



# ANNUAL REPORT 2022

**"Opportunities for All"**

# To our partners, clients, and community members

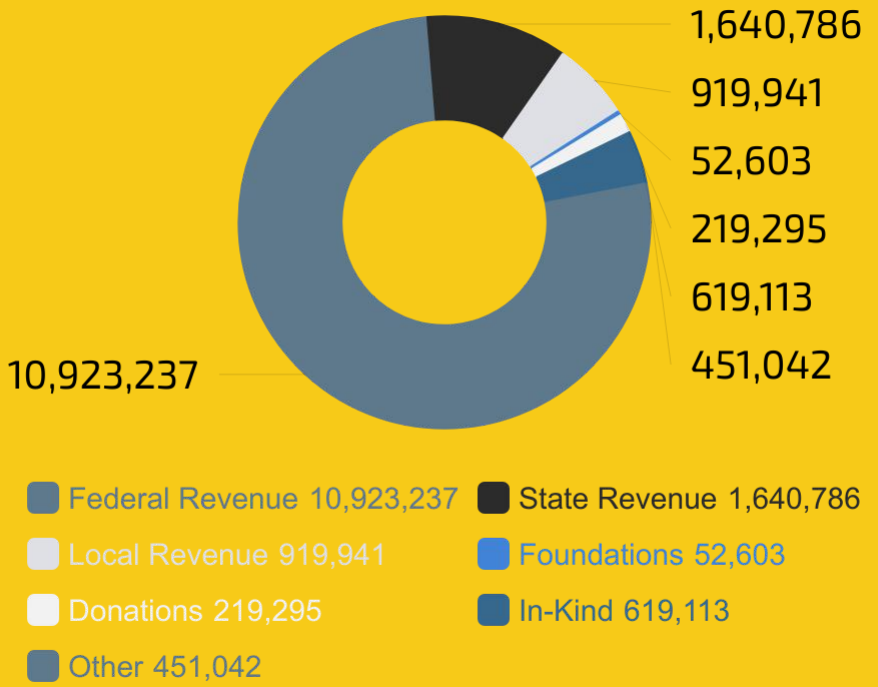
The mission of Delaware Opportunities is to "help people achieve self sufficiency and attain a better quality of life."

Delaware Opportunities' Diversity Statement (as written by staff and adopted by the Board of Directors):

"Delaware Opportunities is committed to fostering and maintaining an environment where diversity, equity, inclusion, and belonging are fully integrated into everything we do. We are passionate about creating an inclusive community, a diverse workforce representative of the community we serve, and celebrating belonging and providing opportunities for all. DO is committed to ensuring a welcoming culture that fosters authenticity and inclusiveness for staff and all people that we serve by offering a wide variety of experiences, perspectives, and ideas."

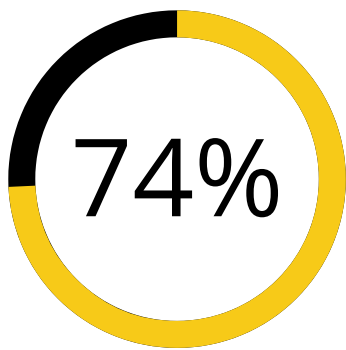
# Financial Summary

Federal funding is the major contributor to DO's annual budget. Additional funding is received from NYS, the county, and local foundations and organizations. DO also would be remiss to not recognize the amazing support of all of the community members and businesses that continue to support DO through donations and contributions.

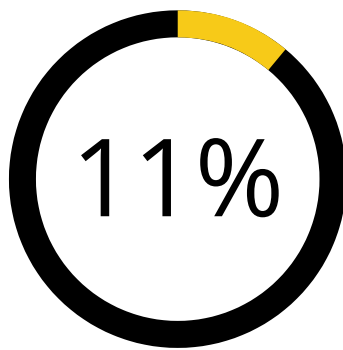


## Main Revenue Drivers

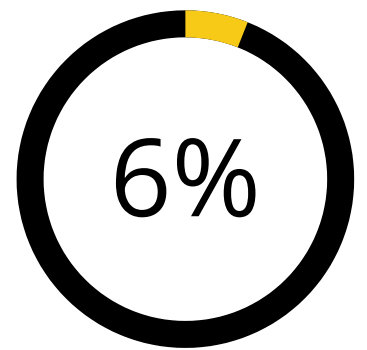
The three main revenue drivers of DO's annual budget continue to be Federal Revenue, which often passes through the state or county; State Revenue; and Local Revenue.



