

2001 Annual Report

ABC



VISION STATEMENT

*Action for a
Better Community
is the leading
community action
agency creating self-
sufficiency opportunities
for low-income individuals.*

MISSION STATEMENT

*To stimulate a better
focusing of all available
local, state, private and
federal resources upon the
goal of enabling low-income
individuals of all ages, in
rural and urban areas, to attain
the skills, knowledge and opportunities
needed for them to become self-sufficient.*

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ABC 2001 Annual Report

As an anti-poverty agency that helps people help themselves, Action for a Better Community, Inc. is part of a corps of nearly 1,000 Community Action Agencies (CAAs) across the United States. CAAs, which were established under the Economic Opportunity Act of 1964 to fight America's War on Poverty, serve 96% of our nation's cities and counties. They are a primary source of support for more than 40 million Americans living in poverty in both rural and urban areas. The Community Services Block Grant (CSBG), created in 1981 by the Omnibus Reconciliation Act, is the core source of funding for CAAs. On the average, CAAs leverage \$13 for every \$1 of CSBG funding.

Action for a Better Community, Inc. is a member of the New York State Community Action Association (NYSCAA), which represents New York's 53 CAAs. NYSCAA and ABC are also members of the Community Action Partnership, which is the largest national organization representing the interests of CAAs and other private and public groups organized to fight poverty at the local level.

Community Action's presence in Monroe and Ontario Counties is crucial to "helping people and changing lives" in those communities. ABC consistently emphasizes the mission of Community Action by providing working solutions to moving people out of poverty.



Message from the Board President, Loretta C. Scott

So much has changed since ABC struggled into being in 1965. It has been my great fortune to have been a part of the dynamic history of this tremendous organization throughout most of its 37-years.

As a former ABC employee, community activist, a City official and now the 12th President of Action for a Better Community, Inc., I have seen this organization change from a grassroots oriented service provider to a multi-dimensional human service and community development corporation. The progress, prosperity and overall growth of ABC during the past few years rises in stark contrast to this agency's tumultuous early years.

It is still a challenge to secure and retain the funding required to support ABC's much needed programs. On the other hand, however, funding has stabilized and even grown significantly. The periodic congressional reauthorization hearings for our Community Services Block Grant funds are much less disruptive now than they were in the early years when there was a great deal of uncertainty as to whether support would be continued from one period to the next. Funding is now routinely approved and often with modest increases.

ABC continues to provide outstanding services and programs for disadvantaged families. Additionally, the agency has become well known throughout the community and beyond for our ability to develop coalitions and our willingness to collaborate with other organizations to find solutions to issues which affect poor families.

During the 1970s, 1980s and even the 1990s, the agency mantra was "Jobs! Jobs! Jobs!" Employment related programs are still important, but the agency has made commendable progress in supporting entrepreneurialism. Our involvement in economic development signals the dawn of a new, exciting era that will enable us to make tremendous strides in our relentless efforts to assist our customers in extricating themselves from the grips of poverty.

Yes, much has changed, but much has remained the same. ABC staff and Board are still fully committed, focusing energy and resources on leveraging, advocating, and providing the programs and services required to reduce poverty and its effects on our community.

I am indeed encouraged to know that after 37 years, we are still here and better than ever.





Message from the Executive Director, James. H. Norman

On April 2, 2002, President Bush announced his plan to reform this nation's early childhood education system. He declared that, "The new civil right in America is reading," and that every Head Start program must teach literacy, language and numeric skills. Additionally, the President proposed that 50,000 Head Start teachers be trained in the "latest and best techniques" needed to accomplish his plan.

As ABC is the Head Start "grantee" (direct federal funding recipient organization) for Monroe County, and Head Start is our largest program, our attention has been sharply focused on the President's plan, its implications for our operations and the plan's potential impact on the children and families the program is designed to serve. We support the intent of the reform plan, but we also see the need for the plan to be tweaked a little.

