



**UNITED WAY**  
Chautauqua  
County

# UNITED IS THE WAY

**2024-2025**

**IMPACT REPORT**





# ROWING IN THE SAME DIRECTION

## **Eric Rinaldo** *Community Impact Manager*

When I joined United Way of Chautauqua County in December 2023 as the Community Impact Manager, I knew I'd be diving into data, reports, and meetings, but I didn't realize I'd also become something of a community storyteller, translator, and occasional cheerleader.

My background as a science teacher taught me to love data; my time in HR taught me to love people. This work is where those two worlds meet. My role is to connect with local agencies, track the numbers, and share how all the small, everyday efforts add up to something pretty extraordinary.

This isn't just another report full of charts and percentages, it's a snapshot of what happens when a whole county decides to row in the same direction. Every milestone you'll read about is the result of United Way of Chautauqua County's collective impact approach — schools, nonprofits, volunteers, and neighbors all pitching in, sometimes quietly and sometimes loudly, to make Chautauqua County stronger.

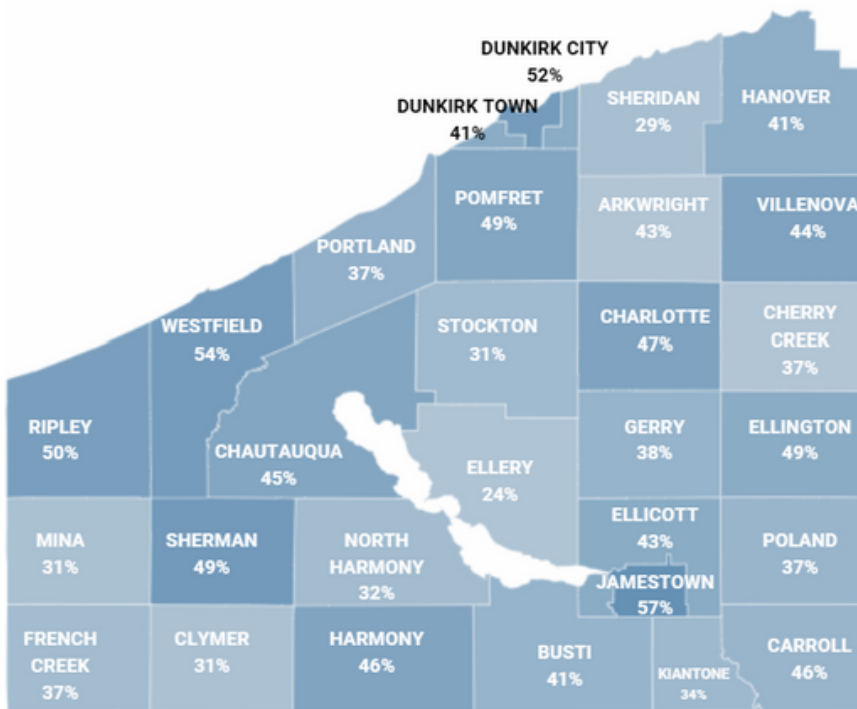
This collective impact approach includes common goals, shared outcomes and measuring impact in similar ways. Data contained within this report is collected and reported by our partner agencies between June 2024 through July of 2025 and submitted to United Way for analysis. I hope both the data and the stories inspire you – in the way they have continued to for me.

A handwritten signature in black ink, reading "Eric Rinaldo". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

## THE NEED:

Households in Chautauqua County are struggling to make ends meet:

- **46%** of Chautauqua County lives at or below the ALICE\* threshold.
- **1 in 3** children in the county live in poverty (chautauquacountyny.gov).
- **22.5%** of the population is 65 years and older and this number is growing.