Federal revenue accounts for 73.68% of DO's annual budget.



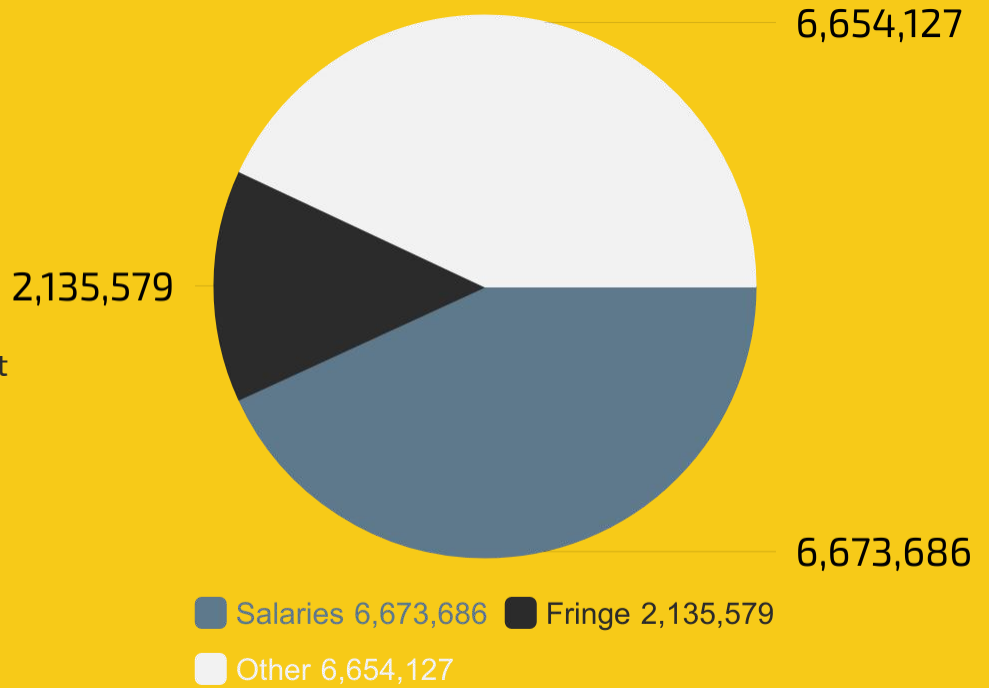
State revenue accounts for 11.07% of DO's annual budget.



Local revenue accounts for 6.2% of DO's annual budget.

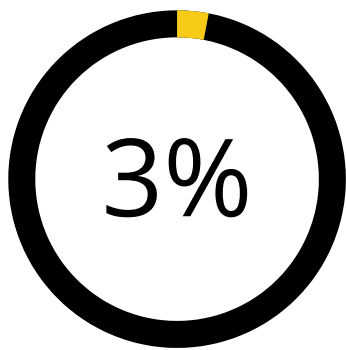
# Major Expenses

Delaware Opportunities main expense driver is its personnel. It makes sense that the people behind the work being done are what cost the most. DO prides itself on hiring quality professionals who dedicate themselves to giving back to others.