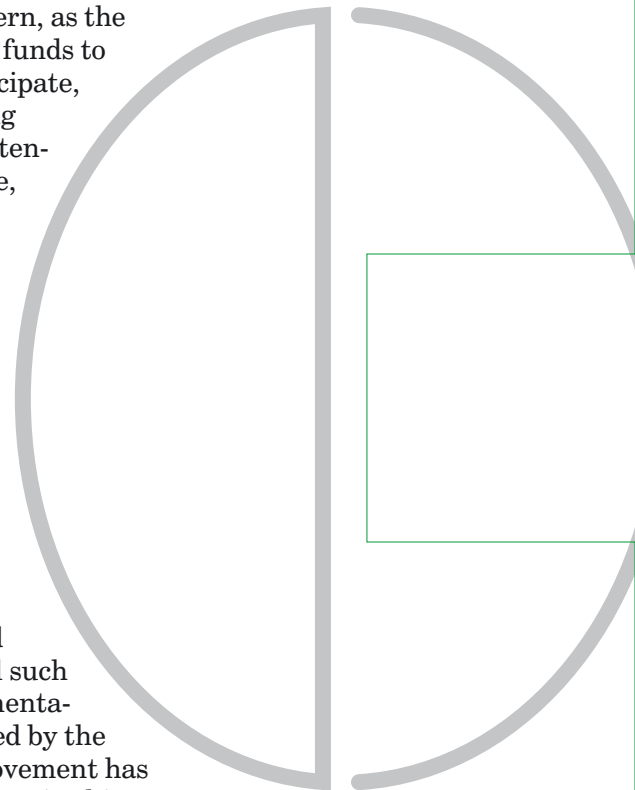
So far, the only funding that the President has proposed in connection with his plan is \$45 million to research "early literacy programs and practices." And it's not yet clear whether these dollars would be new funding or reprogrammed dollars. This is a serious concern, as the President's 2003 budget proposal for Head Start only includes enough funds to cover inflation, while only 60% of eligible children nationally can participate, due to a lack of funds. In the spirit of continuous improvement, ongoing research has its place. However, such an emphasis should not divert attention from the fact that Head Start has proven its success, and therefore, deserves expansion funding as well.

The latest national Head Start Family and Child Experiences Survey (FACES) found that enrolled children averaged a forty percent increase in word knowledge from the time they entered the program to the time of their transition into kindergarten. The study also reported that by the end of kindergarten, "Head Start graduates could identify most or all letters of the alphabet, and children demonstrated familiarity with key book and print concepts as well as phonemic awareness. Finally, the study concluded that Head Start teachers are well qualified."

ABC has been an active participant in this community's coordinated efforts to improve quality childcare. Nearly two years ago, ABC's Head Start program reached the standards for teacher qualifications that all such programs must meet by 2003. We are also on schedule with the implementation of outcome measures and children's skill assessments, as mandated by the Head Start reauthorization act of 1988. For many years, literacy improvement has been a major emphasis for the children *and* families we serve. Our efforts in this area have been highly coordinated with related community initiatives.

What I'm saying, in so many words, is that much of what the President has touted as reform is already in the process of being implemented, in Rochester and all across the country. So, while we support his philosophical direction, we know that "platitudes without money" are the same as "words without deeds."

If we are going to insure that reading is to be treated as a civil right, we should put more money into proven child development programs, such as Head Start (ages, 3-4) and Early Head Start (ages, 0-3), so that the children that are now being left behind (due to a lack of funding) are brought into the fold. Furthermore, we should recognize the need for quality childcare in the broad sense and support more funding for the Child Care Development Block Grant, along with appropriate quality criteria. Sufficient increased funds for the latter program could help Monroe County avert another day care crisis and enable it to restore child care subsidy eligibility levels to 200% of poverty, or higher.



