

2021

Frontline Worker Manual



New York State Community Action Association

NEW YORK'S POVERTY FIGHTING NETWORK

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Welcome to Community Action

Jacqueline Orr, CEO, New York State Community Action Association

Congratulations on your new position at your local Community Action Agency (CAA) and New York State Community Action Association (NYSCAA) member. NYSCAA works on behalf of a solid and active network of Community Action Agencies and is here to support you and your work at your CAA. The purpose of this manual is to provide you with information that may help you as you take on your new role. It is intended to be a guide to help you familiarize yourself with the Community Action family. There are 47 Community Action Agencies in New York State and approximately 1,000 throughout the country. You are part of a network that provides vital human services to individuals and families with low-incomes and works to create structural changes to help them become more economically secure.

As you are getting to know the programs, customers, community partners, and contracts specific to your CAA and program, you should also explore the Community Action network. You will find NYSCAA's staff ready to help and support you. As a network, we all work together to ensure vulnerable New Yorkers have the opportunity to become self-sufficient, and we can only succeed together.

NYSCAA serves the Community Action network in a variety of ways. Each year we convene statewide events that provide you with opportunities to connect with your peers, access professional development opportunities, and share information. We also deliver training online and offer numerous webinars on a variety of topics throughout the year. Additionally, NYSCAA provides training via NYSCAA Learn, the eLearning platform to which all CAA members have access to.

As you get to know Community Action, you will find that we have two roles: we provide direct programs and resources to stabilize households; we support vulnerable families by raising awareness about poverty, and we advocate and educate elected officials and others about policies and structural challenges impacting households with low-incomes. NYSCAA supports and engages in education at the federal, state and local levels, so our representatives fully understand the work we do and the outcomes we achieve.

This manual will be your go-to-resource for learning and professional development opportunities offered through NYSCAA and the national Community Action partners. This is an interactive guide with links to tools and resources available to you.

We are thrilled that you have joined the Community Action family and we look forward to working with you. Please do not hesitate to contact us if we can be of any assistance.

Sincerely,
Jacqueline Orr
CEO

Community Action

COMMUNITY ACTION:

Community Action Agencies are federally designated as the frontline resource for people living in poverty. Since the Economic Opportunity Act of 1964 established the Community Action Program, CAAs have been working to strengthen low-income communities and to help low-income individuals and families achieve self-sufficiency and economic security. Nationwide, over 1,000 CAAs use their core Community Services Block Grant (CSBG) funding to leverage almost \$10 billion in total funding; provide a multitude of services – such as job training, Head Start, housing, economic development and transportation; and advocate on economic security issues. In addition to the direct services they provide, CAAs are leaders in promoting community economic development through community partnerships and inter-agency collaborations.

COMMUNITY ACTION IN NEW YORK STATE:

For more than 50 years, New York's Community Action Agencies have been the proven local, grassroots, federally-designated network of anti-poverty agencies in New York State. The CAAs are a catalyst for change, testing new initiatives and developing innovative methods to eliminate the causes and effects of poverty.

With a network of 47 CAAs located throughout the Empire State that can reach every New Yorker, Community Action Agencies form a statewide service delivery system that connects individuals and families to the services they need to achieve economic security. When moving folks from poverty to self-sufficiency, Community Action Agencies know what works. CAAs achieve positive results that change lives and strengthen communities.

Community Action Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Community Action Three National Goals

- Individuals and families with low incomes are stable and achieve economic security.
- Communities where people with low incomes live are healthy and offer economic security.
- People with low incomes are engaged and active in building opportunities in communities.

ALL ABOUT NYSCAA

NYSCAA was created in 1987 to provide New York State Community Action Agencies with information, professional development, and technical assistance to enhance the capacity of agencies to serve as effective, responsive community resources.



The New York State Community Action Association (NYSCAA) strengthens the capacity of the Community Action network to address the causes and conditions of poverty.

- NYSCAA supports a network that promotes and values inclusion and diversity.
- NYSCAA works with all people with respect and sensitivity.
- NYSCAA believes in the power of compassion and collaboration to overcome poverty.
- NYSCAA believes all individuals need hope and opportunity to succeed.
- NYSCAA is committed to excellence in all that it does.



