



2025 Annual Report

A Year of Accomplishments



Delaware Opportunities Inc.
Committed to helping those in need

2025 ANNUAL REPORT

Message from the Executive Director

As we reflect on this past year, I am proud of the impact Delaware Opportunities Inc. continues to make across our communities, including here in Hamden and throughout Delaware County and beyond. Our mission—to connect people with opportunity—remains at the heart of everything we do.

This year brought both challenges and growth. Fiscal changes and challenges prompted proactive and creative thinking. New opportunities allowed for the addition of new services and programming. Delaware Opportunities strives to be proactive and innovative, always ensuring alignment with its mission and best serving the identified needs in the communities it serves.

None of this would be possible without the support of our employees, volunteers, partners, and funders. Your trust and collaboration allow us to adapt, improve, and move forward together.

As we look ahead, Delaware Opportunities Inc. remains committed to expanding access, enhancing service, and building a more connected and inclusive region. Thank you for being part of this journey and for helping us drive opportunity forward.

— Dr. Shelly L. Bartow, Executive Director,
Delaware Opportunities Inc

OUR MISSION

Delaware Opportunities is a not for profit Community Action Agency committed to helping everyone become self sufficient and attain a better quality of life. The agency works to assist those in need, while promoting community values, community activism, personal and family development, and the overall improvement of living standards for all.



\$17,090,282M

IN ANNUAL REVENUES



FINANCIAL SUMMARY

Delaware Opportunities maintains strong **financial stability** while continuing to expand services that support individuals and families throughout the community.

65.5%

FEDERAL REVENUE

Share of DO's annual budget

5.8%

STATE REVENUE

Share of DO's annual budget

50%

SALARIES & FRINGE

Portion of total expenses

7.5%

ADMINISTRATIVE COSTS

Share of total budget

19.3%

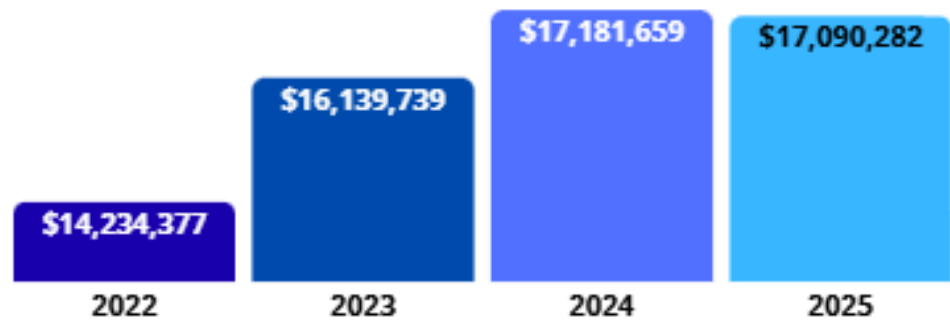
PAYMENTS FOR INDIVIDUALS

Second-largest expense category

ECONOMIC VIABILITY

Delaware Opportunities continues to demonstrate financial growth, with revenue increasing consistently since 2022!

Revenue has increased by nearly **\$3 million** since 2022.



COMMUNITY IMPACT

 **200**

EMPLOYEES

Average number of staff supporting programs and services

 **10,000**

INDIVIDUALS SERVED

Estimated number of individuals assisted through DO programs

 **200**

VOLUNTEERS

Community members contributing time and support

 **12,000**

EMPLOYEES

Average number of staff supporting programs and services

WHAT WE DO WELL

OUR PROGRAMS AND SERVICES

Statistics from CSBG Fourth Quarter Report (October 2024 - September 2025)

Employment and Training	Accepted 8 referrals from DSS 8 of these referrals were placed in a work experience 8 were placed in on-the-job training
Emergency Food and Shelter	Provided intake for 214 individuals 4 received back rent to avoid eviction 2 received assistance with utility arrears 9 were placed in a temporary shelter or hotel 9 received emergency clothing assistance
No Heat Emergencies	Received 66 referrals from DSS 46 received energy efficient repairs and furnace repairs/replacement
Head Start	95 children were enrolled in the program and received home visits, appropriate medical care, immunizations, screenings, etc. 95 children received meals and snacks to meet their nutritional needs 95 children demonstrated improved literacy skills and skills for school readiness
Child Care Resource and Referral	84 referrals were made to parents seeking child care 507 day care slots are available for children 25 technical assistance opportunities were provided to providers
Day Care Registration	17 inspections of family day care homes were conducted 2 inspections on after school day care programs were conducted