Community Services Division

Deputy Director Robert L. Laird

The Community Services Division is comprised of more than sixty full-time staff spread over nine programs in Monroe and Ontario counties. Emphasis is placed on working in a collaborative manner within the community to enhance individual and family self-sufficiency. Partners include funders, agencies or programs that share our concerns, volunteers who donate their time and energy, and the customers themselves. The resulting relationships contribute a valuable diversity of experience and creativity to our programs. Community Services annually provides direct services to low-income persons and reaches individuals and families through prevention education and outreach services. Helping people to help themselves is what we do best. The following programs and services are tailored to meet individuals and families needs:

Action Front Center

The Action Front Center provides HIV/AIDS education and support services to HIV infected or at risk individuals as well as HIV infected or affected children. Action Front Center provides a street outreach program as well as prevention education and peer education in schools, churches, and prisons and to parents, human service providers, and youth service providers.

Community Alcoholism Services Clinic

The Community Alcoholism Services Clinic provides outpatient alcoholism services. Clients receive both group and individual treatments, and aftercare and follow-up services are provided.

Community Building in Action

The Community Building in Action program is designed to strengthen neighborhoods and bring about change in the City of Rochester. The program, presently being piloted in the Northwest, focuses on community organization and neighborhood development. Activities are carried out to help neighborhood organizations define their current state, identify their desired state, and identify what needs to be done to get there. Needed training and resources are identified and provided to assist target neighborhoods to accomplish this.

Project Link

Project Link, in which ABC is a partner agency, is a program designed to serve mentally ill adults who are at risk of becoming involved in the criminal justice system. Its goal is to prevent arrest and incarceration of severely mentally ill adults by linking them with appropriate services in the community. Project Link consists of a resource team of forensic psychiatrists, nurses, and culturally diverse case advocates who provide round the clock treatment and crisis services.

Energy Conservation Program/HEAP

The Energy Conservation Program assists low-income families by making sure that homes are more energy efficient. The HEAP program offers a basic grant for heating costs four to six months out of the year. All payments are made directly to the utility when candidates meet all the qualifications.

Ontario County Community Action Program

OCCAP assists low-income individuals and victims of domestic violence with various problem and concerns they may have. They are assisted through advocacy, referrals, counseling, and other direct services. Help is provided through emergency intervention as well as through long-term support services.

Community Services Division

SUCCESS

In November of 2001 a distraught woman visited the Energy Conservation Program Office. She was in her mid 40's, and had recently been through reconstructive surgery as a result of breast cancer. Her brother had recently purchased a two-family house for her to live in as well as rent out to supplement her income. The Energy Conservation Office was able to assist this woman with several new doors, window repair and replacement, weather stripping, caulking, insulation, a brand new heating system, new hot water tanks for both apartments, and a refrigerator.



Early Childhood Services

The Early Childhood Services division consists of five programs: Head Start, Early Head Start, Even Start, Universal PreK, and Child Care. All four programs encourage and help to positively develop the cognitive, physical, social, and emotional development of the child by providing age appropriate activities. Each classroom is equipped with computers that contain child friendly software to promote learning through play. Early Childhood Services requires that all children in the programs have physicals and immunizations. If the children haven't been immunized or had physicals, help is provided to get them, as well as dental, vision, and speech and hearing assistance. All of the programs also place emphasis on the role of the parent as an important and influential force in the development of the child. Parents are involved in making decisions regarding policies that will affect their children. They are also encouraged to volunteer and work to gain skills that will help to educate their children.

Accomplishments

Prior to 2001 the Head Start Program was only available within the city of Rochester. In 2001, the program expanded its services to Greece. Also, the number of full day classrooms was expanded allowing more families to acquire full day childcare services.

SUCCESS

In 1997, Reneatha and I were married. As most young couples, we struggled but survived the early years. During this time, services provided by Action for a Better Community, inclusive of Energy Conservation and Early Head Start, were essential supports to the family development process.

When Reneatha and I purchased our home, ABC's Energy Conservation Program was critical on two fronts. First, the HEAP program helped us to meet growing energy costs. The Weatherization Program was critical in weatherizing our new home. These services enabled us to save \$80 per month on our monthly RG&E bill.