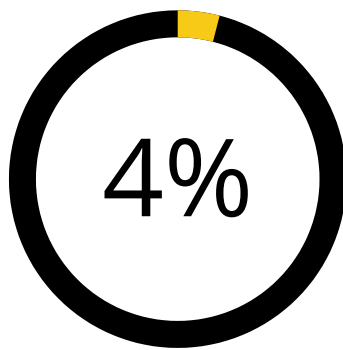


## Large Expense Drivers

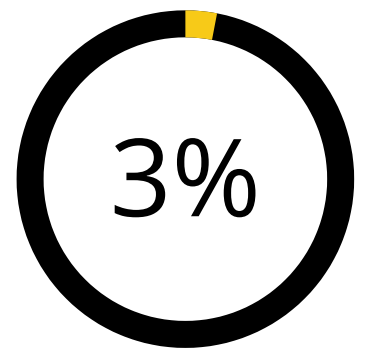
Due to the uniqueness of various programs, DO has a variety of different expenses that make up each and every contract. Outside of Housing Vouchers and Housing Rehab costs, three other main expense drivers include Program Supplies; Food; and Travel Costs.



Program Supply expenses make up 2.95% of the actual budget spent for the fiscal year 2022



Food expenses make up 4.07% of the actual budget spent for the fiscal year 2022.



Travel costs make up 2.62% of the actual budget spent for the fiscal year 2022.

# Agency Governance

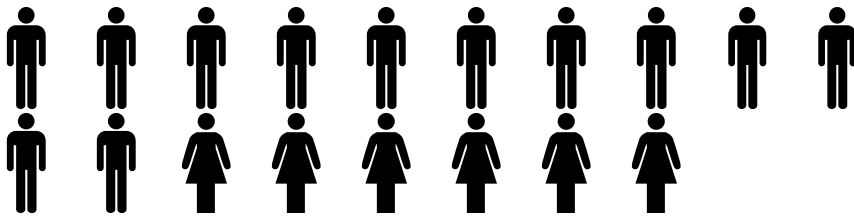
Art Edel, Board President  
Frank Bachler, Vice President  
Wayne Marshfield, Treasurer  
Jeff Staples, Secretary  
Ann LePinnet  
Steve McKeegan  
Andrew Flach  
Jean Krzyston  
Mark Tuthill  
Charlene Gregory  
Shirley Niebanck  
Tom Schimmerling  
Polly DellaCrosse  
Peg Hilson  
Bud Gladstone

Polly DellaCrosse, Chair, Community Rep  
Sheila Biruk, Arkville  
Stefanie Cassese, Davenport  
Emily Storrs, Delhi  
Tiffany Norma,, Delhi  
Akela Dix, Deposit  
Angela Smith, Deposit  
Vicki Rubera, Fishs Eddy  
Caitlin Thies, Franklin  
Erin Lent, Sidney  
Jasmine Skivington, Sidney  
Christopher Maldonado, Sidney  
Kristen Phraner, Walton  
Shawni Williams, Walton

# Our Management Staff

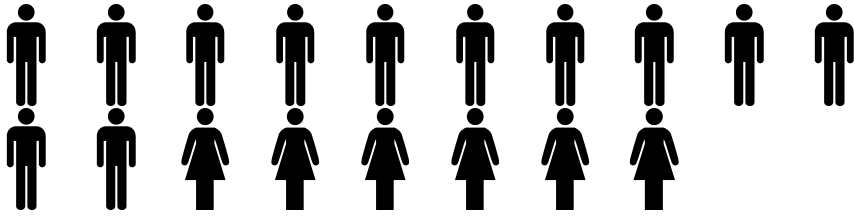
Dr. Shelly Bartow, Executive Director  
Hope Lambrecht, Fiscal Officer  
Mercedes Newkerk, HR Director  
Katie McAteer, Assistant to the Executive Director  
Janelle Montgomery, CFD Director  
Janelle Hartwell, Community Services Director  
Stacy Osborn, SAV Director  
Joseph Grevera, Weatherization Director  
Lynda Hitt, Housing Director  
Rick Angerer, Senior Dining Director  
Chris Nordberg, Technology Services Director  
Teresa Hauptfleisch, Head Start Director (starting 3/20)  
Andrea Byrne, WIC Director  
Tracie Hunt, FRILS Director  
Maggie DelBalso, Parent Education Director  
Alex Opie, Home Care and Disability Services Director  
Rachele Ver Valin-Pettit, Day Care Director

