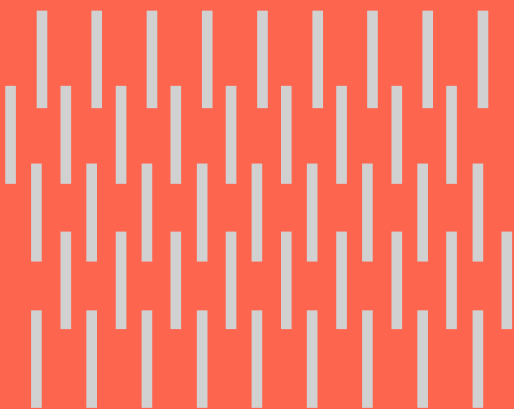




Delaware Opportunities 2023 ANNUAL REPORT



To our partners, clients and community members

2023 was a busy year for Delaware Opportunities. As far as highlights go, here is what we have been up to:

Started a Family Opportunity Center program with Service Navigators to better assist and serve client needs.

Saw significant growth in our Recovery Peer Program and developed plans to train peers and develop a formal peer network.

Obtained additional rental assistance monies to better assist those in need.

Started the building of the addition, which is in the final stages. An addition which houses a Child Advocacy Center and Community Room.

Hosted the second annual Family Fun Festival with almost 400 people in attendance.

Saw continued success at the Sidney Satellite site, manned by DO staff once per week.

As veteran Board members retired, saw new faces join the Board of Directors.

Helped coordinate 250 volunteers with thousands of volunteer hours at the Healthy Delaware event.

Engaged in the facilitation of several professional development opportunities both in the community and in partnership with other organizations, with a particular emphasis on trauma-informed care and resiliency.

Two new certified ROMA trainers trained.

Staff member trained to train in CPI-Nonviolent Crisis Intervention.

Dr. Shelly L. Bartow
Executive Director



OUR MISSION

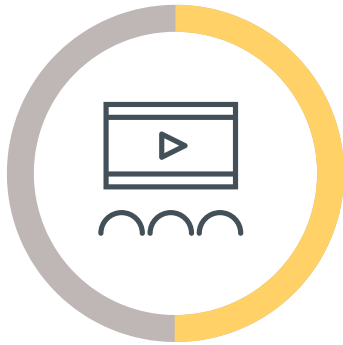
Delaware Opportunities is a not for profit Community Action Agency committed to helping everyone become self sufficient and/or attain a better quality of life. The agency shall be directed toward assisting all those with needs to maintain a sense of community values, and community activism, self and family development, and a general improvement in the standard of living for all.



"Opportunities for All"

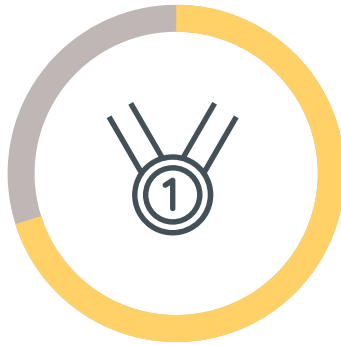
Delaware Opportunities is committed to fostering and maintaining an environment where diversity, equity, inclusion, and belonging are fully integrated into everything we do. We are passionate about creating an inclusive community, a diverse workforce representative of the community we serve and celebrating 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



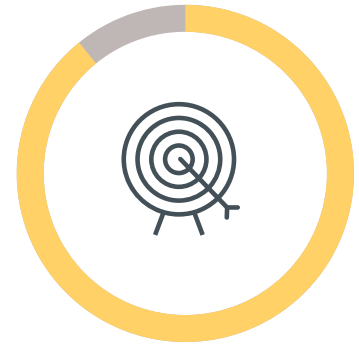
65%

Federal revenue accounts for approximately 65% of DO's annual budget.



6.9%

State revenue accounts for 6.9% of DO's annual budget.



