

BOARD OF DIRECTORS UPDATE
12/19/23



AGENCY UPDATES

Chief Executive Office Update:

- Scheduled meetings with funders / community partners
- Met with Bernadette Dole, NYSDOH 11/20
- Met with OCO – Hud 11/28
 - Scheduled to meet in January re: best practices and improve collaboration
 - 1/30/24
 - Scheduling meeting with Sherrain Clark, Housing and Homeless Coalition of Central New York
- Met with NYCASA & CVTCon 10/25, 11/1, & 11/9
 - CVTCon process of scheduling meeting with NYSDOCCS
- Introduced to Elder Abuse Coalition by Bill Rose. Meeting with Martin Hewitt, Co-leader of Elder Abuse Coalition 12/13/23
- Scheduled to meet with Connie Neal, ED, NYSCADV – 12/15
- Scheduled to meet with Tom Griffith, CNYCF 12/14
- Scheduled for meet with Laura Dineen, OVS 12/19
- Scheduled to meet with Meg O'Connell, Allyn Foundation 1/11/2024
- Attended Human Services Leadership Council's full membership 11/17 and new ED Affinity Group in November 11/15
- Participating in the 12 Men Model - started on 12/5
- Staff orientation pivot (Surge of COVID and illnesses)
 - The week of December 11- all required team members will be provided with access to our Succeed Management Solutions System, which is a self-paced training modules. The 12 hours required must be completed by December 31, 2023.
- OCFSS Site Visit (FVPSF) November 16, 2023. 1pm – 4pm completed
- OCFSS Renewal Site visits scheduled for December 6, 2023, 10am – 2pm completed
- NYSCASA PREA Site Visit - 11/12/23 - completed
- North Shelter reopening – Update – OCFSS – Walk-through required again followed by Baldwinville Town (scheduling in process)
- Met with ARISE on November 14, 2023. Further exploring needed as our volume of clinical services may be too small a bandwidth to move forward. Exploring collaboration for group counseling and referrals.
- Accepted OPDV Flexible Spending Funds \$35K
 - In progress of partnership exploration

WHAT IS NEW WITH CLINICAL TEAM?

Metric	Jan	Feb	Mar h	April	May	June	July	Aug	Sept	Oct	Nov	Dec
# of separate indi viduals served	235	214	200	67	219	189	167	180	172	146	128	
# sessions completed	512	490	570	171	552	365	447	519	419	479	436.5	
% safety planning	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
# of no shows	x	x	73	5	74	59	53	61	60	43	37	

- **Average length of clinical services:**

Our team has been manually counting the time frame that clients have been engaged in services. This is an average of every clinician and every client that we are currently serving. This figure does not account for folks we have served once or that has closed services with us. We are hopeful that our new data-base will allow us to collect this data more accurately and regularly. We are also evaluating the recommendations of all our grants as it pertains to length of treatment.

- **No-Shows: 37 (20 unique clients engaging in no-shows)**

- **# Of clients on waitlist: 22 (as of 12/08/2023)**

8 of these individuals are requesting appointments 3pm or later. Please note that clients coming in for emergency services (including recent assault, increased symptoms including suicidality, self-injury, ongoing violence, significant decreases in eating/sleeping etc.) are triaged to be assigned in front of clients who are engaging with services but presenting with less urgency.

WHAT'S NEW WITH ADVOCACY?

Metric	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
# Clients served	375	406	489	450	531	467	474	666	489	495	432	
# days between crisis call and assigned advocate	44	2	0	0	0	0	1	10	7	7	7	
# of referrals into Advocacy	95	87	41	78	142	126	191	138	80	107	148	

Highlight: The advocacy team has been implementing additional training and new workflows and processes as the end of the year approaches. This includes a reformed intake process and population and topic specific trainings provided by OVS, NYS CADV and other agencies.

WHAT'S NEW AT THE SHELTER?

