



CCA Milestones & Progress June 30, 2024-June 2026



Over the past two years, CCA has navigated a period of transition, uncertainty, and growth. On June 30, 2024, the agency transitioned to new CEO leadership. During that same period, we worked through ongoing government shutdown concerns, uncertainty in funding, and rising costs across the board, including health insurance and other operating expenses. At the same time, the individuals and families we serve have been facing increased barriers--housing instability, food insecurity, financial strain, and access to basic resources. These challenges continue to impact the communities we serve and reinforce the importance of our work.

Our mission is to build resilient communities by helping people achieve economic, physical, and emotional security. Each department has had to adapt--balancing these pressures while continuing to grow services, meet contract expectations, and in many cases exceed grant requirements. Our programs continue to be recognized by funders as strong performers, and our staff as leaders and agents of change in the communities we serve.

Through it all, one thing has remained consistent--the dedication, commitment, and service of our staff, Board, volunteers, and community partners. CCA's success is a collective effort.

Key Milestones & Achievements (in no particular order)

- Adopted a 3-Year Strategic Plan (2026-2029) to guide agency priorities, growth, and long-term impact

- Secured \$505,000 in Social Determinants of Health funding to address food insecurity and improve health outcomes through Highmark Blue Cross Blue Shield Blue Fund, Buffalo Bills Foundation, Western New York Foundation, and the Cattaraugus County Region Community Foundation

- Named Buffalo Bills Foundation MVP Award Winner, recognizing CCA's work and community impact
- Earned recognition as a Buffalo News Top Workplace, reflecting staff engagement and organizational culture
- Completed two consecutive years of clean agency-wide audits performed by EFPR, demonstrating strong financial management and accountability
- Successfully completed TRACS and met all required standards, ensuring compliance in both finance and program strength
- Completed and met all 58 DOS ACROS standards across both program and fiscal areas
- Increased agency capacity in ROMA, adding two new trainers and bringing the total to four Nationally Certified ROMA Trainers and two Nationally Certified ROMA Implementors
- Transitioning from ORS to CAP60 for the agency's data collection system, strengthening reporting, tracking, and overall data management
- Completed the sale of the Kent Wallace property in Franklinville, an effort identified as a priority area dating back to 2015
- Completed the acquisition of Ellicottville Terraces, expanding CCA's housing portfolio and long-term capacity
- Launched the UKG Human Resources platform, strengthening HR systems and workforce management
- Launched an Employee Assistance Program (EAP) to support staff and their families with wellness, mental health, and overall well-being
- Increased donations through CCA events, online platforms, and website integration, strengthening community support and fundraising capacity
- Recognized Amber Redeye, our newest board member, as the NYSCAA Personal Achievement Award winner in 2025
- Advanced housing development efforts for Ellicottville Terraces, including securing \$2.4 million in USDA Multi-Family Preservation Rehab funding, paired with \$2 million from Federal Home Loan Bank, fully financing a key project
- Completed major capital improvements at 25 Jefferson Street, including upgrades to security systems, fire systems, and elevator renovations
- Renovated the upstairs conference room, improving space for staff, partners, and community use
- Implemented technology upgrades, including improved wireless access and connectivity across agency sites

- Expanded partnerships with financial institutions to support financial literacy, housing access, and self-sufficiency programming
- Continued serving as the lead agency for the Trauma-Informed Coalition of Cattaraugus County, strengthening collaboration and training efforts across the region
- Maintained continuity of operations and services despite government shutdown concerns and funding uncertainty
- Sustained and expanded programs across multiple contract cycles while continuing to launch new initiatives