Next, our family expanded quickly. Once our last child was born, we struggled with the cost and

benefits of Reneatha getting a job. In short, the costs were the enormous childcare expenses, and the benefits included a second income and formal child development opportunities for our children. Faced with this struggle, the emergence of ABC's Early Head Start Program was a blessing in disguise. Because we were within the federal income eligibility guidelines, we were able to obtain the program's services. Once the children entered the program, Reneatha was able to obtain gainful employment while the Early Head Start Program shielded our family from the huge childcare expenses that would have consumed this gainful employment.

Lastly, the agency's tuition reimbursement policy was instrumental in helping me continue my education. In 1987, I left Bethune-Cookman College to work in the real world. However, it became apparent that I needed to complete my education if advancement opportunities were to be a reality. In 1999, I received my Bachelor's Degree from Roberts Wesleyan. In 2001, I returned to Roberts Wesleyan to obtain my Master's Degree, and again, the agency's tuition reimbursement policy has been essential.

In the end, ABC has been indispensable in the development of our family. For the first time, we assessed and discovered that we are no longer income eligible for ABC's service. We consider this a blessing. While we have completed the first leg of our journey towards self-sufficiency, we expect additional challenges. However, we are committed to meeting these challenges and proceeding towards our ultimate goals. In conclusion, thank you ABC for supporting, nurturing, and developing our family's efforts. Reneatha and I are indebted.



*Andre Harper
ABC Head Start Center Supervisor
Austin St. site*

Employment and Training Division

Deputy Director Jane Kriegler

The Employment and Training Division of ABC helps low-income members of the community gain self-sufficiency. The programs within this division prepare individuals to become successful in the world of work, supports those that are employed, and assists low-income individuals to pursue education and training. Through helping to find employment that offers a livable wage and by assisting its customers secure benefits that support a successful transition from welfare to work, ABC is able to effectively aid in self-sufficiency.

Welfare to Work

The Welfare-to-Work program provides services and support to its customers both pre and post employment. These services include case management, Job Readiness Training, and job placement.

Accomplishments

For the year 2001 the Welfare-to-Work program met or exceeded its goals for the number of participants enrolled in the program, the number who completed Job Readiness Training, the number of those placed in the workforce, and the number of those who still held their job after 90 days. In 2001, 178 people were employed through the Welfare-to-Work program.

SUCCESS

Jill Thomas, the mother of five children, came to CEOSC in May, 2001. After only seven days of Job Readiness Training, she found employment at the Sutherland Group. After working there for only a short time, she became employed at Lifetime Assistance where she is currently employed.

Jill has continued to move upward and has not allowed anything to stop her from reaching her career goal of becoming a phlebotomist. She has enrolled, and will start in June of this year at the Unity Health Clerk Program at SUNY Rochester Educational Opportunity Center while continuing to work at Lifetime Assistance.

She has also reached the goal of obtaining a car. After successfully completing the criteria for Catholic Charities Wheels to Work Program, she was able to buy a 1991 Pontiac Transport.

Jill has shown the ambition, determination and ability to succeed. She has our best wishes for continued success.

SUCCESS

Brenda Rivera, a single mother of two, relocated with her children from Florida to Rochester without the support of family members or knowledge of the services available in New York State. Brenda was referred to ABC's Welfare-to-Work program. After completing the program Brenda accepted a position at Berkshire Farm Youth Services and is currently the Administrative Assistant there.

Youth Employment and Training Program

The Youth Employment and Training Program provides work experience and enrichment activities for high school students, ages 14–19, during the academic school year as well as the summer. The program offers academic tutoring, life skills training, job success skills, career exploration, and work.

Accomplishments

In 2001, the Youth Employment and Training Program served 48 young adults.

SUCCESS

Shantel Hagins, one of our In-School Youth participants, and a student at Wilson High School, scored a 101% on the New York State Regents Exam. She is very active in our program, and participates in all our workshops. Shantel is a fun loving person and that is part of her great personality. As we can see, Shantel takes her education seriously. We would like to congratulate her on a job well done.

