

in savings to families receiving free child care

**3**

new employees earned their Child Development Associate credential - a 120 hour training course, equivalent to 11 college credits

**370**

children received educational services supporting developmental growth and school readiness

**63**

children graduated to Kindergarten

**86,107**

healthy meals and snacks served to fight child hunger



The Home-Based program at Chautauqua Opportunities, Inc. provides home visits and group socialization activities that promote secure parent-child relationships and help parents/guardians provide high quality early learning experiences in language, literacy, mathematics, cognitive development, creative arts, social-emotional, and physical development skills. The families in this program participate in several hands-on and engaging socializations throughout the year. Families have been invited to the Audubon Community Nature Center in Jamestown among many other places such as local libraries, pumpkin patches, beaches, parks, splash pads and playgrounds.

## LYNDSEY'S STORY

Lyndsey is a single parent with two children and one on the way. Her son Robert is four years old and attends Head Start while Alan, age two, is enrolled in Early Head Start. Lyndsey worked with a Life Coach for a few months before accomplishing her goal of obtaining stable housing. She and her partner chose to move in together and found a safe apartment that meets the needs of their growing family and is affordable with their combined income.

It has been a long journey for Lyndsey to reach this goal. She was faced with multiple hardships that together created major barriers. In 2021, Lyndsey left the father of Robert and Alan due to domestic violence. As a single mother and the sole caregiver of her children, she was able to work only limited hours, resulting in very little income. She was forced to juggle bills and decide which ones she could afford to pay. She soon received utility shut-off notices and then faced eviction. Lyndsey then lost her primary means of transportation due to a car accident. Through all of this, Lyndsey's mental health started to suffer and she didn't know how she would get through it.

When Lyndsey spoke to her Life Coach she was focused on the goal of providing a safe and stable life for her children, but she knew she needed help. With the support of her Life Coach, she was able to access mental health services, apply for SNAP benefits to reduce her expenses, and connect with the Volunteer Income Tax Assistance program to file her 2022 tax return and refile her 2021 tax return to obtain the refund she was entitled to. She also met with COI's HUD-certified Housing Counselor to determine viable options for housing and applied for WIC for support during and after her pregnancy.

Lyndsey has overcome many obstacles and now has a support system that includes connections that improve daily living for her and her children and a healthy, supportive relationship with her partner.



## Child Care Council

Child Care Resource & Referral | Summer Food Program | Legally Exempt Child Care  
 Family Day Care Registration | Family Court Child Care | Child and Adult Care Food Program  
 Child Care Business Development | Provider Mentoring/Training/ Assessments

The Chautauqua Child Care Council works to break the cycle of poverty by building a network of quality child care that supports economic development and working families. The division works with school districts, communities, business owners and others to identify the child care needs of the future and to develop the resources necessary to meet that need. Our mission is to foster collaborative relationships in order to build a strong responsive child care support system that meets the needs of all Chautauqua County families, child care providers, businesses and communities.

The Child Care Council has worked to promote the child care assistance program to Chautauqua County. With new, higher income guidelines, more parents are qualifying for help paying for their child care.

Research emphasizes the importance of early childhood education for ensuring children’s future success. The Child Care Council focuses on collaborating with early childhood service providers and policymakers to address practical challenges in this field. Our main goal is to improve the quality of early educator practices and support high-quality early learning experiences that have a positive impact on children’s language, literacy, cognitive development, and social-emotional skills. We offer personalized professional development tailored to teachers’ and caregivers’ specific needs. By conducting evidence-based assessments, we gather and analyze data to identify areas of strength and areas that may require technical support and growth, ultimately developing a strategy to enhance program quality and children’s outcomes.

**63**  
 Evidence-based assessments conducted

**46**  
 Professional Development Trainings provided

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**486**  
 Early Care and Education staff attended Professional Development Trainings

**288**

Legally Exempt Child Care providers were enrolled as providers

**41**

Registered Family and Group Family Child Care Providers

**299**

Customers called or searched online for child care resource and referral

**57,775**

Summer Food meals and snacks were served

**246,779**

Meals reimbursed to providers by Child and Adult Care Food Program (CACFP)



In May, the Child Care Council showed their appreciation to child care providers.