NYSCAA is staffed by energetic and skilled staff who are committed to the mission and vision of Community Action. Please do not hesitate to reach out to a staff person with questions, concerns or suggestions. For staff information, please refer to the [staff](#) listing page on NYSCAA's website.

Welcome to NYSCAA

Because you are employed at a Community Action Agency, you are a member of NYSCAA and have access to free resources. All NY Community Action Agency staff, board members, and volunteers are NYSCAA members.

Below is information on how to access those resources.

If you have any questions, please reach out to Courtney Schanthal at cschanthal@nyscommunityaction.org

Memberclicks & NYSCAA Learn

Step 1 - Go to the NYSCAA Learn login page
(<https://nyscaalearn.org/login/index.php>)
and click “NYSCAA Members Click Here.”



NYSCAA Members - Please login.

IF YOU NEED AN ACCOUNT, PLEASE CLICK HERE.

Note - If you are a NY Community Action Agency staff member, you are a NYSCAA member. Please log in below. This page can also be used as a login to NYSCAA Learn - free online learning for NY Community Action Agencies.

Forgot your password? Please use the 'reset password' link below to be sent your password.

Username

Password

☐ Keep me logged in

CLICK HERE TO LOGIN.

Quick Links

- NYSCAA LEARN
- NYSCAA DATA HUB
- COMMUNITY ACTION ANGELS NY
- NEWS

Upcoming Events

No events

CLICK HERE TO CREATE AN ACCOUNT

Step 2 – PLEASE CREATE A NEW ACCOUNT BY CLICKING ON THE PINK BUTTON ON THIS PAGE.
(<https://nyscaa.memberclicks.net/login#/login>)

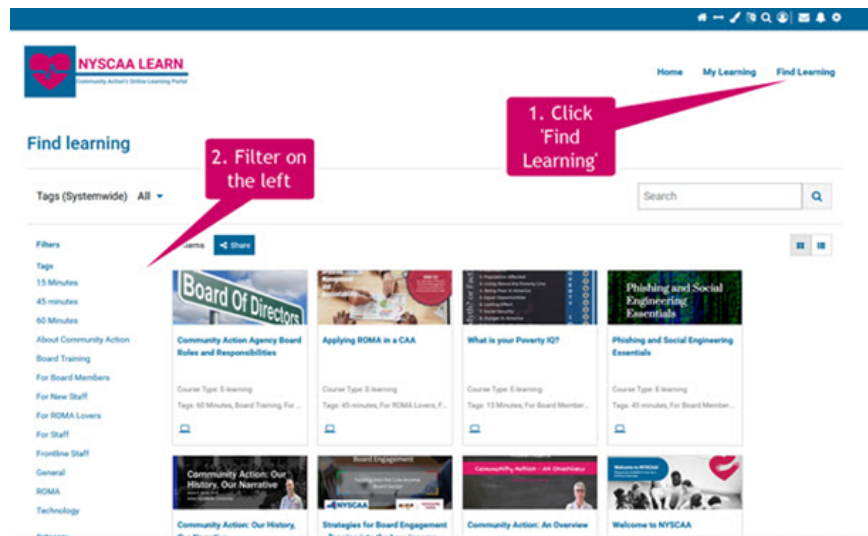
Once you login, you will be automatically signed into NYSCAA Learn.

NYSCAA Learn Tutorial

NYSCAA Learn is made up of eLearning courses and other resources that are designed to enhance your professional development. NYSCAA intends to provide you with access to a range of online courses and other learning resources to complete and revisit as required to refresh your learning.

