

Greene County Department of Human Services Annual Report 2021



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Summary

The movie Groundhog Day is about a man reliving a day over and over again. That is what 2021 felt like. 2021 seemed to be the retelling of 2020. The COVID pandemic was still with us. The resources of the department were once again tested and stretched during 2021. Although the volunteers and staff were willing to go the extra mile, the signs of stress and strain were showing.

Working remotely was the way to do business in 2020. Working with a hybrid model of days in and days remote was the 2021 model for some of the staff.

We reopened 3 of our meal sites on August 2, 2021. The centers started to bounce back with some active senior participation despite the rules in place to combat the virus. The 2 remaining meal sites at Catskill and Coxsackie remained closed due entirely to the lack of employees available to staff the facility. Recruitment was stepped up but did not result in applications.

Our finances on the Aging side were sufficient to the job at hand. Our normal budget was supplemented with the American Rescue Plan (ARPA), Coronavirus Aid, Relief and Economic Security (CARES), the Consolidated Appropriations Act and the Expanding Access to COVID-19 Vaccines via Aging Network funding. The Youth Bureau however continued to receive less than 46,000 dollars in state aid. This has been the case for the past 9 years.

Once again our monthly newsletter, the Round Table News and our Facebook page were instrumental in getting information to our clients during 2021. It continues to inform seniors and their families about the pandemic, senior scams and center reopening plans as well as offer information and articles on topics pertaining to seniors and youth.

Structure

The Department of Human Services is comprised of 6 units: Services, NY Connects, Nutrition, Volunteers, Youth Bureau and Administration. We provide a network of services that attempts to meet the needs of our citizens. These are offered through both direct and subcontracted programs. Maximum accessibility is normally achieved by offering senior services at 6 locations: Acra Community Center, Rivertown Senior Center in Athens, Robert C. Antonelli Center in Catskill, Coxsackie Senior Center, Jewett Municipal Building and the main office in Catskill. As noted above however, the Catskill and Coxsackie meal sites remained closed due to staffing levels. The Town of Catskill was able to open their site with their own employee. We were able to deliver our food service to them. All Home Delivered Meal participants were served despite

the lack of staff at the “closed” facilities. The Catskill volunteers met our driver in the parking lot to transfer the meal bags. Coxsackie volunteers were able to accommodate us by picking up the meals at Athens.

Normally youth services are offered at the main office as well as in each of the 6 school districts (Cairo-Durham, Catskill, Coxsackie-Athens, Greenville, Hunter-Tannersville, and Windham-Ashland-Jewett). If a Greene County student attends one of the other 5 districts that serve Greene County (Gilboa-Conesville, Margaretville, Onteora, Ravena-Coeymans-Selkirk), our staff will meet with them in the surrounding counties of Ulster, Schoharie, Albany and Delaware. COVID -19 changed that. The Youth Service Workers had to continue to work remotely which meant that social media, zoom meetings and phone calls became the tools to connect with students, teachers and the their administration. “Lawn” meetings took the place of home visits when we were able to come back to a more regular work routine.

The departments staffing has been as high as 42 in 2012, to an average of 35 employees over the last 7 years. The department had 29 full time, part time and per diem employees, 1 contracted Attorney, 1 contracted Registered Dietician, 1 contracted Coordinator and approximately 200 volunteers to provide our services in 2020. 2021 was the lowest staffed year to date. We started the year with 29 employees and ended the year with 24. We still had the contracted Attorney, Registered Dietician, contracted Coordinator and 200 volunteers. Included in the 24 staff, 1 full time and one part time workers are assigned to the Youth Bureau. The normal attrition happens during any given year. We normally can fill those vacancies. The difficulty now lies in filling those same vacancies. The lack of response to our advertisements or the failure of prospective employees to show up for their interviews is a continuing problem. This has been reported as a problem in other counties as well. Another major issue for the structure of the department is the lack of a steady stream of people willing to volunteer for our Senior Corp program. Not having a sufficient supply of Home Delivered Meal volunteers necessitates the need to have staff make deliveries. This raises the cost of each meal and places an additional burden on the other work that the staff must complete. The department will be headed by a new Executive Director after 3/31/2022. I am retiring.