In 2023, COI's Mobile Crisis Outreach team joined representatives of the Chautauqua County Office of the Sheriff and the Department of Mental Hygiene on a trip to Buffalo Crisis Services, which oversees the Chautauqua County Crisis Hotline.

The visit stimulated productive discussions on future collaborations and increased communication strategies among the agencies to allow for smoother transitions for clients in crisis.

### STEVEN'S STORY

Steven is a single dad who has been through more than his share of tough times. He became a widower a few years ago after his wife passed away from cancer. Because she had cancer while pregnant, their daughter Addison was born with special needs. His wife and daughter were cared for in separate hospitals in Buffalo and Pittsburgh while Steven cared for their older daughter Riley, who is autistic, at home. A short while later, his wife passed away from the cancer.

Due to the stress and emotional pain, Steven began to turn to alcohol to cope. Eventually the alcohol took over and Steven made some bad decisions that led to multiple DUI's and his children being put in the care of his cousin. Steven had to go through drug court to deal with his alcohol addiction and had to take many steps to ensure he would get his children back.

One of the many things Steven had to do to regain custody of his daughters was to take parenting classes. He enrolled in COI's Fatherhood Program in October of 2023 and participated in the DADS group (Dads Always Determined to Succeed), where he learned a lot about himself, his role as a father, and how to improve his relationship with his children. His Life Coach was able to give him many resources he could use for his special needs daughters. He made a goal to go to college to become a drug and alcohol counselor. Steven graduated from the DADS group and chose to continue life coaching services to help him work on his goals.

Steven regained full-time custody of his girls in December 2023, after graduating from drug court and settling his legal charges. He now has procedures in place to make sure his daughters stay safe and well cared for and has connected with the Office for People with Developmental Disabilities to make sure his girls have access to the services they need. He attends a support group for parents of children with special needs, and continues to work with his COI Life Coach. Steven has been sober for 10 months and is currently working on applying to college so he can reach his dream of becoming a drug and alcohol counselor.

Ella, a young entrepreneur, called the NRG House in Dunkirk asking if she could donate goods to the Transitional Independent Living Program (TILP). She told us that after researching all the services the program provides, she wanted to host a cookie sale to support the program. In June, Ella returned with shampoo, conditioner, mouthwash, body wash, soap, floss, toothpaste, deodorant, toothpaste, and razors worth \$438, which were bought with money she raised at her cookie sale!



When homeless youth enter the TILP, they often have nothing but what they walk in with. Gifts such as this help to ensure that these necessary supplies are always on hand to give to the youth. TILP is

an apartment-style living program for homeless and displaced youth between the ages of 16 and 21. Youth are provided with a safe and structured environment, basic necessities, case management, and support services while they work toward independent living.



## Health and Family Services

Licensed Home Care | Transitional Living Program | Mobile Crisis Outreach | Migrant Health Outreach  
 Fatherhood Support Services | Training | Runaway & Homeless Youth Shelter | Street Outreach

The Health and Family Services Division is dedicated to promoting healthy lifestyles and empowering individuals to be physically and emotionally healthy through access to health care, education, and family supports. Support is provided to individuals requiring immediate intervention and to those who will benefit from a long standing relationship, which includes providing specific education, assessments, support groups, and respite services.

In 2023, as the pandemic came to an end, Home Care clients were glad to have their aides back in their homes assisting them with their daily needs. Unfortunately, there has been a staffing crisis in the Home Care field which has hindered the number of hours that were able to be provided. Transportation services that help migrant workers access health care appointments began to pick up, with translation being provided by phone when necessary. Services for homeless and at-risk youth continued to increase in numbers during 2023. Fatherhood services saw an increase in their participants both in the community and in the jail with pandemic restrictions lifted.