# Head Start Policy Council Members



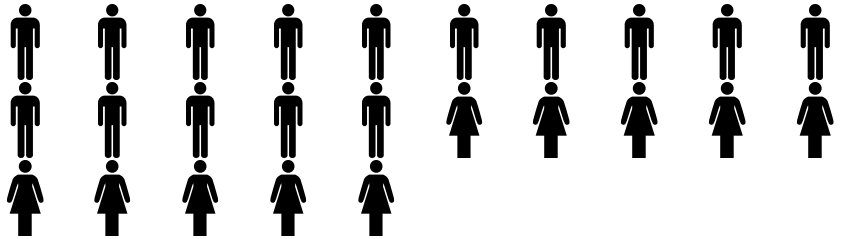
195

Average number of staff working to serve those in the community



200

Average number of volunteers serving an estimated 20,000 hours



10,000

Estimated number of individuals served through services



"Life's most persistent and urgent question is, What are you doing for others?"

~Martin Luther King Jr.

# 2022 Highlights

- \* Kicking off first-ever capital campaign (including Golf Tournament and First Annual Poker Run)
- \*Capital Project to add onto the Hamden building
- \*Introduction of new programming, including Peer Recovery Services and a Peer Advocate
- \*New Family Opportunity Center Funding to support the creation of three new Navigator positions
- \*Co-Chair of new Chenango County Delaware Behavioral Health Network
- \*Trauma-informed work with SUNY Delhi, Catskills Pathways to Recovery and the Regional Trauma-Informed Care Network
- \*Completion of several collaborative applications with CDCBHN partners

- \*Two new certified ROMA Implementers
- \*Monthly bag campaign for HS families (food, hygiene and other household items)
- \*First Annual Family Fun Festival
- \*Another successful back to school supply campaign and Toys for Tots giving season
- \*Creation of a coalition addressing homelessness
- \*Hosted all-staff holiday event



# Looking Ahead to 2023

2022 was a much different year than the two previous as we started to come back into our new normal, post-pandemic. Programs picked back up, people started coming back into the agency, and new services emerged. Things certainly didn't slow down for DO and our support to the community. Throughout 2022 DO hosted biweekly food and dairy distributions, hosted mobile food pantries, opened a satellite office one day a week in Sidney, assisted the homeless and potentially homeless with new and expanded resources, aided families with connecting with day care services, established navigation services for families, hired a new Peer Advocate, provided a record number of families with toys through the Toys for Tots program, and much much more. DO was often seen at community and school events, walking in local parades, and out in the local communities providing supplies, food and services to those in need. 2023 is shaping up to be just as busy and we look forward to some exciting new services and programming on the horizon.



Additionally, stay tuned for more information about our capital project, which we hope to break ground on in the fall. We have continued to outgrow our space in Hamden as we add more and more services to our agency.

I, for one, could not be more excited about what 2023 has in store for us. We are here for YOU and continue to take pride in being a trusted and reliable resource in the community!

~Dr. Shelly L. Bartow, Executive Director

# Our Programs, By the Numbers

\*All statistics pulled from CSBG Fourth Quarter Report (this funding and reporting reflects a period of October 1, 2021 through September 30, 2022)

## Employment and Training:

- \*Provided intake for 66 public assistance applicants who were without a job
- \*28 of those individuals were placed in a work experience

## Emergency Food and Shelter:

- \*Provided intake for 376 families
- \*49 families paid utility arrears to avoid utility shutoffs
- \*41 received support to pay back rent to avoid eviction
- \*6 received support to pay back mortgages to avoid foreclosure



## No Heat Emergencies:

- \*92 referrals were received from DSS for households without heat due to non-functioning furnaces
- \*15 received furnace repairs or replacements
- \*5 of those households will also be placed on the Weatherization waiting list

## HEAP:

- \*Accepted and processed 2,145 applications for HEAP assistance from those not receiving public assistance or SNAP
- \*1,350 of those applications were determined to be income eligible and utility payments were made on their behalf
- \*578 received emergency LIHEAP assistance