Action for a Better Community Training Institute

Action for a Better Community Training Institute (ABCTI) provides high quality training for Certified Nursing Assistants. The program is 6 weeks long and consists of 4 weeks of rigorous classroom instruction, plus 2 weeks of hands-on clinical training. ABCTI not only offers the training and experience needed to obtain a job, but also offers practical skills such as writing resumes, interviewing skills, searching for jobs, and keeping a job.

Accomplishments

In the year 2001, 86 individuals graduated from ABCTI as Certified Nursing Assistants. Of those 86 individuals 80% were able to find jobs in their new field.

Extended Support Services and Medicaid Service Coordination

The Extended Support Services and Medicaid Service Coordination provides developmentally disabled adults with employment support services and case management.

Accomplishments

In 2001 the program assisted numerous individuals in maintaining employment or case management.

SUCCESS

William Harrison is employed at Wegmans in Pittsford. He has not only successfully maintained employment, but has earned pay increases and the confidence and trust of his supervisor. William not only comes to work one hour early everyday, but he also has no problem with staying late. He has been commended for covering for his co-workers when they are not able to come to work, and he has never taken a sick day in the two years he has been employed.

ABC Enterprise Center

The Center assists small start-up and newly emerging businesses in the Rochester area by providing them with technical support services, office and equipment support services, and below market office space with flexible leases.

Accomplishments

In 2001, the Center trained 10 people through its Kauffman First Step FastTrac Entrepreneurial Training Program. New jobs were also created.

SUCCESS

inSource™ is a payment processing service founded by Joy Pacheco in 1998. Joy realized that her business was growing and felt that additional business expertise and technical assistance would further enhance her venture. Enter ABC's Enterprise Center. Its location right on Main Street was an enticement for Joy, who knew the value of a Main Street address when it comes to business exposure. As an added benefit, the ABC Enterprise Center offered her the resources she would not have had with a start-up. The program director, Matt Njoku, has extensive expertise in business management, holding a masters degree in entrepreneurship. He also teaches college level courses in that field.

inSource™ has flourished to a full-service outsource company that offers payment collection and processing, lockbox services and other electronic



services. Joy is ready to go onto the next level – automation equipment, which may necessitate seeking larger space.

Joy gleefully commented, “ABC’s Enterprise Center has provided me with a foundation to build upon.”

Economic Literacy

The Economic Literacy Program is aimed at educating individuals in developing and maintaining personal assets of families, adults, youth, and children. The program enables low-income individuals and families to maximize their resources.

Accomplishments

There are currently 31 elementary school students enrolled in the M&T College Savings Program, which provides matching funds up to \$200 a year, per student for five years.

VITA

The Volunteer Income Tax Assistance Program offers free tax help to people who cannot afford professional assistance. Basic tax returns are prepared for taxpayers with special needs, including individuals with disabilities, those with low-income, non-English speaking persons, and elderly taxpayers. During the 2001 tax season, \$260,104 was refunded to participants in the program

Financial Statement

Action for a Better Community, Inc.'s funding is provided predominantly by federal appropriations, some of which are granted to ABC via state or locally administered programs such as the Community Services Block Grant, and the Low Income Home Energy Assistance Program (LIHEAP). Expenditures in 2001 totaled \$18,029,660. ABC expends 91% of its funds to directly benefit the customers we serve.

The total expenditure was returned to the local economy in terms of goods purchased, jobs generated, and taxes paid. Economic Theory suggests that dollars added to the local economy are turned over at least three times. In this context, ABC was responsible for generating over \$54 million worth of local economic activity in 2001.