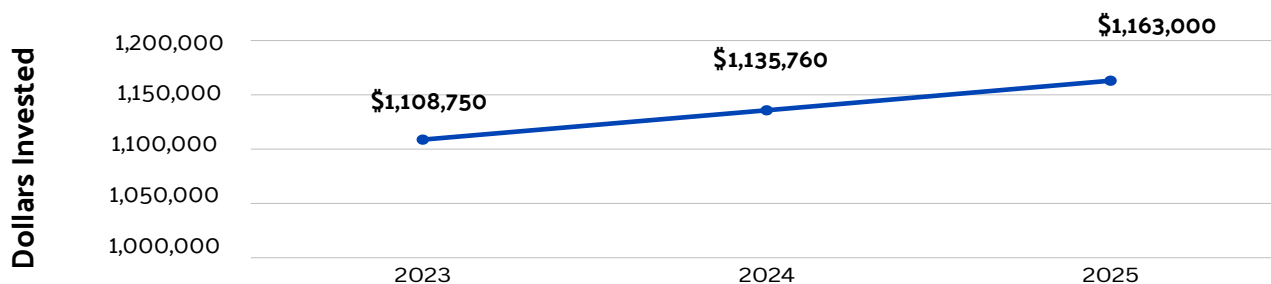


Map shows: Percentage of population at or below the ALICE threshold (poverty + ALICE)

## THE GOAL:

- To help young people realize their full potential from birth to graduation.
- To improve health and well-being, especially for vulnerable populations.
- To address immediate needs today, to strengthen the community and prepare for tomorrow.
- To create a ready workforce and a stronger financial future for every generation.

United Way of Chautauqua County has consistently increased our investment in programs that address needs and create opportunities.



\***ALICE:** Asset Limited Income Constrained Employed. Often referred to as the 'working poor', this often overlooked population makes just enough money to not qualify for many needed services and yet still cannot afford the basics for survival.



# 63,249

## Measured Impacts\*

From June 2024 - July 2025, the United Way and our partner agencies have had the opportunity to affect the lives of individuals 63,249 times. This number has increased steadily over the past several years partially due to the newly merged United Ways in Chautauqua County.

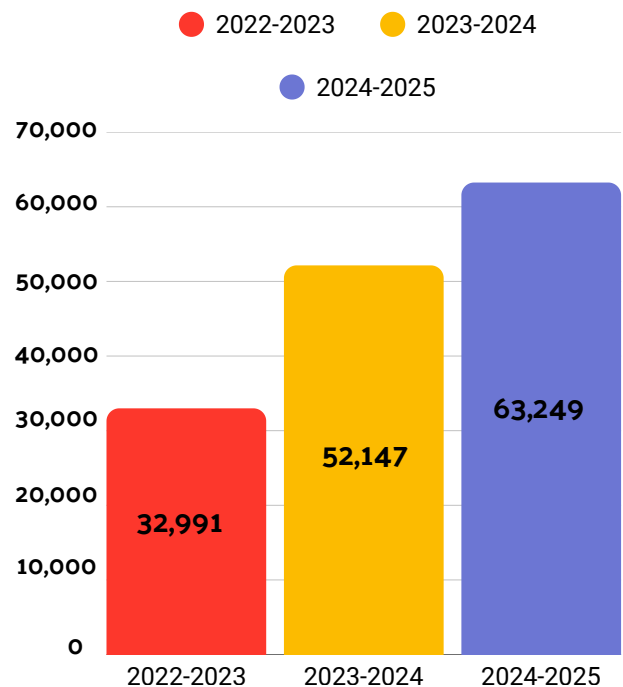
# MEASURING OUR IMPACT

## 46 Programs • 38 Agencies

United Way Community Partners are helping to close gaps and ensure that individuals across the county are given the support they need to secure a better future for themselves and the community.



### Total Measured Impacts



**508 individuals** participated in job skills training to increase employability resulting in a more secure future for themselves and their families.



**243 children** reached developmental milestones.



**1,915 students** increased their social-emotional and mental health skills resulting in improved functioning in school.