14.2%

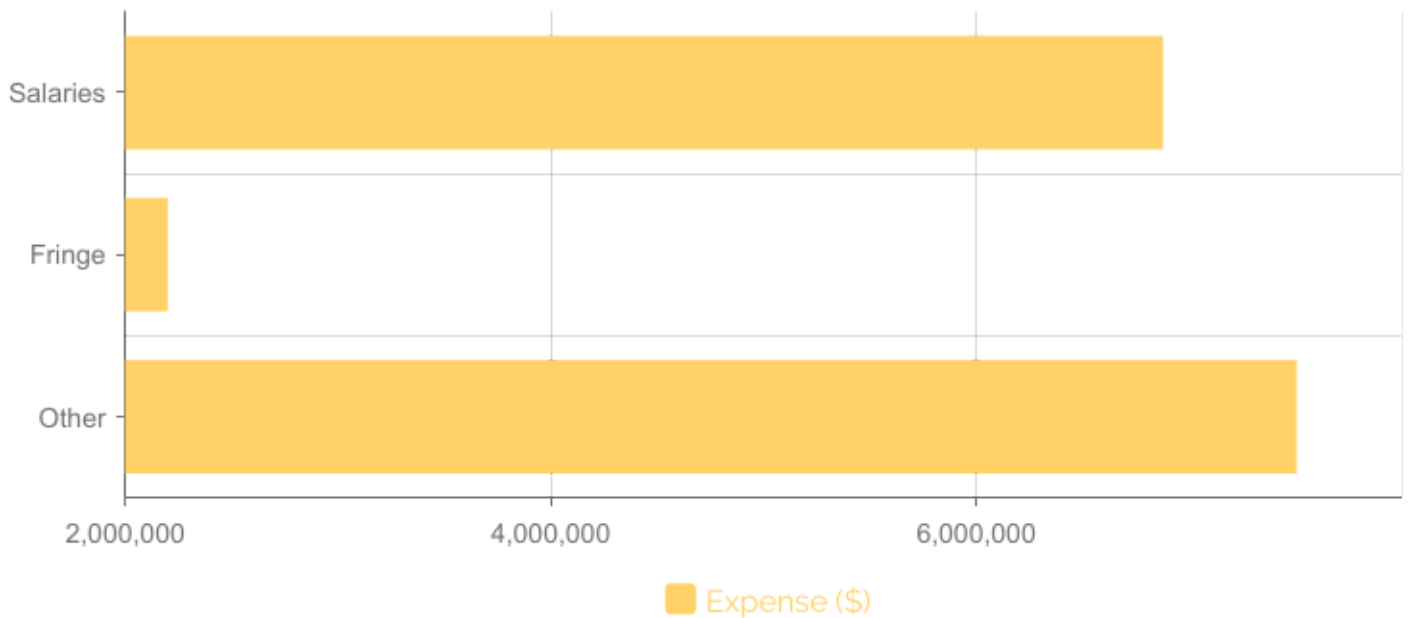
Local revenue accounts for 14.2% of DO's annual budget.

Federal funding continues to be the major contributor to DO's annual budget. Additional funding is received from NYS, the county and local foundations and organizations. DO also is also extremely thankful to all the business and community members who have continued to support DO through donations and contributions.



MAJOR EXPENSES

Five-Year Financial Analysis
In Millions of Dollars



5%

OF EXPENSES INCLUDE
PROGRAM AND OFFICE
SUPPLIES

3.4%

OF EXPENSES INCLUDE TRAVEL
AND VEHICLE RELATED
EXPENSES

Delaware Opportunities main expense driver is personnel. It makes sense that the people behind the worked being done are what cost the most. DO prides itself on hiring quality professionals who dedicated themselves to giving back to others. Throughout 2023, several new positions were created and added to the agency roster. Additionally, many staff positions saw increases in pay whether related to cost of living adjustments or adjustments related to wage comparability study review. The agency continues to strive to be competitive in the market when it comes to recruiting and maintaining employees salary-wise.