# IMPACTS

**72**  
individuals received MAT, lactation, CPR, or health care consulting and training

**67**  
elderly or homebound clients received over **9,913** hours of personal care services

**650**  
at-risk, runaway, or homeless youth received safe shelter and/or support services through Safe House, TILP, or Street Outreach

**218**  
father figures were trained through DADs education and training. Participants graduated with increased knowledge in parenting skills, financial stability, and job readiness

**430**  
crisis intervention situations were reached and **356** unnecessary ER visits were diverted through the Mobile Crisis Program

## Chautauqua Opportunities for Development, Inc.

Incubator Space | Small Business Essentials Training Course | Consumer Lending  
Small Business Lending | Entrepreneurial Technical Assistance

CODI promotes economic development by providing technical assistance to existing businesses, as well as entrepreneurs who want to start their own business. Loans and lines of credit are provided to viable businesses and startups, which benefits the community through increased economic activity and job creation. CODI's development services are available to those who may not be able to access traditional forms of financing. Small consumer loans help individuals by improving their personal financial position and establishing or improving credit histories.

CODI's Home Appliance Loan Program offers low-interest loans for appliances such as refrigerators, washers, dryers, and stoves. The program offers significant cost savings for these items when compared to interest rates and rent-to-own charges available elsewhere.

**109**

entrepreneurs assisted with training/ technical assistance

**\$95,000**

in Microenterprise Assistance Program grants were allocated to **5** Chautauqua County businesses

**6**

entrepreneurs will start a business with the help of CODI

**2**

aspiring entrepreneurs graduated from Business Essentials Training

**12**

individuals benefited from low-interest rate appliance loans totaling **\$19,700**

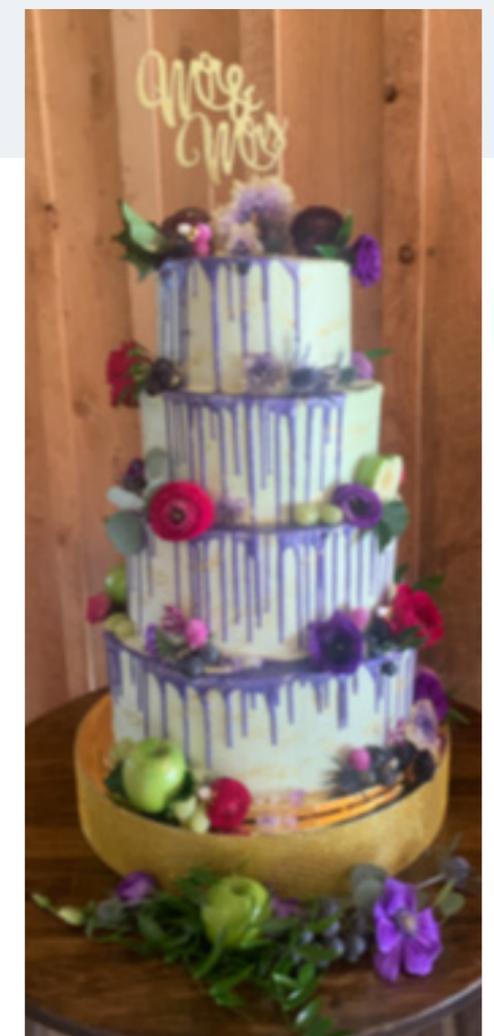
**2**

small business loans totaling **\$65,000** were dispersed

## Sweet Lolita's Gourmet Treats LLC

In April, Aleda Burch of Sweet Lolita's Gourmet Treats LLC was approved for CODI's first Micro Line of Credit that allows the business to access up to \$5,000. The new Micro Line of Credit provides a streamlined process perfect for new microbusinesses.

Sweet Lolita's owner has spent years perfecting her flavor combinations and thrilling her friends and family with her creations. That passion turned into a small home business and grew in popularity. The business will be operating from a retail location for the first time, and can be found at 4 Main St. in Bemus Point. They will offer a wide variety of unique cupcake and cookie flavors as well as other gourmet treats. Aleda can now open her business plan created with the Small Business Development Center and assistance from CODI with access to credit.





## NYSCAA & NYSWDA AWARDS

Each year, the NYS Community Action Association (NYSCAA) and the NYS Weatherization Director's Association (NYSWDA) present awards at their annual Professional Development Conference to acknowledge outstanding individuals in Community Action. COI is thrilled to announce that three agency employees were chosen to receive awards at the 2023 conference in Oswego, NY for their significant contributions to anti-poverty work. Additionally, a fourth award went to a COI customer who was recognized for his exceptional personal achievements.