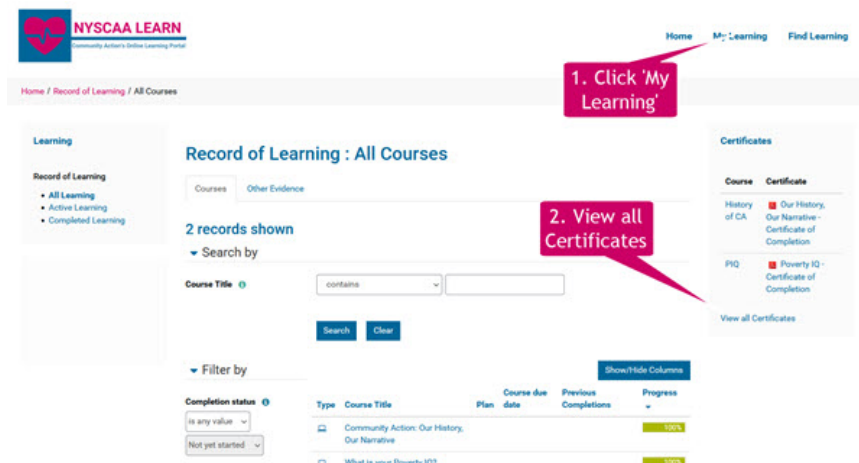
Filter courses by role, length, and topic:

Once you sign in, you can find courses by job role, length, or topic.



Download your certificates:

Have you misplaced your certificates from past learning? NYSCAA Learn retains your learning history so you can access your certificates at any time.



Courses Available on NYSCAA Learn

Welcome to NYSCAA

Learn about NYSCAA resources available to all New York State Community Action Agency staff. Enroll in the course to get started



Community Action: An Overview

In this training, Jackie Orr, NCRT CEO of NYSCAA, gives an overview of Community Action. This course is broken into ten sections and lasts approximately 50 minutes. You do not need to complete this course in one sitting - your progress will be saved between sessions. Topics include: DOS, CSBG National Partners, Performance Management Framework, ROMA, Federal and State Laws – and more!



Community Action: Our History, Our Narrative

In this course, Dr. Aaron E. Wicks, Ph.D., NCRT, CCAP, previously with Action for a Better Community in Rochester, and now with the National Community Action Partnership, walks through the challenges and opportunities that Community Action has encountered throughout its history. This engaging course is broken into six sections and lasts approximately 45 minutes. You do not need to complete this course in one sitting. Your progress will be saved between sessions.



Community Action Agency Board Roles and Responsibilities

Designed for Community Action Agency Board Members, this course covers key CAA board concepts, including the Community Service Block Grant (CSBG) board structure, financial considerations, conflicts of interest, relevant legal standards, and CSBG organizational standards.

Courses Available on NYSCAA Learn

Phishing and Social Engineering Essentials

This course provides information and tips on recognizing social engineering phishing scams and all the other techniques hackers use. These essential tips and techniques can significantly enhance your personal and agency security online so that you don't fall prey to scams that jeopardize you or your agency.



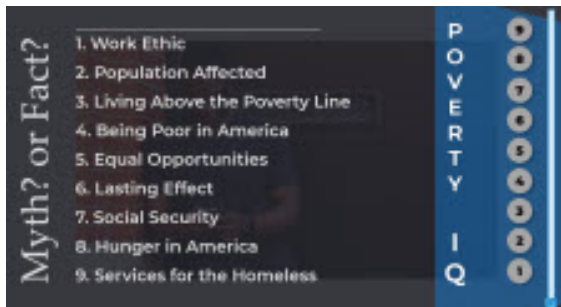
Applying ROMA in a CAA

How do you know what programs are successful in helping families with low incomes move towards self-sufficiency? This is where ROMA comes into play. ROMA helps community action agencies and staff members decide where funding and resources should be allocated.

Strategies for Board Engagement - Tapping into the Low-income Board Sector

This course was developed in partnership with Community Action Angels New York.

In this course, NYSCAA's CEO Jackie Orr begins with a brief overview of a Community Action Agency's (CAA) Tripartite Board composition. Pat Standish and CAA board members from around New York State then discuss how to involve and retain members of the low-income sector on your board.



What's Your Poverty IQ?

Want to know your Poverty IQ? This course will test your understanding of the causes and conditions of Poverty. Test your knowledge and see if you can separate Myth from Fact in this interactive course. The course provides the opportunity to receive a certificate of completion. As with all of our NYSCAA Learn courses, it is free for all NY CAA staff, Board members, and volunteers.