**1,360 individuals** whose basic needs were met for food, clothing and shelter.



**346 women** were able to find stable housing and a safe environment, away from domestic violence crises.



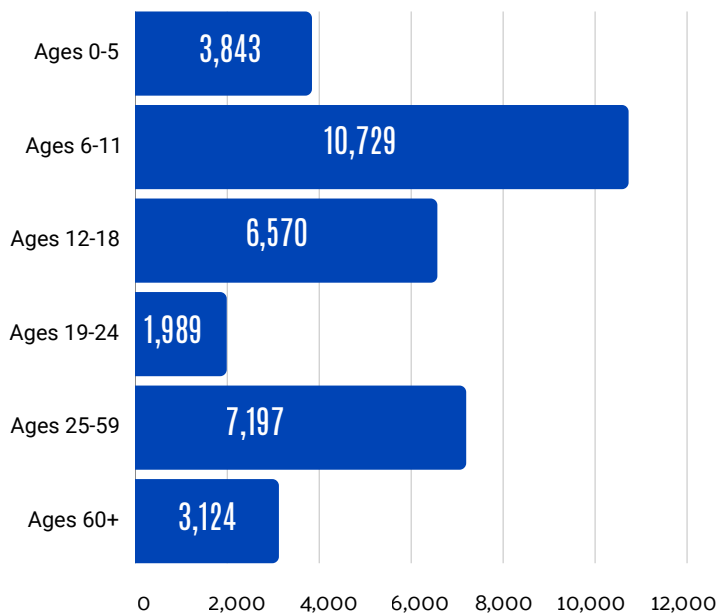
**1,489 seniors** received resources and services needed to remain independent in their homes.

\*This number includes impacts from all Community Partner programs, as well as programs directly administered by UWCHQ.

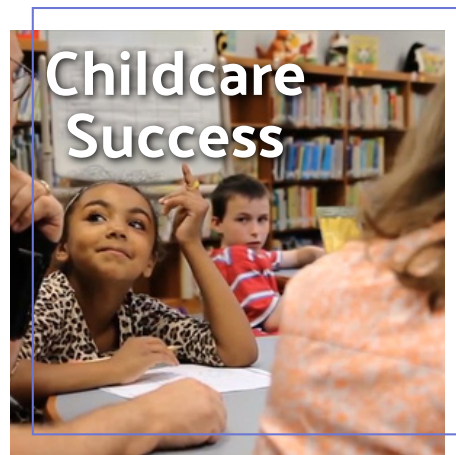
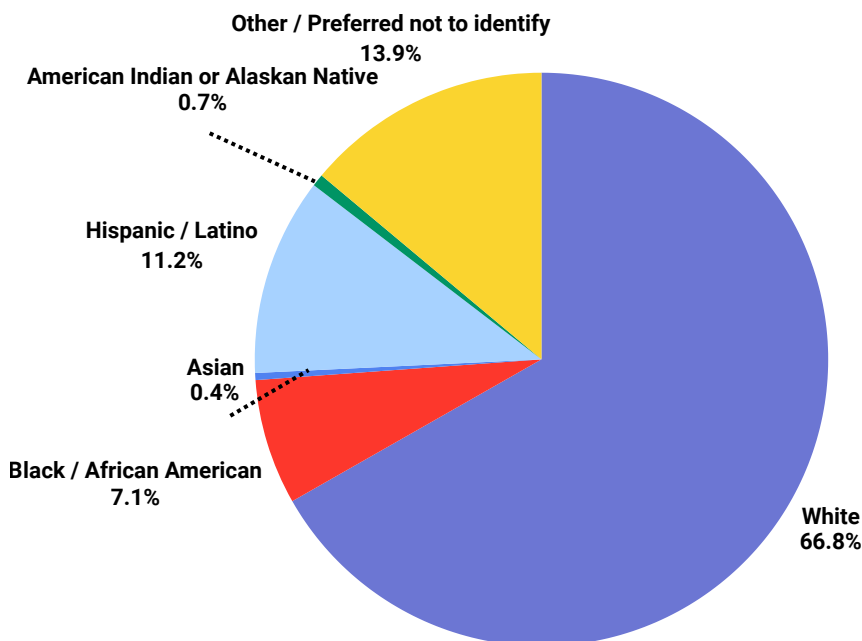
# MEASURING OUR IMPACT