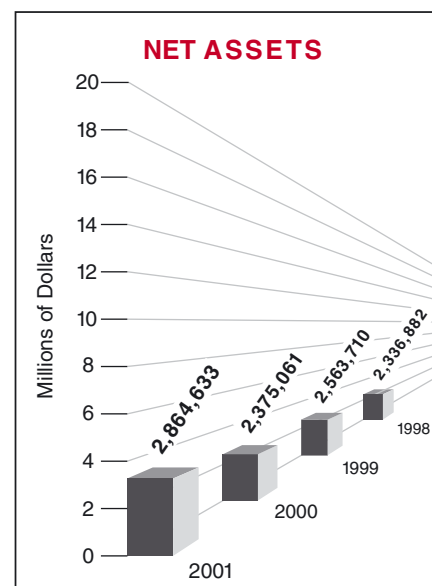
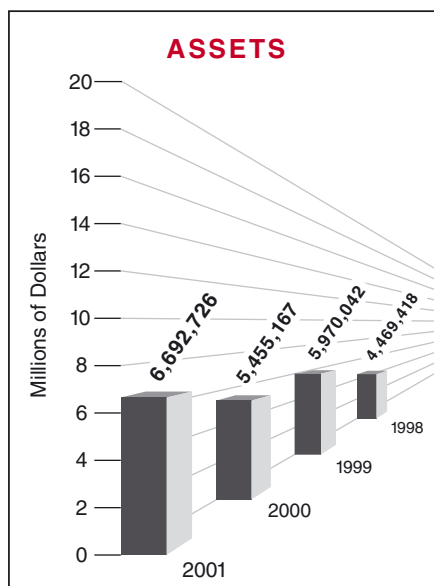
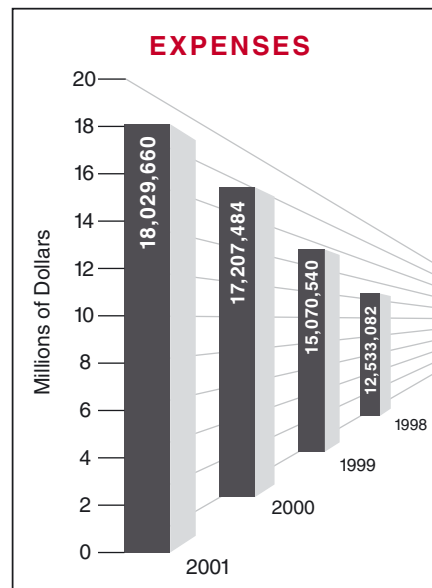
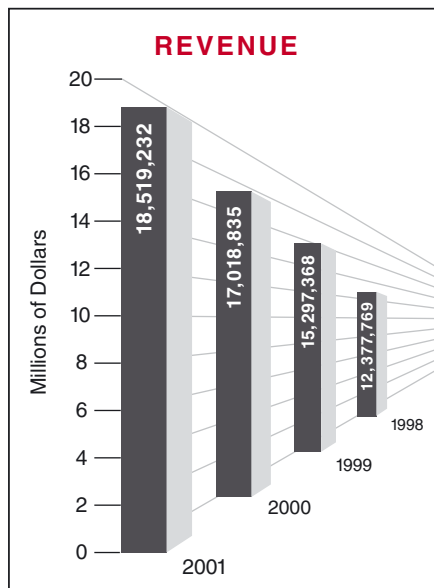
Since ABC receives federal funds, the agency is required to raise matching funds from non-federal sources as a percentage of its annual operating budget. The non-federal share may be in the form of cash services, equipment, supplies, or space.

In 2001, in-kind support totaled \$2,200,856. This contribution is significant in helping meet the requirements of our programs. More importantly, however, are the invaluable services and opportunities these in-kind gifts provide for those individuals and families we serve.

In the bar charts below, the total shown reflects actual dollars received by the agency and does not include non-cash donations.

Official audit conducted by Deloitte & Touche. The amounts shown above are for the fiscal year ended September 30, 2001.

A copy of our latest financial report may be obtained upon request by writing to:
New York State
Department of State,
Office of Charities
Registration,
162 Washington Avenue,
Albany, New York 12231.



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E-mail: CAA@ABCinfo.org
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