Understanding N.E.A.R. Science

This course will increase your knowledge of the Adverse Childhood Experiences (ACE) Study and the impact of ACEs on health and opportunity. Research has shown that the leading causes of disease and disability, learning and productivity problems, and early death have roots in the cumulative neuro-developmental impacts of Adverse Childhood Experiences. The goal of this training is to share the findings of the ACE study and how we can use these findings to help promote change and increase resilience. The training features Nationally Certified ACE Interface Trainers



Understanding N.E.A.R. Science

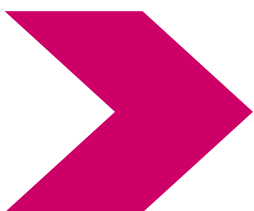
NYSCAA Membership Benefits



NYSCAA Learning Opportunities

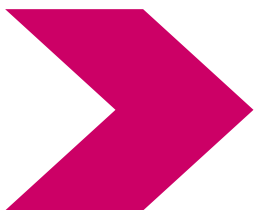


NYSCAA can help you connect to the network at our statewide, regional, and local events. NYSCAA hosts at least one **annual statewide conference**. This event brings together the network to hear about the latest information on topics related to poverty and to build staff capacity, skills, and knowledge. You can expect top-notch keynote speakers, experts from the field, and superb representatives of Community Action Agencies at this event.



Frequently throughout the year, NYSCAA hosts network-wide **webinars** about topics of interest to the network. Trainings have been offered on the following topics:

- Cybersecurity Training Series
- Digital Storytelling
- Using Jotform
- Data Boot Camp
- Microsoft Teams and M365
- Anti-Hunger Solutions in Response to COVID-19
- Uniform Guidance
- Reframing the Human Services Narrative
- Considerations for Data Collection, Analysis, and Prioritization During a Pandemic
- Connecting Young Children Experiencing Homelessness with Early Care and Education Services



NYSCAA hosts **affinity groups** focused on topics such as I.T., Human Resources, Finance, and Front Line Workers. These affinity peer groups, composed of CAA staff from across the state, meet regularly to discuss issues pertinent in their particular subject areas and share best practices and information.

NYSCAA Learning Opportunities

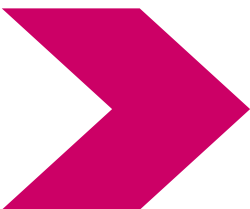


Communities of Practices (CoPs)

NYSCAA supports the network in collective learning groups known as Communities of Practice (CoP). Presently there are four COPs:

- Best/Evidence-Based Programs
- Data
- Trauma-Informed Care Agency
- Leadership

Each is comprised of Community Action members who share that particular interest and expertise. The Best/Evidence-Based CoP is creating a compendium of evidence-based and research-based programs operated by the CAA Network. The Data CoP use the ROMA Cycle to analyze how agencies collect, manage, and distribute data. Both the Trauma-Informed Care Agency and Leadership CoPs are look at ways to integrate leadership and Trauma-Informed Care practices into CAAs.



Motivational Interviewing is an evidence-based client-centered way of talking to people to draw out their own reasons and motivations for making a change. When people talk about why THEY want to change, they are more likely to follow through. Motivational Interviewing teaches Community Action staff at all levels how to draw out an individual's motivation to change. NYSCAA supports training where participants learn how to use motivational interviewing to assist customers in reaching positive outcomes with issues such as substance abuse, medical problems, homelessness, and difficulty with follow-through. In addition, NYSCAA supports an ongoing MI Learning Community where CAA staff discuss methods of continuing ongoing MI practices within the CAA network.

If you have any questions or are interested in MI or joining an Affinity Group or CoP, please contact Courtney Schanthal at cschanthal@nyscommuniyaction.org or (518)690-0491 ext. 026

NYSCAA Leadership Opportunities



NYSCAA coordinates the [Emerging Leader Institute](#) (ELI). ELI is a yearlong leadership development program designed to build the capacity of future leaders within New York's Community Action Network. This collaborative learning experience incorporates formal training to build skills and knowledge; utilizes peer-networking opportunities to build local and statewide relationship, and create mentoring opportunities. Participants explore their leadership styles, develop leadership aptitude and empower themselves and others. If desired, those who complete year one can participate in a second year and in facilitated leadership conversations and a project-based learning experience. Click [here](#) to access additional resources.