## TOTAL INDIVIDUALS SERVED By Age



## TOTAL INDIVIDUALS SERVED By Race/Ethnicity



*"A single dad in our program was struggling to keep up with childcare costs despite working full-time. With a payment plan and a scholarship covering half his tuition, he was able to catch up, stay enrolled, and keep his child in a stable, nurturing classroom."*

— UWCHQ Partner Agency

# DELIVERING RESULTS

## Preparing Students for the Future

19,254 

*positive impacts on local youth*

**83%**

of eligible Chautauqua County students graduated from high school, lower than the state average of 85% (NYSED data).

**However...**

With the support of United Way Partner Agencies...

**1,444 students**

enrolled in partner agency programs are on track to graduate and are career / college ready compared to the previous year's total of 1,053.

7000  
6000  
5000  
4000  
3000  
2000  
1000  
0

**#youth that participated in career exploration and workforce education opportunities.**

1,879

**#youth that received supports to lead to increased academic success.**

5,383

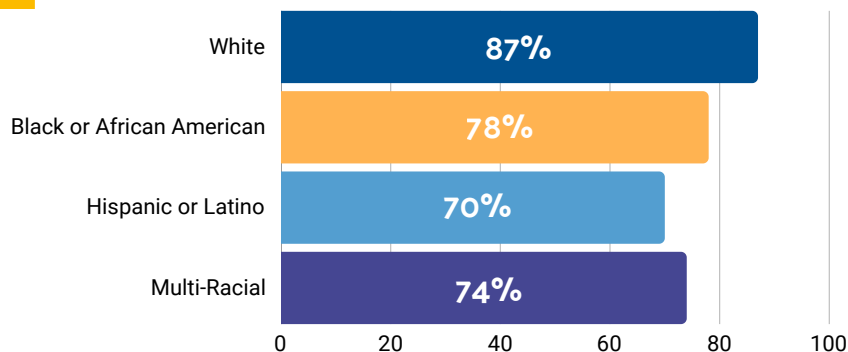
**#youth that can identify the dangers of alcohol and substances.**

6,136

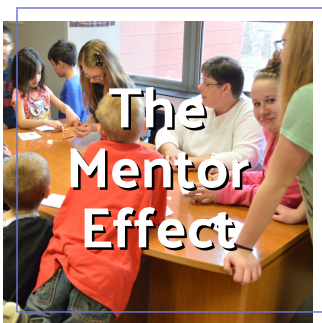
**31%**

of youth served by United Way programs are students of color.

### NYSED Chautauqua County Data 2024 Graduation Rates



New York State Education Department data from Chautauqua County shows a significant gap in graduation rates for students of color compared to students who are white. United Way programs aim to help close this gap through their youth focused programming both inside and outside of schools.