We are funded by the Greene County Legislature, NYS Office for the Aging (NYSOFA), NYS Office of Children Youth and Families (OCFS), Corporation for National and Community Service (CNCS), Older Americans Act (OAA) federal funds, grants, contributions and donations.

We operate under the guidance of 2 advisory councils and one policy making board: The Aging Advisory Council, The RSVP Advisory Council and the Children Youth and Community Board. Membership is listed Appendix A.

Demographics

According to the most recent US Census data our citizens in order of total population are White, two or more races, Hispanic, Black (AA), Asian, American Indian/ Alaska Native and Native Hawaiian/Pacific Islander. 92.2% speak English only. Languages other than English spoken at home are Spanish (3.5%), Indo-European (3.7%), Asian and Pacific Islander (.5%) and other (.1%). Approximately 6.3% of the residents are foreign born. Youth birth to 17 make up 16.7% of the population. Seniors 65 years and older make up 22.7% of our population.

According to the most recent information from NYS Council on Children and Families, Kids' Well-being Indicators Clearinghouse (KWIC) the number of children and youth living below poverty, youth ages birth-17 years is 1,358 which is 18.5%. This is slightly higher than the NYS average of 18.2% but lower than what was reported in 2019. It is the same information that was reported last year as this is the most recent data. The NYS Department of Education reports that 44% of our children are receiving free or reduced price school lunches. We have a 4.5% drop out rate which is .5 higher than reported last year and an 88.1% graduation rate which is .1% higher than reported last year.

Revenue

Aging operates within three fiscal systems: county, state and federal. Aging revenue is separated into dedicated funding streams listed in Appendix B. Multiple funding years are noted for those programs that have cross year funding cycles. The Section 18 Transportation funds are not listed in the department funds in Appendix B. They are not specific to our department. These are funds for the Greene County Transit System. New York State Department of Transportation mandates all transportation programs be maintained by a municipality regardless of whether it is an in-house or subcontracted program. The Business Manager has taken on the additional responsibilities of administering these funds for the county.

Our Home Energy Assistance Program (HEAP) funds are derived from an agreement with Greene County Department of Social Services. We assist seniors in completing their applications. HEAP is also not listed on Appendix B. 2020 brought in \$12,000.

Seniors are permitted by law the opportunity to contribute to our programs. There is also a cost share component to certain programs that uses a sliding scale fee structure.

We received a \$1,200 grant from the Athens Community Foundation for programming at the Rivertown Senior Center and we received individual donations into our Senior Angel fund.

The Youth Bureau operates with county and state funds. The Youth Bureau received \$44,494 from New York State Office of Children and Family Services. This amount has not significantly changed in almost a decade.

Programs & Services / Aging

Area Agencies on Aging (AAA) were established by the 1973 reauthorization of the Older American's Act. Greene County's AAA was established in 1976. We initially were responsible for responding to the needs of our citizens age 60 and older. We are now assisting families, caregivers, professionals and people of all ages or with any type of disability that need assistance in long term services and supports such as home care, transportation and meals. This is done through the NY Connects program. The goal is to help individuals live as independently as possible while meeting their medical, social and functional needs that arise from aging or disability.

We are charged with assessing community needs and developing area plans to address those needs. We coordinate services and supports that help enable older adults live independently in their community. Aging's work is in 5 essential function areas:

1. Empower older adults, families and caregivers to make informed decisions about and access existing health and long-term options including community based services.
2. Enable older adults to remain in their homes for as long as possible.
3. Empower older adults to stay active and healthy.
4. Ensure the rights of and prevent the abuse, neglect and exploitation of older adults.
5. Maintain effective and responsible management.

One of the main components of services and supports are the Social Determinants of Health. Social Determinants of Health affect a wide range of health and quality of life outcomes. These include nutrition services, health and wellness, caregiver supports, transportation, health insurance information and legal services. We served

2,587 seniors. Our services data is listed in Appendix C. It does not however include our Senior Angel program, our Helping Hands Program or our In Home Contact and Support which are listed in the Highlights section.

Once again due to staffing issues, we had to keep our Coxsackie and Catskill meal sites closed. The Central Kitchen in Athens took on the work performed at these centers. The bulk of the work fell on the Senior Service Center Manager and the Central Kitchen Manager. The Coordinator of Nutrition Services has remained stationed at Athens to assist with the program. This was to be a temporary assignment. She was there for all of 2021. Despite the easing of restrictions, our numbers for home delivered meals remains higher than normal.