"Being in an environment with other positive/hard working managers working in the same general field is a delight and gives me the strength to continue with developing staff, improve the program efficiency and effectiveness, and ensuring that the people in need of the services are aware of services and are receiving them, as needed."
~ ELI CAA Alumni

"For me, the most valuable part of the September seminar is being together and networking, learning what others do."
~ ELI CAA Alumni

"Being able to discuss leadership strengths and challenges, reflecting on how we tend to forget that we are human. Leadership is something that is learned and not a gift that someone is given."
~ ELI CAA Alumni

If you have any questions or are interested in joining ELI, please contact Courtney Schanthal at cschanthal@nyscommuniyaction.org or (518)690-0491 ext. 026

NYSCAA Online Tools and Resources

DEI Resources

The [DEI resources](#) is a compilation of highlighted resources to assist with being a launching point to engage in Diversity, Equity, and Inclusion (DEI) space and encourage further inquiry. Both State and Federal Resources are included.

Community Action Resource Guide (CARG)

The [CARG](#) lists the services available at each of the Community Action Agencies in New York State. It is an interactive and searchable program on the NYSCAA website. The data can be viewed multiple ways and exported for further data analysis. Ways to sort the data include printing a complete listing of all agencies and their programs or searching via text and reviewing the results on a map.

NYSCAA Data Hub

NYSCAA's [Data Hub](#) contains data indicators helpful in the development development of Community Needs Assessments (CNAs). The Data Hub has information from a variety of state and Federal sources that is compiled into a single downloadable and editable report. The report includes information for all NYSCAA agency service areas, New York county, or any combination of service areas and/or counties in New York.

COVID -19 Resources

The [COVID-19 resources](#) is a compilation of highlighted resources to assist staff members of CAAs and the public when seeking information about COVID-19. Both State and Federal resources are included.



State Partners



Department of State
(DOS), Division of
Community Services
(DCS)

The Division is responsible for the administration and distribution of the Community Services Block Grant (CSBG) funds and working with the network of Community Action Agencies and other CSBG funded entities in the state to fund and promote services that combat poverty among poor and low-income families. DCS ensures program and fiscal compliance through routine on-site reviews of fiscal and program services.

CAAs are administered in accordance with the CSBG statutory purposes and goals, and in compliance with all applicable statutes, rules, regulations, policies, and procedures set forth by federal and state government. All CAAs submit work plans and budgets to DOS-DCS detailing programs, services, and activities using CSBG funds. DCS performs the Triennial Review for Accountability and Compliance with Standards (TRACS) to assess each eligible entity for compliance with federal requirements, and uses the Annual Compliance Review of Organizational Standards (ACROS) to assess Organizational Standards compliance. Based on the results of the assessments, DCS makes recommendations to agencies for continued progress and improvement.

DOS-DCS staff participates in NYSCAA sponsored events and trainings, providing an opportunity to connect with CAA staff outside of the formal monitoring process.

National Partners



The National Community Action Partnership (NCAP) was established in 1971 as the National Association of Community Action Agencies (NACAA) and is the national organization representing the interests of the 1,000 plus Community Action Agencies (CAAs) working to fight poverty at the local level. The Partnership's mission is to ensure the causes and conditions of poverty are effectively addressed and to strengthen, promote, represent, and serve the Community Action Network.



Community Action Program Legal Services, Inc. (CAPLAW) is a nonprofit organization dedicated to providing the legal resources necessary to sustain and strengthen the national Community Action (CAA) network. CAPLAW is the national legal expert for the Community Action network. Through consultations, training and resources, CAPLAW equips Community Action Agencies (CAAs) with the knowledge and tools to operate as accountable and effective change agents. Through its in-house legal staff and a network of private attorneys, CAPLAW provides legal consultations, training, and publications on a wide variety of legal and management topics. All of CAPLAW's resources and publications are now available in CAPLAW's new Resource Library.

National Partners

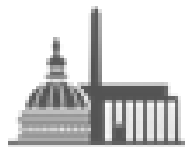


National Community Action Foundation

Connecting Communities to Washington Since 1981

The National Community Action Foundation (NCAF), founded in 1981 and based in Washington, DC, is a leading voice on federal anti-poverty policy and serves as the federal advocate for the nationwide Community Action network, comprised of locally-based, anti-poverty organizations known as Community Action Agencies and their state and federal partners. NCAF is a 501(c)(4) non-profit membership organization that can lobby and engage in politics. Membership is free and available to individuals. Any supporter of Community Action can become a member of NCAF.