Respite Care	<p>19 individuals were provided with respite care 32 individuals maintained an independent living situation 21 were provided with community rehabilitation services</p>
Senior Dining	<p>149 seniors received congregate meals, with 135 homebound seniors receiving home-delivered meals</p>
Food Pantry Network	<p>\$107,669 in donated goods were distributed directly to families 29,049 bags of groceries were distributed through Hamden's Food Bank, 16,920 through Delhi, and 179,981 bags through the remaining 13 food pantries</p>
WIC	<p>679 households received benefits, promoting positive maternal and child health outcomes 430 individuals reported a better sense of food security</p>
Independent Living Skills	<p>23 youth were provided training via life skills coaching to assist with adult functioning skills</p>
HEAP	<p>1,885 individuals processed for eligibility 1,634 received utility payments 650 households received emergency assistance</p>
Solutions to End Homelessness	<p>40 homeless individuals were determined eligible and all were referred to other services and/or received case management 13 of these individuals received rental assistance and/or security deposits</p>
Rental Supplement Program	<p>70 individuals were deemed eligible for assistance 70 received case management 8 received rental assistance and 3 security deposits 7 received eviction counseling</p>

<p>Home Care Services</p>	<p>15 individuals received support with in-home chores and other support services 14 individuals maintained an independent living situation</p>
<p>Family Opportunity Center</p>	<p>106 referrals opened with families 25 cases opened with families 69 participants received training or attended workshops 13 outreach events were attended 25 participants at advisory meetings/parent support groups</p>
<p>Big Buddy</p>	<p>70 at-risk youth were identified to participate in the program 19 mentors were recruited 29 youth demonstrated improved positive approaches toward learning, including improved attention skills 88 youth received mentoring 10 of the youth demonstrated improved mental and behavioral health and well-being</p>
<p>Youth Engagement</p>	<p>44 youth participated in the YES program and showed improved mental and behavioral health and improved self-esteem 43 youth learned stress reduction and coping techniques 42 families were provided with mentoring services 43 youth received life skills coaching sessions</p>
<p>Safe Against Violence</p>	<p>200 individuals were provided with information and referrals 94 individuals indicated increased safety from domestic abuse in their homes 40 individuals received legal accompaniment to assist them with recovering from assault</p>
<p>Day Care Subsidies and CACFP</p>	<p>192 children received assistance so that parents could seek and maintain affordable child care 216 children received adequate nutrition through providers sponsored by CACFP funds</p>
<p>Medicaid Transportation</p>	<p>187 individuals received transportation to medical appointments to access necessary health care</p>

<p>DSS Services/Transportation</p>	<p>218 individuals received transportation to access necessary services 35 individuals received transportation for job training or to seek and obtain and maintain employment</p>
<p>Weatherization</p>	<p>81 applications were determined eligible 52 Delaware County housing units received weatherization services, improving energy efficiency in their homes 16 additional units in Sullivan County were also weatherized</p>
<p>Rental Assistance</p>	<p>1,602 individuals received rental subsidies 790 individuals were placed on the waiting list 18,008 individuals were referred to other services</p>
<p>Housing Counseling</p>	<p>23 individuals applied for mortgage assistance 21 individuals were deemed eligible 23 were referred to other services 12 received financial/foreclosure counseling 31 received financial coaching/counseling 25 developed sustainable budgets</p>
<p>SNAP Outreach</p>	<p>832 contacts were made with potentially eligible households 275 were assisted with pre-screening 110 were found eligible and received SNAP benefits</p>
<p>Car Seat Donation Program</p>	<p>155 individuals now have the resources to safely transport their children</p>
<p>FRILS</p>	<p>20 children were referred by DSS and provided with caring, supportive services, demonstrating improved physical health and well-being</p>