We opened Athens, Acra and Jewett centers to in person dining on August 2, 2021. Masks, social distancing and additional cleaning protocols became the norm. The Town of Catskill hired a staff member to open their center so we were able to deliver meals to the residents that wanted to dine in.

The three major annual events facilitated by our department – Senior Day in May, Volunteer Recognition in October and Thanksgiving Dinner in November were once again cancelled due to COVID concerns.

We were and still are actively looking for staff in our nutrition unit.

Programs & Services /Youth

The function of the Youth Bureau is to assist in the development and implementation of programs and services for children and youth up to 21 years of age. Funding is provided to 501 (c) 3 agencies that guide youth in building on their strengths. Core competencies and life skills are learned. Programs must work in one of 6 life areas. These life areas are: 1. Economic Security, 2. Physical Health, 3. Education, 4. Citizenship/Civil Engagement, 5. Family, 6. Community. These are based on the 8 features of Positive Youth Development that have been established by the National Research Council.

Our subcontractors operate Education, Juvenile Justice, Art, Leadership, Recreation and Youth Development programming. These programs encourage youth to become involved, develop a sense of responsibility, and make a positive contribution to their community. Throughout Greene County, cultural and recreational opportunities are provided to build character and encourage physical, emotional and intellectual growth.

Our direct service and funded programs worked with 1004 youth. This is a decrease from 2020. We funded 11 programs in 2021. This is one less than 2020. The pandemic was a leading factor in the lower participation levels. The only programs that met or exceeded their projected numbers were the Community Development Program/Pre-PINS, Catskill Community Center Summer Recreation, Cairo Recreation, Durham Recreation and the Athens Cultural Center. See Appendix D for this service data.

Highlights/Aging

- The volunteers – without their assistance we would not have been able to deliver all of the extra meals that were still needed.
- Our monthly newsletter, The Round Table News, as well as our Facebook page and website was once again invaluable in helping spread information to our seniors.
- Our Senior Angel Program once again broke our fundraising goal. Due to COVID our expectations were very low. The committee however raised \$16,008.06. They served 237 individuals during the season. We served less people in 2021 than in 2020. This was due to the loss of life to COVID and one nursing home requested a large gift for all to use instead of individual presents.
- The Helping Hands program is now well established. The local Rotary Clubs have done a wonderful job helping seniors with small chores such as changing lightbulbs, raking leaves and delivering groceries. These really make a difference. 10 seniors were assisted with this program.
- Rotary Clubs also continued the In Home Contact and Support program. This was helpful during the lockdown. Seniors that are now able to get out and about were most grateful for the social telephone connection. Some have taken themselves off of the call list as they no longer need the contact. We have 5 volunteers reaching out to 17 clients.
- Staff willingness to go above and beyond especially the kitchen staff who put in a tremendous amount of extra hours.
- Piloted the Coffee with a Cop program in Athens and Acra.

Highlights/Youth

- Working with Greene County Mental Health to conduct case reviews.
- Award winning youth: Paige Swartout, Coxsackie-Athens High School – 2021 Greene County Youth of the Year; Sara Leipman, Catskill High School – Children, Youth & Community Advisory Board Chairman’s Choice Award and Scott Baker, Catskill High School – Greene County Department of Human Services Director’s Choice Award.
- Youth Service Workers pitched in to help deliver meals to seniors.
- The Greene County Youth Fair returned in person to the Angelo Canna Park.
- We started an intergenerational pen pal program with a local 4-H program.

Challenges/Aging

The Challenges for Aging are the same as they were in 2020.

- Recruiting volunteers.
- Delivering meals to the huge number of new clients.
- We are still having a great deal of difficulty obtaining Personal Care Aides for our clients. This issue has been reported each year since 2015. This is a statewide problem. It is not improving. We have been active advocating for the Fair Pay for Home Care Act.
- Maintaining operations while staff were COVID positive, quarantined, working remotely or seriously understaffed.
- COVID and its effect on the seniors as well as the staff.
- Lack of understanding among the general public and volunteers regarding the rules, regulations and restrictions that the department must work under.