## Solutions to End Homelessness:

- \*25 homeless families enrolled in the program and were determined eligible for assistance
- \*25 were provided with re-housing assistance for immediate housing by providing first month's rent and security deposits to maintain safe and affordable housing
- \*11 will receive ongoing rental assistance to maintain affordable housing for 90 days
- \*8 will receive ongoing rental assistance to maintain affordable housing for 180 days
- \*48 near homeless households were enrolled in the program and be determined eligible for assistance
- \*31 of those 48 households received assistance to remain in their home or relocate via payment of back rent or first month's rent
- \*31 those 31 households received assistance to relocate via payment of a security deposit
- \*25 of the 31 households maintained safe and affordable housing for 90 days
- \*31 of the 31 households maintained safe and affordable housing for 180 days



# Our Programs, By the Numbers



## Weatherization:

- \*Conducted intake of 96 households interested in applying for the Weatherization Assistance program
- \*Of the 96 intakes, 46 housing units in Delaware County and 21 units in Sullivan County were the recipient of Weatherization activities

## Rental Assistance:

- \*Performed client intake and maintained client files for 795 households
- \*Provided rental subsidies for 724 households to limit rent and utility costs to 30% of income to make decent housing affordable
- \*Placed 246 households on the waiting list to receive assistance when available

## Housing Counseling:

- \*Provided pre-purchase counseling for 35 households
- \*Of the 35 households, developed sustainable budgets with all 35 who were counseled
- \*Of the 35 households, three of those who developed sustainable budgets secured resources to achieve homeownership

## Head Start:

- \*202 children participated in pre-school activities to develop school readiness skills (spans two program years)
- \*Of the 202, all children obtained age-appropriate immunizations and medical care
- \*Of the 202, all received dental checkups, with 202 receiving dental care
- \*202 of the 202 children have improved health and physical development as a result of adequate nutrition
- \*70 of the 202 children are developmentally ready to enter kindergarten
- \*202 of the 202 children demonstrated improved family functioning
- \*13 parents engaged in parent group meetings and served on Policy Council
- \*One member of Policy Council served on the Delaware Opportunities Board of Directors



# Our Programs, By the Numbers

## Child Care Resource and Referral:

- \*Maintained Standards of Excellence for CCR&R as issued by ECLC
- \*121 referrals for providers were made to parents seeking child care
- \*286 family, group family, and legally exempt child care slots were filled
- \*Technical assistance was provided to 27 family and group family day care providers
- \*43 partnerships with day care providers were maintained

## Day Care Registration:

- \*Approximately 20 inspections of family day care homes were conducted to assure positive approaches towards learning were being demonstrated
- \*Approximately 4 inspections of school day care programs were conducted to assure positive approaches towards learning were being demonstrated

## Big Buddy:

- \*48 at risk youth were identified as being willing to participate in the Big Buddy program
- \*14 mentors were recruited, screened, trained and supported
- \*26 of the 48 youth demonstrated and improved positive approach towards learning, including improved attention skills

## SNAP Outreach:

- \*Provided SNAP benefit information in face to face contacts with 1,498 eligible households
- \*Of the 1,498 households, 222 were assisted with pre-screening
- \*160 of those households were found to be eligible and received SNAP benefits
- \*15 of those households needed assistance with recertifying for benefits



# Our Programs, By the Numbers

## Car Seat Donation Program:

- \*Provided client intake for 167 households with young children who did not have a car safety seat
- \*197 households received the resources to safely transport their child(ren)

## Healthy Families:

- \*Provides assessments to prioritize the need for services and enrolled 45 families
- \*Of the total children enrolled in the program, 76 had all age appropriate immunizations
- \*89 enrolled children demonstrated age appropriate development
- \*86 enrolled children demonstrated improved skills related to the adult role of parents

## Developmental Disability Services:

- \*Provided client intake for 35 developmentally disabled persons
- \*Provided respite, after school respite, day hab, and community hab services for 35 individuals