Agency Governance and Decision-Making

Board of Directors

Arthur Edel, President
Stephen McKeegan, Vice President
Jeff Staples, Secretary
Wayne Marshfield, Treasurer
Andrew Flach
Nicholas Frandsen
Chris Bodo
Caitlyn Thies
Peg Hilson
Ann LePinnet
Polly DellaCrosse
Charlene Gregory
James Ellis
Raymond Baker
Bradley Moore (new in 2024)

Board members retiring in 2023:

Frank Bachler
Mark Tuthill
Shirley Niebanck
Jean Krzyston
Thomas Schimmerling

Agency Senior Management Team

Dr. Shelly L. Bartow, Executive Director
Hope Lambrecht, Fiscal Officer
Mercedes Newkerk, Director of Human Resources
Kathryn McAteer, Assistant to the Executive Director
Jennifer Smith, Communications and Resource Development Coordinator (new position)
Chris Nordberg, Technology Services Director
Janelle Montgomery, Child and Family Development Director
Teresa Hauptfleisch, Head Start Director
Joseph Grevera, Weatherization Director
Lynda Hitt, Housing Director
Rick Angerer, Senior Dining Director
Stacy Osborn, Safe Against Violence Director
Janelle Hartwell, Community Services Director

Head Start Policy Council

Elaine Smith, Community
Sheila Biruk, Arkville
Aisha Randall, Davenport
Tiffany Norman, Delhi
Miranda Hitt, Delhi
Angela Smith, Deposit
Ashley Scuderi, Deposit
Alexis Alvarado, Fishs Eddy

Caitlin Thies, Franklin
Megan Northrup, Franklin
Shelby Sherman, Sidney
Danay Spurge, Sidney
Siara Mettler, Walton
Mary Hilbert, Walton
BillieJo Klein, Walton

Looking Ahead at 2024

Delaware Opportunities continues to grow with each year. For the new fiscal year, the agency is predicting a growth in revenue of at least \$1 million. The agency continues to pursue new avenues of funding to address the ever-growing needs of those being served. The agency has worked diligently to establish new partnerships, take part in new collaborative efforts, as well as spearhead important community conversations. In 2024 DO will once again be conducting a community needs assessment. And we will want to hear from all of you. Be on the lookout for our survey later this summer as well as dates for both in person and hybrid focus groups focused on high need areas.

Did you know that this coming year marks the 60th year of Community Action across the country? Well, it does. And what better way to celebrate our own upcoming 60th anniversary than with a ribbon-cutting and open house event to show all of you our new addition. As soon as we have more information, we will be sharing that with all of you as well and we hope you will come and celebrate with us.

The most important thing I am looking forward to in 2024 is the continued successes of both our staff and those we serve in the community. The hard work and commitment of the staff here is unparalleled and you can see it each and every day through the interactions staff have with those they are assisting. And, when clients succeed? We celebrate right alongside them. Here is to another great year of success and achievement!

~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, 2022 through September 30, 2023)*

Employment and Training:

- *Accepted 24 referrals from DSS for clients in receipt of Public Assistance or SNAP
- *24 individuals placed in on-the-job training

Emergency Food and Shelter:

- *Provided intake for 316 families
- *Assisted 42 families with paying utility arrears to avoid utility shutoffs
- *Provided back rent for 23 households

No Heat Emergencies:

- *Assisted 41 households with furnace repairs and/or replacement

HEAP:

- *Accepted and processed 2,110 applications for HEAP assistance
- *Determined income eligibility and assisted with utility payments for 1,786 households
- *Emergency utility payment assistance provided to 412 eligible households
- *636 households received emergency LIHEAP assistance

Solutions to End Homelessness:

- *75 families facing homelessness were enrolled in the program and determined eligible for assistance
- *22 individuals were provided with re-housing assistance
- *22 individuals received assistance to remain in their home or relocate

200

Average number of employees at Delaware Opportunities providing services directly to the community

10,000

Estimated number of individuals served annually by Delaware Opportunities through all of its services and programs

Rental Supplement Program:

- *143 families facing homelessness or near homelessness were enrolled in the program and determined eligible for assistance
- *18 families received re-housing assistance
- *23 families received assistance to remain in their home or relocate
- *28 families received assistance to relocate via payment of a security deposit

Our programs, by the numbers...