Metric	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
# of Clients Housed	27	30	23	24	27	24	25	26	26	24	38	
# clients denied	11	14	9	20	8	4	7	6	2	10	21	
AVG LOS				60	75	83	82	81	63	28	36	

North Shelter update: Our North Shelter has been re-vamped! We were able to have some funders join us for a walk-through and it went great. We have created a warm and inviting atmosphere where we believe our residents will be able to heal. After our latest meeting with OCFS it was suggested that we change our current security system around and include a fob system so that residents can come in and out of the shelter without having to call staff to be let in. Our camera system will remain the same so that we can assure the safety of each resident entering in and out of the shelter. After working with our facilities manager, we found out that a fob system is already in place for staff so all we need to do is get fobs made for future residents that we will be bringing in. Once OCFS approves this then we can schedule our opening date.

Main Shelter Updates: We have been able to add two Care Managers to our current team and 2 part-time Care Coordinators and we are so excited for the future at both shelters! We also were able to re-vamp our basement at the Main Shelter. This project was led by one of our team members in the Development department and shelter staff and residents are so grateful for that. Our basement has turned into a Family Center, where all of our residents can enjoy games, crafts, movies, toys, educational games for children, computers for those who are in school, or looking to apply for jobs or for housing etc. A small library was also created for our adult and teen residents who like to read, whether it is books about healing and trauma or just books that they enjoy reading.

WHAT'S NEW WITH PREVENTION EDUCATION

Metric	February	March	April	May	June	July	August	September	October	November	December
# of People Reached through Prevention Education Programs	1,122	1,537	1,269	684	504	107	590	656	656	974	
# of Direct Service hours	126.5	70.5	61.5	39	27	34	25	34.5	34.5	7	
# of Vacant Positions	2-3	6	6	6	6	6	6	6	5	4	

November Highlights: Lyncourt Elementary School & West Genesee High School: engaged hundreds of youth to discuss healthy relationships, consent, and staying safe. Engaged with the campus communities at OCC & ESF and did a presentation for Zonta Club around Healthy Masculinity for the 16 Days of Activism. Prevention Education also led the agency's Workplace Sexual Harassment training and are onboarding the NEW Campus Project Coordinator and Engaging Men Project Coordinator!

SEXUAL ASSAULT NURSE EXAMINER - SANE

Metric	January	February	March	April	May	June	July	August	September	October	November	December
# of Call Outs	21	20	15	27	21	28	27	32	17	26	21	
# of Call Outs w/o Exam	3	3	3	8	8	3	8	8	4	9	2	

WHAT'S NEW WITH ABUSE IN LATER LIFE

Abuse in Later Life – October Highlights

- A. Received No Cost Extension from OVC for One Year of additional new and continued programming
- B. Date, Site for Elder Abuse Conference secured – June 21 DoubleTree. Planning commenced with help of Development.
- C. New Sub-award contracting under way with: (1) Christopher Communities and (2) Syracuse Housing Authority as site-based sub-recipient community partners and Center for Justice Innovations as the outreach community partner for OVC extension
- D. Continued field case management for ECORE Project and survivor support group at Vera House. Planning to expand both soon.
- E. As funding was secured, hiring of two Elder Advocates and a new Outreach and Training Coordinator is under way.

Enhanced Multidisciplinary Team (EMDT) Coordination for Central New York:

- Currently serving 7 counties
- Caseload of 37 cases currently
- Four new cases of financial exploitation this month plus one new case of DV

ALTERNATIVE STEPS

OUTCOMES FOR JANUARY – DECEMBER 2023

- # of men served in Alternatives Program – 325
- # Successfully completed program – 202
- # of women served in STEPS Program – 51
- # Successfully completed program – 36

REPORT OUTCOMES:

- 1) Client reported that with the help of the program her family has been able to communicate better. There has been less verbal disruptions and no police contact within the past 3 months.
- 2) Client reports that the program changed his life and how he views relationships. He now lives as a role model to his children and only engage in healthy relationships.

PREA BOD for the months January 2023 – November 2023

- Vera House Inc. Total is 199 – Total Clients served by Vera House PREA Project from January 2023 – November 2023.
- Elmira was removed from PREA Support from Vera House Inc. July 2023 by Clarissa Espinosa of CVTC.
- Vera House Inc. Was removed from referrals from Unity House Hotline August 2023 by Jessica George of CVTC.

WHAT'S NEW WITH HUMAN RESOURCES?