Michael Lockett, CEO Diane Hewitt-Johnson

### Michael Lockett, Personal Achievement Award

The Personal Achievement Award recognizes a current participant in Community Action who has achieved significant personal accomplishments.

Michael Lockett enrolled in COI's Fatherhood Program in August 2020 and graduated two weeks before his first child was born. He then participated again when his daughter turned 6 months old. The impact of the Fatherhood program on Michael can still be seen today as he volunteers as a mentor to new class participants. His empathy, listening skills, powerful advice and encouragement has made an impact on other fathers as they grow in the program.



CEO Diane Hewitt-Johnson, Family Service Manager Sandra Sheridan, Early Care & Education Director Bill Vogt



Housing & Community Development Deputy Director Amanda Straight and Construction Manager Craig Rodgers



CEO Diane Hewitt-Johnson and Teacher Assistant Wayne Snyder

### Sandra Sheridan, Leadership Award

The Leadership Award is presented an employee of the Community Action Network who represents Community Action in a positive and significant manner, impacting a specific community or the network at large, and who has taken a strong leadership role to address issues affecting low-income persons.

In the 32 years Sandy has been with COI, she has gone out of her way to show true compassion for children and their families, her staff and fellow co-workers. Her dedication to providing the best in early care and education is based on her passion of doing what is best for the children and their families.

### Craig Rodgers, Weatherization Award of Management Excellence

This award recognizes a Weatherization Assistance Program Director who has demonstrated a commitment to energy conservation for low-income families.

Craig Rodgers, Construction Manager, has been with COI since 2017. Since his promotion to Construction Manager in 2019, Craig has acquired over 10 different certifications in the Weatherization and Lead fields. He has also developed strong partnerships with local contractors who prioritize COI's jobs, helping with unit production and staff morale. Craig takes every training opportunity that is presented to him and empowers his staff to do the same. He has a passion for the work that he does, and that passion is contagious.

### Wayne Snyder, Service Award

This award recognizes a current Community Action employee who positively impacts individuals and families through their day-to-day work. The employee must also demonstrate professionalism, respect for all people, and the willingness to "go the extra mile" to help those in need.

Wayne Snyder, Teacher Assistant for COI's Head Start program, has implemented comprehensive and innovative services to enhance the lives of children and families over the last 26 years. Known as the 'science guy', he developed a science room where the children can see life cycles of plants, meal worms, dragons, tadpoles, and caterpillars.

# FINANCIALS

## CHAUTAUQUA OPPORTUNITIES, INC.

### 2023 SUPPORT AND REVENUE

Federal Grants	\$ 15,017,048
State Grants	\$ 903,197
Local Grants	\$ 1,086,848
Other grants/ Contributions	\$ 29,733
In-Kind Contributions/ Property Donations	\$ 885,328
Program Fees	\$ 3,141,900
Misc. Revenue	\$ 280,449

**TOTAL FUNDING: \$ 21,314,503**

## CHAUTAUQUA OPPORTUNITIES FOR DEVELOPMENT, INC.

### 2023 SUPPORT AND REVENUE

Grant Revenue	\$ 191,510
Interest and Fees from Borrowers	\$ 17,118
Donations and Miscellaneous	\$ 9,321