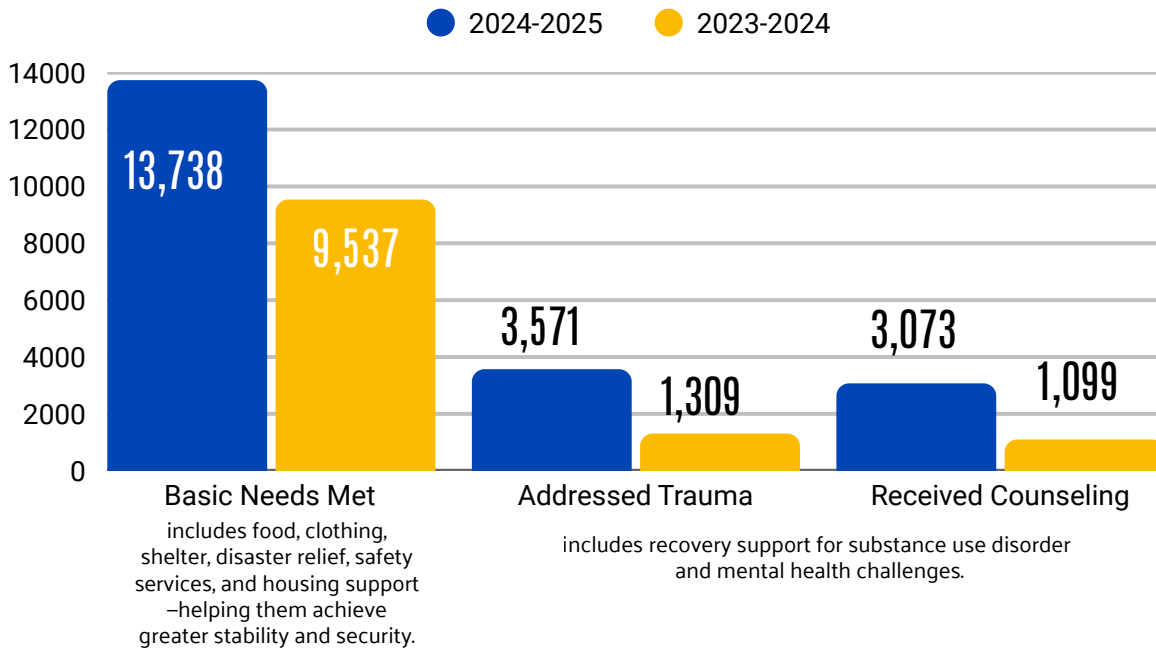
**The Mentor Effect**

*"A boy grieving his father's death found support in a mentor. His mom shared: 'I can't thank you enough... they click so well. You made an awesome match.'"*

— Agency Client

# TIMELY ASSISTANCE

The numbers below represent a marked increase in the level of urgent needs that were addressed this last year in our county. This is not only an increase due to a merged United Way but also an overall increase in the needs of the population.



*"A second-grader entered tutoring withdrawn and behind in academics. By year's end, she was performing at grade level, making friends, and excited to learn again."*

— UWCHQ Partner Agency



*"After release from prison, one guest found stable employment, reconciled with his partner, reinstated his driver's license, and is preparing for marriage. With mentorship, he continues to build a positive future."*

— UWCHQ Partner Agency

# FACING THE FUTURE, TOGETHER

Our community partners must adapt to ever changing landscapes whether its funding, staffing, or program adjustments. We asked our community partners about their challenges, where they saw opportunities for innovation, and how they were collaborating and partnering with others.

These are the trends we're seeing:

## CHALLENGES

What are existing and anticipated challenges?

- **Staffing and Workforce**
  - Difficulty with recruitment and retention
  - High turnover due to emotionally draining roles
- **Funding and Financial Stability**
  - Loss or reduction in federal, state, and foundation funding streams
  - Increased competition for limited grant dollars
- **Mental and Behavioral Needs**
  - Growing demand for mental health support
  - Long waitlists for counseling and therapy
- **Facilities and Infrastructure**
  - Rising costs of maintenance on aging facilities
- **Program Capacity and Service Demand**
  - Demand exceeds capacity
  - Limited transportation options

## INNOVATION OPPORTUNITIES

Do you anticipate any innovation opportunities in?

- **Expand Access to Services.** Add classrooms, shelters, and mobile units while offering flexible, bilingual, and home based supports that meet people where they are.
- **Facility Upgrades and Infrastructure Growth.** Significant capital investments are modernizing facilities, expanding capacity, and co-locating programs to improve efficiency and community reach.
- **Innovative Program Models.** Introduce fresh, evidence-based approaches - from holistic prevention curriculum to career coaching to coding robots to family-led programming.
- **Focus on Mental Health and Wellness.** Prioritize prevention, trauma-informed care, and peer support models to strengthen individual resilience and community wellbeing.