NCAF does not receive any federal funding. Local Community Action Agencies and their state and national partners financially support NCAF through contributions, CAPFacts newsletter subscriptions or by arranging Board of Director briefing calls or workshops on policy, Congress, advocacy and the history.

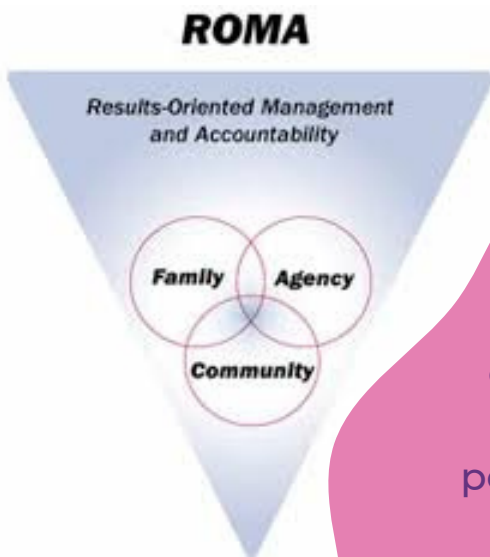


NASCSP

National Association For State Community Services Programs

The National Association for State Community Services Programs (NASCSP) is the membership organization for the state offices that administer the Community Services Block Grant (CSBG). NASCSP's mission is to increase capacity in States to achieve economic security and energy efficiency in low income communities. NASCSP is the sole national association charged with advocating and enhancing the leadership role of States in the administration of the Community Services Block Grant (CSBG) and Weatherization Assistance Program (WAP). NASCSP helps States attain full utilization of resources to implement an extensive array of services to individuals and families.

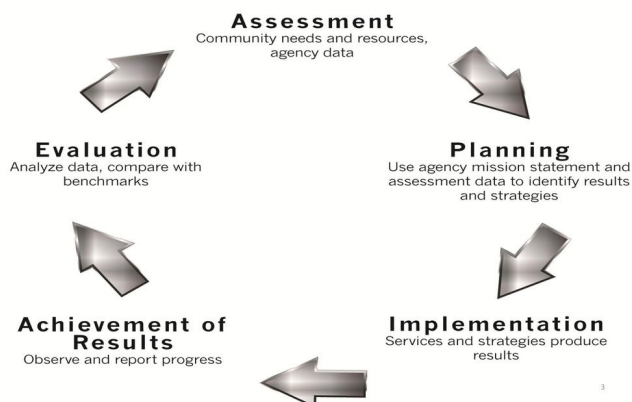
National Partners



ANCRT provides training and technical assistance to Community Action Agencies, other CSBG Eligible Entities, and other non-profit organizations around the areas of performance measurement and management and all the areas of the Results-Oriented Management and Accountability (ROMA) Cycle. Two in-service continuing education sessions are held each year to ensure that Nationally Certified ROMA Trainers (NCRT) and Implementers (NCRI) have current knowledge and skills related to ROMA.

For more information about the ROMA National Peer to Peer Training Project, visit their [website](#).

The Results Oriented Management and Accountability Cycle



National Leadership Opportunities



Are you a dedicated Community Action leader who wants to create more opportunities for your agency and enhance your leadership skills? Earn your CCAP!

Pathways to Excellence program empowers CAAs in their pursuit of excellence through an intentional process of assessment, planning, and capacity building to institutionalize known best-in-class practices from the Community Action network and outlined in the 35 Standards of Excellence.



Become a [ROMA](#) Trainer and/or a ROMA Implementer. Nationally Certified ROMA Trainers and Implementers are working throughout the CAA network to help increase capacity to produce results.

National Learning Resources



Results Oriented Management & Accountability (ROMA)
Click [here](#) for up to Date ROMA Training & Resources

CSBG T/TA Resource Center
Click [here](#) to access information and resources to strengthen the CSBG Network.

Racial Equity
Learn more about NCAPs Racial Equity Work [here](#).

Resource Library
Click [here](#) to access Webinars, Publications & Toolkits, Online Tools and more.



Resource Center
Click [here](#) to access all of CAPLAW's resources and publications.