**TOTAL FUNDING: \$ 217,949**



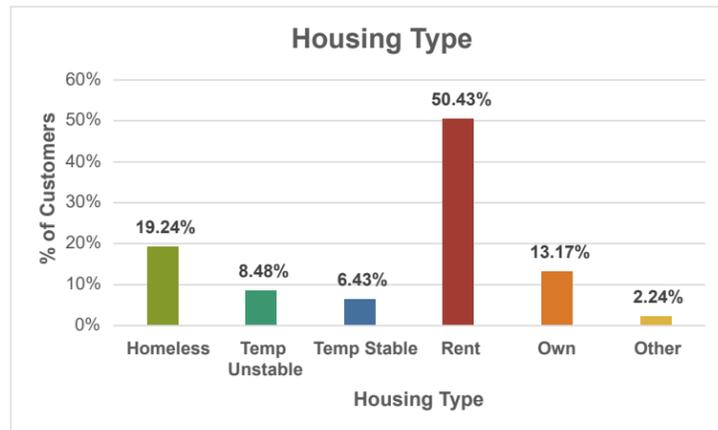
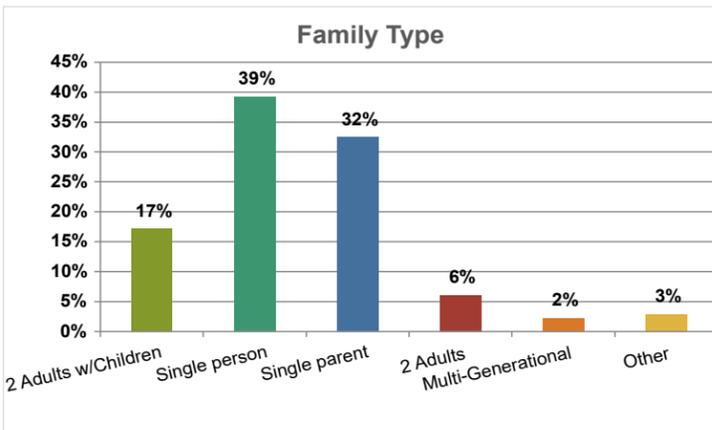
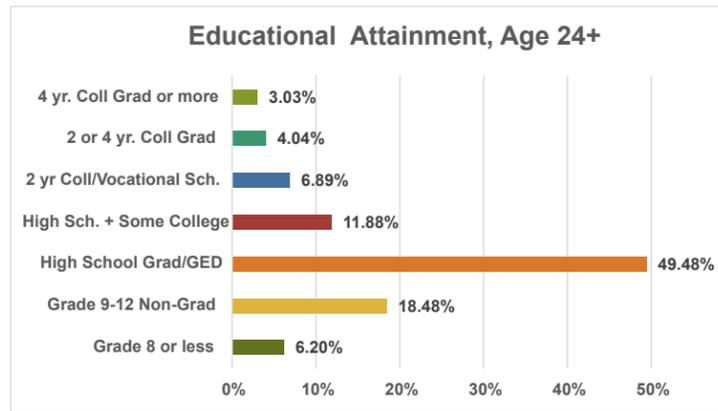
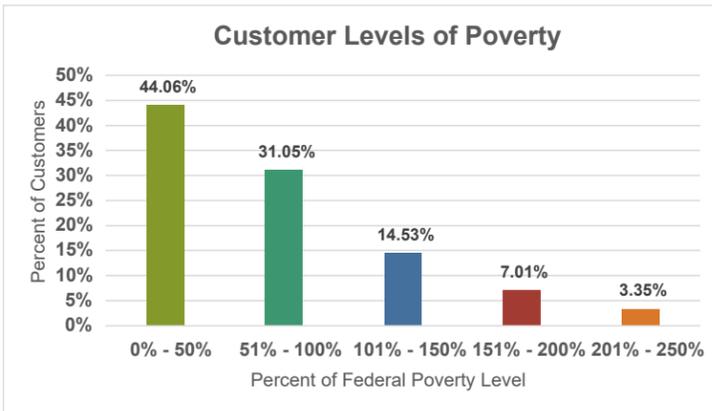
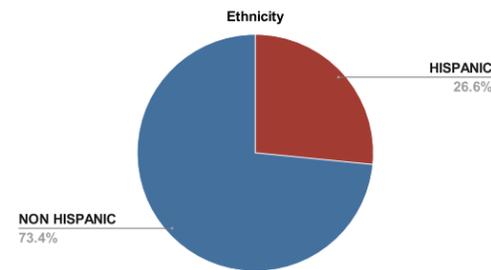
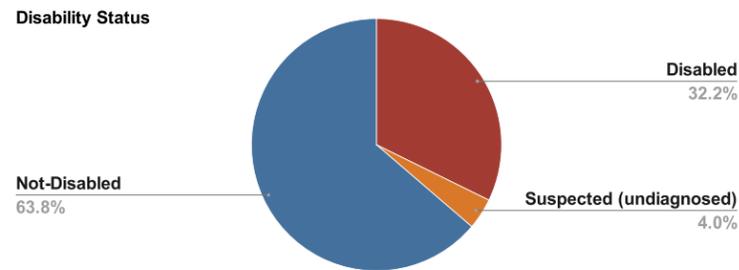