## COLLABORATIONS

What are some collaboration success stories?

- **Cross-Sector Engagement.** Many examples show schools, nonprofits, businesses, and government agencies co-creating solutions – demonstrating that community improvement is multi-sector and relationship-driven.
- **Sustainability through Relationship Building.** Several agencies cite long-term partnerships (some over a decade) as stabilizing forces. Intentional relationship management and joint training sustain success despite turnover.
- **Shared Mission and Mutual Benefit.** Stronger collaborations arise when partners share aligned values and clear roles – as seen in legal aid, education, and health partnerships. Mutual respect and communication are vital.





# INVESTING IN SUCCESS, TOGETHER

**1,307 total volunteers**

engaged in & supported United Way funded programs, contributing to more than **63,249** positive impacts across the entire county (June 2024 - July 2025).



## UNITED WAY OF CHAUTAUQUA COUNTY **DAY OF CARING**

**In total:**

66 volunteers

292 hours volunteered

12 sites across the county

**In August 2025, United Way of Chautauqua County held its first Day of Caring.**

**Volunteers supported schools, nonprofits, and partner agencies through hands-on activities like landscaping, painting, and sorting donations.**



# YOUR DONATIONS SUPPORT 46 PROGRAMS AT 38 AGENCIES



United Way of Chautauqua County invests more than \$1.4 million annually in programs at the agencies listed below as well as in our own initiatives and programs helping residents locally.



## YOUTH OPPORTUNITY • \$589,000 INVESTED

HELPING YOUNG PEOPLE REALIZE THEIR FULL POTENTIAL FROM BIRTH TO GRADUATION.

A Children's Place • Allegheny Highlands Council Boy Scouts • Arise Chautauqua • Boys and Girls Club of Northern Chautauqua County • CASA of Chautauqua • Campus and Community Children's Center • CBA Vision Rehabilitation • Chautauqua Lake Child Care • Chautauqua Striders • Cornell Cooperative Extension • Girl Scouts of Western New York • Jamestown Community Learning Council • Jamestown Public Schools • Junior Achievement of Western New York • Prevention Works • The Salvation Army • The Relief Zone • Winifred Crawford Dibert Boys and Girls Club • YMCA of Jamestown • YWCA of Jamestown



## HEALTH EQUITY • \$253,500 INVESTED

IMPROVING HEALTH AND WELL-BEING, ESPECIALLY VULNERABLE POPULATIONS.

Chautauqua Adult Day Services • CBA Vision Rehabilitation • Child Advocacy Program • Community Connections at Findley Lake • Family Service of the Chautauqua Region • Meals on Wheels of Dunkirk and Fredonia • Meals on Wheels of Jamestown • Mental Health Association • Prevention Works



## COMMUNITY RESILIENCY • \$290,500 INVESTED

ADDRESSING IMMEDIATE NEEDS TODAY TO STRENGTHEN THE COMMUNITY AND PREPARE FOR TOMORROW.

American Red Cross of Western New York • Chautauqua Home and Rehab Improvement Corporation • Chautauqua Safety Village • Community Helping Hands • FeedMore WNY • Jamestown Public Market • Chautauqua County Rural Ministry • Salvation Army • UCAN City Mission • YMCA of Jamestown • YWCA of Jamestown



## SELF SUFFICIENCY • \$30,000 INVESTED

CREATING A READY WORKFORCE AND A STRONGER FINANCIAL FUTURE FOR EVERY GENERATION.

Literacy Volunteers of Chautauqua County • The Resource Center



Get Connected. Get Help.™



UNITED WAY OF  
CHAUTAUQUA COUNTY

DAY OF CARING



JAMESTOWN  
YOUNG PROFESSIONALS



FEMA  
Emergency Food and Shelter Program



VITA

Volunteer Income Tax Assistance