CSBG Reources
Click [here](#) to access resources to strengthen the CSBG Network.

Racial Equity Resources
Click [here](#) to access webinars and additional resources.

Results-Oriented Management and Accountability (ROMA)

ROMA was created in 1994 by a task force of Federal, State, and local community action officials – the Monitoring and Assessment Task Force (MATF). Based upon principles contained in the Government Performance and Results Act of 1993, ROMA provides a framework for continuous growth and improvement among more than 1,000 local Community Action Agencies and a basis for state leadership and assistance toward those ends. ROMA provides CAAs with a unique ability to identify and track the results and impact (outcomes) of the services they provide.

In the CSBG Reauthorization Act, ROMA is defined as “A sound management practice that integrates outcomes/results into a Community Action Agency’s administration, management, operation and evaluation of programs and services.” Six national goals were developed by the MATF. With the development of the National Community Action Theory of Change in 2017, Community Action now has three national goals referenced earlier in this manual.

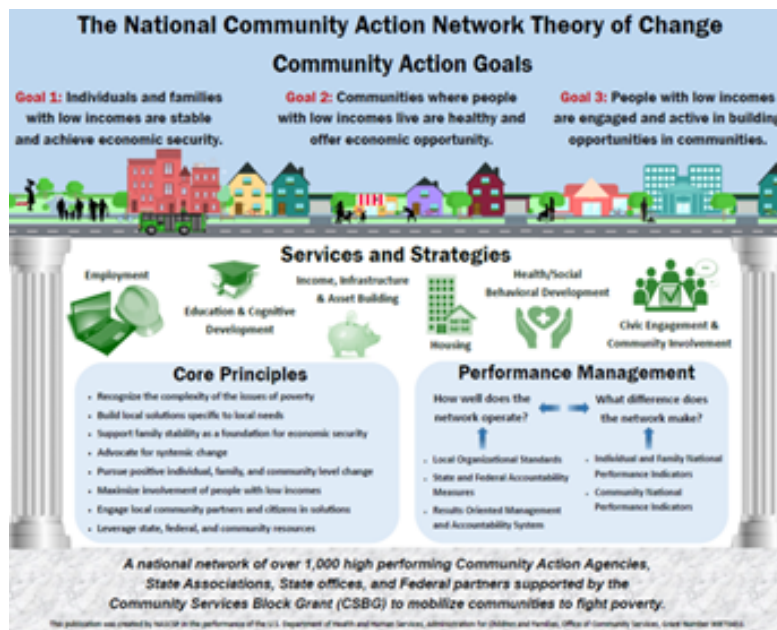
The Community Action Network supports two ROMA Professionals to integrate ROMA practices and principles into a Community Action Agency: nationally Certified ROMA Trainers (NCRT) and nationally Certified ROMA Implementers (NCRI).

Certified ROMA Trainers assure standardized knowledge of the basic principles and practices of ROMA across the country. Candidates interested in becoming a Nationally Certified ROMA Trainer must complete a four step process to become certified. Upon completion of the training and certification process, an NCRT is able to provide the one-day Introduction to ROMA training that provides the foundation of the CSBG Performance Management Framework. Trainers are also able to assist in reviewing agency practices to support compliance with the Organizational Standards and helping to create a results-orientation in decision-making, capacity building and achieving the goals of a CAA.

Certified ROMA Implementers assist in the integration of ROMA into all of the CAA’s plans. This is done in coordination with agency leadership and other appropriate agency staff/board members. The NCRI can better assist in reviewing agency practices to support compliance with the Organizational Standards and help to create a results-orientation to decision-making, capacity building, and achieving the goals of the CAA.

The ROMA Peer to Peer website has information about the four phase process to become certified Trainers or Implementers. For more information about the ROMA National Peer to Peer Training Project, visit their [website](#).

Theory of Change



A Theory of Change (TOC) is a conceptual road map for how an organization expects to achieve its intended impact. While similar to a logic model (which has detailed information about needs, activities, inputs, outputs, outcomes, and indicators), a Theory of Change demonstrates the “big picture” about how all of these components work together.