Challenges/Youth

- The lack of funding for programming.
- COVID and its effect on youth, their schooling and the staff.
- The Youth Service Workers had to continue to work remotely which meant that social media, zoom meetings and phone calls became the tools to connect with students, teachers and the their administration. “Lawn” meetings took the place of home visits.

2021 Goals

1. Attempt to normalize operations including reopening the meal sites to in person dining. *We were only able to open 3 of the 5 meal sites due to the lack of staff.*
2. Update our operational manuals so that in the event of long term absences the work continues with little or no impediments. *We updated and created additional Policy and Procedures to assist in our daily work. The Continuing Operations Plan was completed, edited and finalized.*
3. Reestablishing the Youth Bureau case review support meetings with Greene County Mental Health. *This was done and is working well.*
4. Reexamine the 2020 goals. *This was also done but due to the level of vacancies and the continuation of the COVID pandemic our days were spent performing daily tasks. We did not have time or staff to implement the three remaining 2020 goals listed here: 1. Conduct more Senior Center recreation and education programming. 2. Reconvene the county "youth serving departments" on a semi – annual basis to evaluate processes to best serve the youth and families of the community. 3. Research and apply for youth grant funding.*

2022 Goals

There will be a new Executive Director who may change these goals.

1. As we move out of the pandemic, attempt to bring the department closer to full staffing levels. *This is starting. As of 3/31/2022, we will potentially be back to staffing levels in our Services Unit. The new staff have been hired but have not yet started. Our Nutrition Unit however remains seriously understaffed.*
2. Schedule a yearly review of Standard Operating Procedures so they remain up to date and relevant.
3. Conduct more programming for both aging and youth.
4. Reconvene the county "youth serving departments" as listed above.
5. Expand the Coffee with a Cop program to all of the centers.

Signing off for the last time- Therese M. McGee Ward, Executive Director.

-Appendices-

Appendix A

Aging Advisory Council

Richard Golden	Chairperson	Coxsackie
Linda Van Etten	Vice Chairperson	Lexington
Florence Ohle	Secretary	Community Action of Greene County
Michelle Deyo Tyler Lynch		Greene County Veterans Service Agency
Edward Bloomer		Legislature County Services
Bea Clappin		Greene Dept. of Social Services
Larry Krajeski		Catskill Mountain Housing
Vacant during 2021		Greene Mobility Manager
Dawn Wallant		Common Ground
Beverly Myers		Greenville Area
Lynn Brunner		Athens Area & Center Liaison
Ernie Armstead		Catskill Area
Judi Lopresti		Jewett
Lula Andersen		Ashland
Jeffry Russo		New Baltimore
Dorothy True		Cairo Area
Lillian Moore		Volunteer Representative/ AmeriCorps Seniors

Children Youth and Community Advisory Board

Pamela	Coloton	Service Provider/HTC School District
Mary Jo	Jaeger	General Public/Greene County
Debra	Kingman	Greene County Probation Dept.
Larry	Krajeski	Service Provider/ Catskill Mtn Housing
John	Scalera	General Public
MaryAnn	Scalera	General Public/Retired
Angelo	Scaturro	Gen. Public/Attorney
Don	Smith	General Public/Retired
Alison	Phoenix	General Public
Brenna	Rustick	Youth Member
Aizlyn	O'Connell	Youth Member
Sal	Massa	Retired/ PHD Psychologist – 2022 new member

RSVP Advisory Council

Lillian Moore – Chair	Catskill
Liz Jarvis	Athens
Rev John Capen	Athens
Vicky Cramer	Catskill
Anna Sutherland	Catskill
Carol Voeks	Catskill
Edie Bentley	Catskill
JoEllen Gillooley	Catskill
Janet DelVecchio	Catskill
Mary Oettinger	Leeds
Carol Knoth	Leeds
Penny Rivenburgh	Catskill