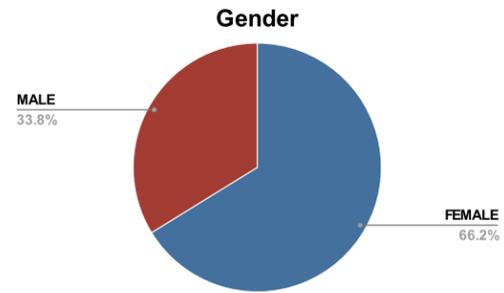
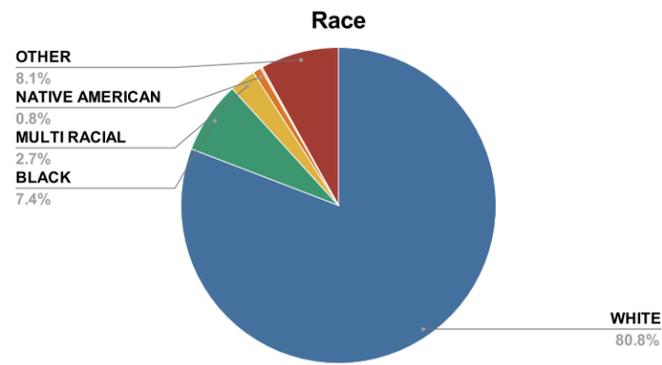
Fatherhood staff at the Healthy Marriage & Responsible Fatherhood Round table in July 2023. Pictured left to right: Dan Siracuse, Christopher Nicosia, and Cathy Szukala