Weatherization:

- *81 households completed intake
- *33 households were determined eligible and received Weatherization services

Rental Assistance:

- *914 households completed intake
- *Provided rent subsidies for 711 households

Housing Counseling:

- *Provided pre-purchase counseling for 50 households
- *50 households developed sustainable budgets as a result of counseling

Head Start:

- *Provided intake for 157 children
- *157 children participated in preschool activities to develop school readiness skills
- *145 children obtained age-appropriate immunizations and medical care
- *145 children received dental checkups

Child Care Resource and Referral:

- *Provided 115 referrals to parents seeking child care
- *Provided for 351 quality family, group family and legally exempt day care slots for children

Day Care Registration:

- *Inspected 24 family day care homes to assure children are receiving positive approaches toward learning

Home Care Services:

- *Provided in-home chores and other support services to 14 individuals in their homes
- *8 of these seniors maintained an independent living situation; 5 individuals with disabilities maintained an independent living situation

Family Opportunity Center:

- *Enrolled over 60 families
- *Provided 356 home visits
- *Made over 100 referrals to local programs and services



Big Buddy:

- *Identified 51 at risk youth willing to participate
- *Recruited, screened and trained 18 mentors
- *15 of the enrolled youth demonstrated improved positive approaches towards learning, including improved attention skills

SNAP Outreach:

- *Provided SNAP benefit information to 1,720 potentially eligible households
- *632 households were assisted with pre-screening
- *48 households were found to be eligible and will received SNAP benefits

Car Seat Donation Program:

- *178 households received resources to safely transport their child(ren)

Healthy Families:

- *Enrolled 46 families in the program
- *All enrolled children had age-appropriate immunizations and demonstrated age-appropriate development
- *All enrolled parents demonstrated improved skills related to parenting

Respite Care:

- *Provided respite for 7 individuals
- *23 individuals received community habilitation services
- *30 individuals maintained an independent living situation

Senior Dining:

- *140 individuals and 130 individuals participated in the intake process to enroll in congregate and home delivered meals, respectively

Food Pantry Network:

- *Maintained Food Pantry Network of 17 food pantries throughout county
- *Received \$96,048 worth of donations that were redistributed to families
- *Provided 258,209 bags of groceries to assure that food insecure households nutritional needs were met throughout network

WIC:

- *Provided benefits to households to serve 1,251 women, infants and children

Independent Living Skills:

- *Provided training via life skills coaching sessions for 11 youth to assist them with adult functioning skills

Youth Engagement:

- *36 youth participated in the program
- *22 of those youth were kept from institutional placement

Safe Against Violence:

- *218 domestic violence survivors received information and referrals to keep them safe from abuse
- *8 individuals were provided safe shelter
- *Provided information and referrals to 195 individuals to assist them in recovering from assault
- *Provided case management to 266 individuals to assist them in recovering from assault

Day Care Subsidies and CACFP:

- *Provided ongoing child care subsidies for 168 children so that parents could seek and maintain affordable child care
- *Sponsored CACFP funds for providers, assuring child health for 194 children as a result of adequate nutrition

Medicaid Transportation:

- *Accepted referrals for and provided transportation to 195 individuals who needed to access to necessary health care

DSS Transportation:

- *Provided transportation for 152 individuals to be able to access needed services
- *Provided transportation for 57 individuals for job training or to seek and obtain employment

FRILS:

- *Provided staffing for four agency operated foster homes
- *Provided caring supportive services for 6 youth

Used Clothing and Household Goods:

- *Accepted donations of clothing and household goods valued at \$81,045 which was redistributed to low income households in need
- *Provided 2,140 units of clothing to low income households
- *Provided emergency clothing assistance to 111 families

Parent Education:

- *Accepted 57 referrals from DSS for improving parenting skills
- *54 parents demonstrated improved skills related to the adult role of parents
- *36 parents demonstrated increased sensitivity and responsiveness in their interactions with their children

Family Development:

- *Provided intake for 46 families, all of which achieved one or more outcomes
- *23 families found employment
- *40 families obtained safe and affordable housing
- *45 families obtained health insurance
- *10 families maintained employment for at least 90 days

Recovery Peer Advocate Program:

- *Provided intake and services to 47 individuals, all achieving one or more outcomes
- *34 individuals received life skills coaching sessions; 35 received case management services
- *25 individuals received referrals to other services



—”
**THANK
YOU**
—”

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