Appendix B

Revenue - Aging

		Amount
	Year	Awarded
State Funding		
Transportation – to provide rides for residents aged 60+	4/1/20-3/31/21	\$ 5,600.00
	4/1/21-3/31/22	\$ 5,600.00
HIICAP – (state and federal funds) – Health Insurance Information Counselling and Assistance Program	4/1/20-3/31/21	\$ 33,999.00
	4/1/21-3/31/22	\$ 33,617.00
CSE – Community Services for the Elderly funds outreach, case assistance and social adult day care.	4/1/20-3/31/21	\$ 116,191.00
	4/1/21-3/31/22	\$ 116,191.00
WIN (formerly SNAP) – Wellness In Nutrition funds home delivered and congregate meals	4/1/20-3/31/21	\$ 210,325.00
	4/1/21-3/31/22	\$ 210,325.00
EISEP – Expanded In Home Services for the Elderly Program funds in-home aide services and care management for frail and disabled older adults	4/1/20-3/31/21	\$ 178,749.00
	4/1/21-3/31/22	\$ 178,749.00
State RSVP – The Retired Senior Volunteer Program now Senior Corp recruits, trains, and places older adult volunteers (55+) in a host of community-based human service agencies.	4/1/20-3/31/21	\$ 689.13
	7/1/20-6/30/21	\$ 6,368.00

State RSVP		7/1/20-6/30/21	\$ 103.38
State RSVP		7/1/21-6/30/22	\$ 6,368.00
CSI – Congregate Services Initiative funds programs and activities at area senior centers		4/1/20-3/31/21	\$ 1,295.00
		4/1/21-3/31/22	\$ 1,295.00
Unmet Need – Funds can be used to provide services to a client who is on a waiting list or clients that have additional needs that have been identified.		4/1/20-3/31/21	\$ 36,494.00
		4/1/21-3/31/22	\$ 121,494.00
NY Connects – Funds information services for all long-term services and supports regardless of age.		4/1/20-3/31/21	\$ 230,867.00
		4/1/21-3/31/22	\$ 230,867.00
MIPPA - Medicare Improvements for Patients and Providers Act helps low-income Medicare beneficiaries apply for Programs that make Medicare affordable		9/30/19-9/30/20	\$ 13,551.00
		8/1/20-9/30/21	\$ 2,524.85
		9/30/21-9/30/22	\$ 13,144.00
		Grant Ext	\$ 5,343.13

Federal Funding

1/1/20-12/31/20			
III-B – Supportive Services to maintain independence: transportation, information and assistance, home care, legal assistance, case management and activities at senior centers	1/1/20-12/31/20		\$ 54,492.00
	1/1/21-12/31/21		\$ 54,803.00
III-C1 – Congregate Nutrition Services	1/1/20-12/31/20		\$ 79,248.00
	1/1/21-12/31/21		\$ 79,918.00
III-C2 – Home Delivered Nutrition Services	1/1/20-12/31/20		\$ 41,384.00
	1/1/21-12/31/21		\$ 42,315.00
III-D – Funds evidence based interventions, health promotion and disease prevention programs	1/1/20-12/31/20		\$ 4,063.00
	1/1/21-12/31/21		\$ 8,993.41
III-E – National Family Caregiver Support Program was designed to help family caregiver through counselling, support groups, respite and home care.	1/1/20-12/31/20		\$ 28,945.00
	1/1/21-12/31/21		\$ 37,922.98
Federal RSVP – Recruits, trains and places older adult volunteers in a host of community –based human service agencies.	4/1/20-3/31/21		\$ 52,500.00
	4/1/21-3/31/22		\$ 50,000.00

NSIP – Nutrition Services Incentive Program is for serving meals to individuals 60+	10/1/20-9/30/21	\$ 58,122.77
	10/1/21-9/30/22	\$ 22,593.96
CARES ACT		
HDC2 (C1 -Congregate Nutrition Services)	1/20/20-9/30/21	\$ 12,509.00
FCC3 (3E - National Family Caregiver Support Program)	1/20/20-9/30/21	\$ 15,880.00
HDC2 (C2- Home Delivered Nutrition Services -)	1/20/20-9/30/21	\$ 25,019.00
HDC3 (C1/C2)	1/20/20-9/30/21	\$ 75,057.00
SSC3 (3B - Supportive Services to maintain independence)	1/20/20-9/30/21	\$ 31,140.00
ADRC (NY CONNECT)	1/20/20-9/30/22	\$ 22,928.00
American Rescue Plan		
SSC6 – III – B see above - Supportive Services to maintain independence	4/1/21-9/30/24	\$ 71,198.00
CMC6 – EISEP –see above - funds in-home aide services and care management	4/1/21-9/30/24	\$ 46,582.00
HDC6 – C-1 –see above - Congregate Nutrition Services	4/1/21-9/30/24	\$ 69,725.00
PHC6 – EISEP – see above - funds in-home aide services and care management	4/1/21-9/30/24	\$ 7,187.00
FCC6 – III-E – see above - to help family caregiver	4/1/21-9/30/24	\$ 22,530.00
Consolidated Appropriations Act		
HDC5 – C-2 – Home Delivered	12/27/20-9/30/22	\$ 26,161.00
Expanding Access to COVID-19 Vaccines via Aging Network		
VACS5 – vaccine related services	4/1/21-9/30/22	\$ 7,767.00
COVID-19 ADRC Vaccine Access - vaccine related services	4/1/21-9/30/22	\$ 12,536.00