## FUNDERS

- U.S. Department of Agriculture
- U.S. Department of Education
- U.S. Department of Energy
- U.S. Department of Health and Human Services
- U.S. Department of Housing and Urban Development
- U.S. Treasury Department
- NY State Department of Health
- NY State Department of State
- NY State Office of Children and Family Services
- NY State Office of Temporary and Disability Assistance
- NY State Office of the Attorney General
- NY State Homes and Community Renewal
- NY State Housing Trust Fund
- NY State Empire State Development Corporation

- Brocton Central School District
- Chautauqua County Department of Mental Hygiene and Social Services
- Chautauqua County Land Bank
- Chautauqua County Youth Bureau
- Chautauqua Region Community Foundation
- City of Jamestown Department of Development
- Clara Gould Foundation
- Credit Builders Alliance
- Dunkirk Public School District
- Jamestown Public School District
- Lake Shore Savings Bank
- Northwest Savings Bank
- Ralph C. Sheldon Foundation
- Richard Hartley Fund
- United Way of Southern Chautauqua County
- Wells Enterprises, Inc.

# Customer Demographics & Data



# Poverty in Chautauqua County

Total County Population: 127,440

County Poverty Rate: 17.5%

NYS Poverty Rate: 13.6%

County Median Household Income: \$54,625

NYS Median Family Income: \$81,386

County Families with Children Under Age 18 in Poverty: 21.2%

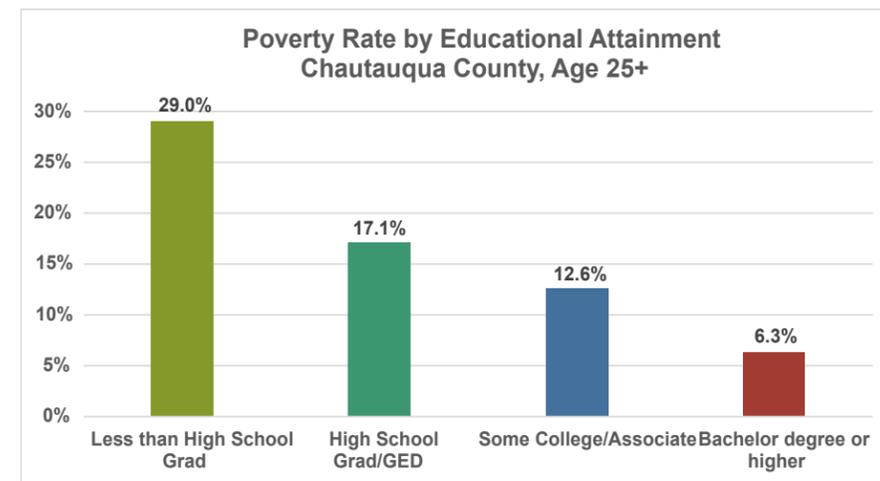
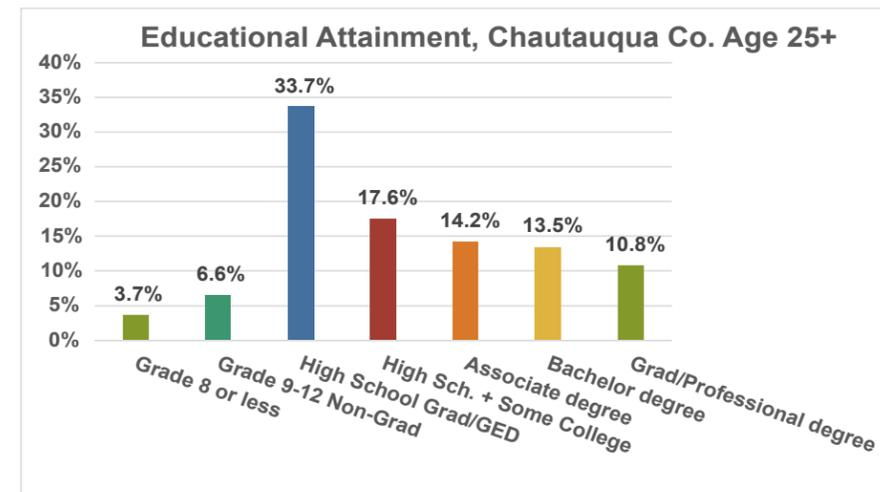
NYS Families with Children Under Age 18 in Poverty: 14.9%

Persons in Family/ Household	Poverty Guideline
1	\$14,580
2	\$19,720
3	\$24,860
4	\$30,000
5	\$35,140
6	\$40,280
7	\$45,420
8	\$50,560

For families/households with more than 8 persons, add \$5,140 for each additional person.

2023 poverty guidelines are for the 48 contiguous United States and Washington, D.C., and are determined by the U.S. Department of Health & Human Services.

Source: U.S. Census Bureau 2018-2022 American Community Survey



Education & Poverty

# LOCATIONS



**Michael G. Yerico Administrative Building**  
17 W. Courtney Street  
Dunkirk, NY 14048



**Laughlin Community Action Center**  
402 Chandler Street  
Jamestown, NY 14701



**Connections North**  
10825 Bennett Road  
Dunkirk, NY 14048



**Safe House Runaway and Homeless Youth Shelter & Luke's Place Transitional Living Program**  
16 E. 6th Street  
Jamestown, NY 14701



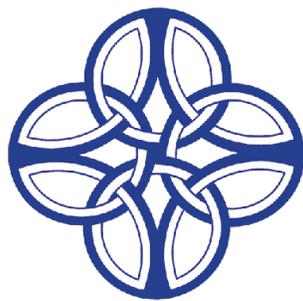
**NRG House Transitional Living Program**  
46 W. 4th Street  
Dunkirk, NY 14048



**Holy Family Center**  
1135 N. Main Street  
Jamestown, NY 14701



**Early Childhood Community Center Holy Trinity**  
1020 Central Avenue  
Dunkirk, NY 14048



Dunkirk  
Jamestown

(716) 366-8176  
(716) 661-9430

Administrative Building  
Youth Safe House

(716) 366-3333  
(716) 661-9446

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