The Community Action TOC includes the core principles of the network, identification of strategies and services, and how the network will convert their organizational and financial resources into the desired results. To read more about the national Theory of Change, see the [Theory of Change FAQs](#). NASCSP also created an [interactive presentation](#) of the Theory of Change.

The National Community Action Theory of Change, which includes Community Action’s three national goals (which replaced the previous six national goals) was developed as a way to explain what Community Action is as a network. Our Theory of Change:

Describes the elements of a common framework Community Action Agencies (CAAs) use to produce change.

Portrays the broad picture of Community Action: long term goals, core principles, and system capacity.

Identifies the assumptions and core principles that guide the design of services and strategies to reach the long-term goals it hopes to achieve.

Demonstrates commitment to accountability for the entire network through the Performance Management Framework and specifically to agency excellence through the Organizational Standards.

Connects the foundation of a high performing national network to the services and strategies implemented by local CAAs in order to achieve the national Community Action goals

Community Action History and Code of Ethics

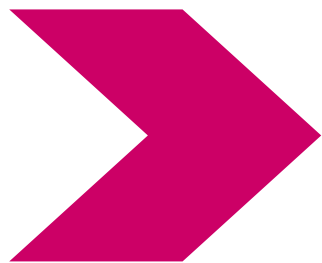


Community Action Agencies were created in 1964 as a part of President Lyndon B. Johnson's War on Poverty through the Economic Opportunity Act. The ultimate purpose of the "Act" was to give an opportunity for upward mobility to those who had been historically unable to participate in the mainstream of American life. Click [here](#) to learn more about the history of Community Action and don't forget to check out the History of Community Action Course in NYSCAA Learn.

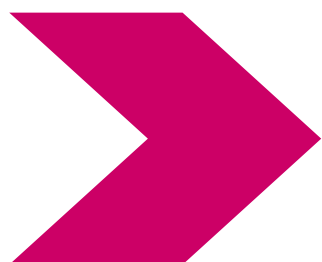
We, as Community Action professionals, dedicate ourselves to eliminating poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training; the opportunity for work; and the opportunity to live in decency and dignity; and with respect for cultural diversity, commit ourselves to:

- Recognize that the chief function of the Community Action movement at all times is to serve the best interests of the poor, thereby serving the best interests of all people.
- Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
- Respect the structure and responsibilities of the board of directors, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board of directors.
- Keep the community informed about issues affecting the poor; facilitate communication by the poor with locally elected public officials and the private sector.
- Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- Exercise whatever discretionary authority we have under the law to promote the interests of the poor.
- Lead the Community Action movement with respect, concern, courtesy, and responsiveness, recognizing that service to the poor is beyond service to oneself.
- Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our Community Action activities in order to inspire confidence and trust in the Community Action movement.
- Serve in such a way that we do not realize undue personal gain from the performance of our professional duties.
- Avoid any interest or activity that is in conflict with the conduct of official duties.
- Respect and protect privileged information to which we have access in the course of official duties.
- Strive for professional excellence and encourage the professional development of our associates, including those seeking to become Certified Community Action Professionals (CCAP).

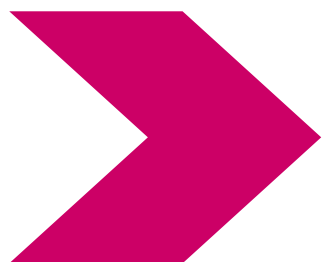
Appendix



Click [here](#) to access New York State Community Action Association's (NYSCAA) Website



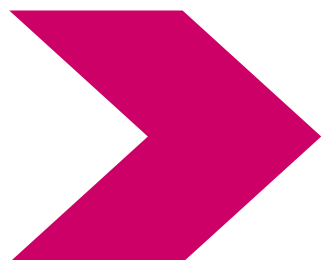
Click [here](#) to access contact information for NYSCAA staff



Click [here](#) for a list of the 47 Community Action Agencies in New York State



Click [here](#) for a list of programs available at the 47 Community Action Agencies in New York State



Click [here](#) for a list of Useful Acronyms

Acknowledgements

We thank you for your continued work and dedication to Community Action.

Contact

Courtney Schanthal
3 Charles Boulevard
Guilderland, NY 12084
(518) 690-0491

<https://www.nyscommunityaction.org/>
cschanthal@nyscommunityaction.org