## Senior Dining:

- \*Provided intake for 133 senior citizens to participate in the congregate meal setting
- \*Provided intake for 304 senior citizens to participate in the home delivered portion of the program
- \*Provided 408 home bound seniors with a home delivered meal to keep them healthy and independent

## Food Pantry Network:

- \*Maintained the Food Pantry Network, providing resources, food and expertise to 17 locally based food pantries
- \*Obtained \$81,009.51 in donations that were distributed to low income families
- \*Provided 35,700 bags of groceries to assure that food insecure households nutritional needs were met
- \*Provided 9,165 bags of groceries from the satellite sponsored food pantry (Delhi) to assure that food insecure households nutritional needs were met
- \*Provided 199,002 bags of groceries through the remainder of the food pantry network to assure that food insecure households nutritional needs were met.
- \*225 food insecure households received food via the Hamden Food Bank
- \*Provided monthly CSA boxes to 60 individuals/households



# Our Programs, By the Numbers

## WIC:

- \*Processed applications to serve 1,350 women, infants, and children
- \*Provided benefits to 1,561 households

## Independent Living Skills:

- \*Identified 21 children about to leave foster care due to aging out of the system and provided training via life skills coaching sessions to 22 individuals

## Safe Against Violence:

- \*Provided client intake for 263 victims of domestic violence
- \*Provided information and referrals for 222 victims of domestic violence to help keep them safe from abuse
- \*Of the 263 victims, 26 were provided with shelter to keep them safe from abuse

## Day Care Assistance:

- \*Provided intake for 44 families seeking to obtain or retain affordable, quality child care
- \*Provided ongoing child care subsidies for 161 children so that parents can seek and maintain affordable child care
- \*Sponsored CACFP funds for providers assuring child health for 243 children as a result of adequate nutrition

## Medicaid Transportation:

- \*Provided intake for 224 people seeking transportation to medical appointments
- \*Accepted referrals for medical appointments, dispatched vehicles, and provided transportation to 260 people for access to necessary health care

## DSS Transportation:

- \*Accepted referrals from DSS and provided transportation to and from designated services for 76 low income people
- \*Provided transportation for 29 people for job training or to seek, obtain or maintain employment

## Services Transportation:

- \*Provided intake and transportation for 46 households needing to access services

## Safe Against Violence:

- \*Provided client intake for 149 victims of rape or sexual assault
- \*Of the 149 victims, provided information and referrals to all 92 victims to assist them with recovering from the assault
- \*Provided legal accompaniment to 81 victims
- \*Provided case management for all 154 victims to assist them in their recovery

## Family Residences-Agency Operated Foster Homes:

- \*Provided staffing for four agency operated foster homes
- \*Accepted referrals for 21 children from DSS and provided caring, supportive services



# Our Programs, By the Numbers

## Used Clothing and Household Goods:

- \*Accepted donations of clothing and household goods valued at \$86,779.70 to distribute to low-income households in need
- \*Provided 1,836 units of clothing to low-income households to assist those individuals in achieving and maintaining capacity to meet basic needs for 90 days
- \*Provided emergency clothing assistance 219 families
- \*Assisted 181 families in meeting the basic needs for 90 days by providing emergency clothing and household goods

## Parent Education:

- \*103 referrals were received from DSS for the improvement of parenting skills
- \*29 of the referrals demonstrated improved skills related to the adult role of parents
- \*25 of the referrals demonstrated increased sensitivity and responsiveness in their interactions with their children

## Family Development:

- \*Provided intakes for 54 families
- \*24 of the 54 found employment
- \*34 of the 54 obtained safe and affordable housing
- \*53 of the 54 obtained health insurance

## Youth Engagement Program:

- \*Provided services to 23 DSS-referred youth to receive mentoring and support in areas related to communication, coping skills, academic support, community engagement, age-appropriate socialization and personal responsibilities and growth



# —” THANK YOU ”—

...to all those who continue to support DO and the work we do through your generosity, volunteerism, and partnership