STAFFING UPDATE

- Offers/New Hires/Onboarding:
 - Talent Acquisition Specialist in HR
 - PT Care Coordinator
 - HUD Case Manager
 - Campus Prevention Educator
- Internal Moves/Changes:
 - Receptionist (from Volunteer)

INITIATIVES COMPLETED

- Launched/completed annual benefits open enrollment for 2024
 - Online self-service workflow
 - Two live training sessions
- Built (new) enrollment file feed to deliver electronic data to carriers
- Implemented E-Verify electronic I-9 process
- OCFS audit in December
 - Shelter personnel files, background check records, training records

HR PROJECTS IN FLIGHT

- Agency Orientation Training / Rape Crisis Certification Compliance
 - Completed live VIRTUAL general session (8 hours)
 - Completed (2 hour) Workplace Sexual Harassment Prevention training for all Vera House
 - Self-paced, independent learning modules (12 hours)
 - Continuing education / interactive components (20 hours within 1 year from cert)
- General Ledger Interface (GLI)
 - Implementation in progress to supply electronic payroll data feeds to BlackBaud to strengthen efficiency and accuracy
- Time off policy proposal for 2024
 - Evaluate PTO structure, rollover, thresholds, & consider PTO bank
 - Utilize HR systems to automate accruals

WHAT'S NEW IN FINANCE:

Staffing

- 2 Remaining open positions
- Grants and Contracts Financial Administrator (compliance role)
- Senior Grants Accountant

Fiscal Reporting/Claiming Priorities

- FVPSA - FVPSA Core, FVPSA ARP DVPI
- OVS - BAR, Q3 and Q4
- DCJS - DCJS SA, DCJS SANE
- OVW - Q3 and Q4
- County
 - Current - VER230003
 - ALIC Signed/notarized and mailed to OC 12/8/23
 - YTD billing required for remaining contracts recently executed: - VER230004, VER230005, VER230006, VER230007

WHAT'S NEW IN DEVELOPMENT

- Next Chapter Celebration event planning well underway.
 - Completed:
 - Dessert caterer – menu attached. We can select up to 4 different souffle cups.
 - Wine – 2 cases of assorted wines have been pledged; I have 1 more case I am waiting on confirmation. That will give us 36 bottles.
 - Step and Repeat – Luz met with a vinyl production company that she has worked with before, they may be able to create what we are looking for, if not Park Outdoor will create.
 - In process:
 - Reviewing catering menu's for the stationed and passed hors d'oeuvres. I expect to have all menus/quotes this week and will meet with Daquetta to review and make a decision.
 - Photographer – Shanay, from Light to the Darkness, who took pictures at our CEO meet and greet is sending a quote.

DEVELOPMENT CONTINUED

- Next Chapter Celebration Continued
 - Decorations – Black and gold theme – I will be connecting with someone who offered to provide balloon arches for us and will also ask if they can provide an arch and some additional balloons to fill the space.
 - Center Pieces – We located vases in the basement, they are very large. We are taking one with us when we visit the venue to determine if they will work on their tables or if we need to find something smaller.
 - Wish List/QR codes – These will have specific sponsorable items with some metrics/story telling included.
Example: \$25 provides 1 set of twin sheets a blanket and pillow for a shelter resident. When Vera House shelter residents transition from our shelter to their new space, they take their bedding with them. In 2023, our shelter was at full capacity with 27 beds filled each night and reflects roughly 500 (this number is an estimate, I will have a solidified number) individuals served.
 - Auction item(s) – I have called Jason Smorol to ask if he is interested/able to donate a suite for a Mets game. I will reach out to the CRUNCH next.

How can our Board help?

Please Sell tickets 🎟️ Ebony has a sharable invitation that has both a QR code and a link to the ticketing site.

Wine pull – we can always sell more wine. 1 nice bottle, \$20 or more and/or 1 bottle \$20 or less. Delivered to Development no later than Friday January 5th.

DEVELOPMENT PAGE 3

- Tier 2 of invitations being sent via Constant Contact Wed Dec 6th – supporters who have made contributions of \$2500 or more over the past 36 months.
- Winter Appeal letter being finalized. To be sent Via Constant Contact to all subscribers (7,900+).

On the horizon:

- Development and Marketing Coordinator search
- White Ribbon Campaign (March)
- Elder Abuse Conference (June)
- Summer events and community engagement calendar
- 2nd annual October DV campaign
- 2024 New Beginnings Gala (October 19, 2024)