Appendix C

Service Type	2021 Total Units	2021 Total Unduplicated Clients	2020 Total Units	2020 Total Unduplicated Clients	2019 Total Units	2019 Total Unduplicated Clients
Adult Day Services	1,306.50	3	1,226.5	3	1,904	6
Case Management	640.02	312	928.52	332	1,128	345
Congregate Meals+	1,081.00	0	4,138	196	15,274	569
Home Delivered Meals	91,971.00	588	92,334	588	55,516	318
In-Home Cont. & Sup.	94.00	17	594	164	756	68
Info & Assistance	102.00	81	51.5	47	774.25	101
Legal Assistance	63.00	2	49	4	53	53
Nutrition Counseling	2.00	2	15	14	7	7
Nutrition Education	1,092.00	15	2,887	67	3,661	102
Other Services	18,765.25	2,091	25,438	2,541	32,992.5	2,308
Outreach	227.00	67	103	41	516	168
PC Level I (H/Chore)	5,237.17	68	4,670.25	51	4,052.25	45
PC Level II (H/PC)	1,268.75	13	1,664.5	17	1,864.75	19
Per Emergency Response	726.00	87	794	75	773	90
Sr. Center/Rec & Educ.+	6.00	0	163	0	703	703
Transportation	4,743.00	173	4,729	212	9,909	207

*Items are calculated in 15 minute increments

+ Centers were closed and congregates became take out or home delivered meals due to the pandemic.

Appendix D

Youth Bureau Funded Agencies

Agency	2021 Award	2021 # of youth	2020 Award	2020 # of youth	2019 Award	2019 # of youth	Life Area
Common Ground Dispute Resolution, Inc.	\$7,000	50	\$4,500	61	\$7,000	470	*2021 Family 2020/2019 Citizenship/Civil Engagement
Cornell Cooperative Extension	\$3,000	147	\$2,750	340	\$2,750	776	*2021 Education 2020/2019 Physical Health
Athens Cultural Art Center, Inc.	\$1,500	109	\$1,500	41	\$1,500	116	Education
Greenville Library	\$1,000	49	\$500	50	\$1,000	59	Family
Prattsville Art Project, Inc.	\$2,000	149	X	X	X	X	Citizenship/Civil Engagement
Town of Durham	\$3,000	124	X	X	\$1,500	70	Physical Health
Town of Cairo	\$3,000	30	\$2,000	26	\$1,500	102	Physical Health
Catskill Community Center	\$3,494	45	X	X	X	X	Physical Health
Community Action of GC	\$2,500	1	X	X	X	X	Citizenship/Civil Engagement
Girl Scouts of NENY	\$3,000	234	\$2,250	234	\$2,250	460	*2021Citizenship /Civil Engagement 2020/2019 Physical Health
Mental Health Association of Columbia Greene	X	X	\$2,600	896	\$2,600	2211	Physical Health
YMCA	X	X	X	X	\$1,000	34	Physical Health
Village of Tannersville	X	X	X	X	\$1,500 21	21	Economic Security

Agency	2021 Award	2021 # of youth	2020 Award	2020 # of youth	2019 Award	2019 # of youth	Life Area
GC Youth Bureau - Community Development	\$10,000	96	\$19,394	81	\$8,894	140	Citizenship/Civil Engagement
<i>Pre PINS & Youth Development/Recognition</i>							
GC Youth Bureau – Administration.	\$6,000	N/A	\$10,000	N/A	\$10,000	N/A	Community

*Office of Children Youth and Family changed the Life area on these programs.
The programs did not change.

X Indicates either did not apply or did not complete paperwork.