<p>Healthy Families</p>	<p>48 families enrolled in the program were provided with home visits</p> <p>27 of the children have age-appropriate immunizations</p> <p>34 children demonstrated age-appropriate development</p> <p>28 families demonstrated improved skills related to the adult role of parents</p> <p>30 of the families received mentoring sessions through program curriculum</p> <p>30 of the children received at least one well-baby visit</p> <p>29 of the families demonstrated improved sensitivity and responsiveness in their parent-child interaction</p>
<p>Use Clothing and Household Goods</p>	<p>Accepted \$140,710 in donations of clothing and household goods</p> <p>3,909 units of clothing were distributed to low-income households</p> <p>300 families were provided with emergency clothing assistance</p>
<p>Parent Education</p>	<p>Of the 119 referrals received from DSS, 90 demonstrated improved skills related to the adult role of parents</p> <p>95 demonstrated increased sensitivity and responsiveness in their interactions with their children</p> <p>97 participants were provided with parenting classes</p>
<p>Family Development</p>	<p>33 individuals found employment</p> <p>13 maintained employment for 90 days</p> <p>12 individuals obtained safe and affordable housing</p> <p>67 individuals obtained health insurance</p> <p>11 individuals received assistance with resume development and 9 with interview skills</p> <p>46 individuals received assistance with financial management programs</p> <p>36 received assistance applying for TANF</p>
<p>Recovery Peer Advocate Program</p>	<p>71 individuals received peer support services</p> <p>25 received health insurance options counseling</p> <p>63 received life skills coaching sessions</p> <p>62 received case management services</p> <p>62 received referrals to other services</p>

HIGHLIGHTS AND NEW INITIATIVES

In March 2025, "Dela" joined Delaware Opportunities as an emotional support animal. While she is still undergoing training to work with clients and strangers, she has already been a wonderful addition to the DO team and provides meaningful emotional support to staff!



UPDATED COMMUNITY NEEDS ASSESSMENT





OUR GOVERNANCE

Shared governance is the foundation of a strong, collaborative, and forward-thinking organization. It ensures that decision-making is inclusive, balancing leadership vision with the insights and expertise of employees at all levels. By fostering transparency, accountability, and mutual respect, shared governance strengthens trust, improves communication, and leads to more effective and sustainable outcomes.

When individuals feel heard and empowered, innovation thrives, engagement deepens, and a collective commitment to success emerges. Embracing shared governance isn't just about structure, it's about cultivating a culture where everyone has a voice in shaping the future.

BOARD OF DIRECTORS

Arthur Edel, Board President	Chris Bodo, Vice President	Wayne Marshfield, Treasurer	Jeff Staples, Secretary	Steve McKeegan
Raymond Baker	Peg Hilson	Ann LePinnet	Polly DellaCrosse	Maya Boukai
Bradley Moore	Andrew Flach	Charlene Gregory	Timothy Douglas	Nicholas Frandsen

HEAD START POLICY COUNCIL

Timothy Douglas, Community Member	Elaine Smith, Community Member	Amber Darnell-Vaughan, Davenport
Jeanie Prianti, Davenport	Tiffany Norman, Delhi	Ashley Meres, Delhi
Kevin Burke, Deposit	Beth Fineout, Deposit	Madison Odell, Fishs Eddy
Ann DeCutler, Sidney	Tiffany McCall, Sidney	Nathanial Batthany, Walton

SENIOR MANAGEMENT TEAM

Shelly Bartow, Executive Director	Hope Lambrecht, Fiscal Officer	Kathryn McAteer, Assistant to the Executive Director	Chris Nordberg, Technology Services Director
Janelle Montgomery, Child and Family Development Director	Janelle Hartwell, Community Services Director	Charles Bailey, Housing Director	Pattie Warfield, Senior Dining Director
Jason Knowles, Weatherization Director	Teresa Hauptfleisch, Head Start Director	Cassandra Spatafora, Safe Against Violence Director	Jennifer Smith, Communications and Resource Development Coordinator

SUPPORT OUR WORK

Donate Today!




*Scan to support Delaware
Opportunities programs*

CONTACT

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