



Delaware Opportunities Inc.

Annual Report 2019

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

Thoughts from the Executive Director

Delaware Opportunities is a Community Action Agency with a tri-partite Board of Directors created to help people achieve self-sufficiency and attain a better quality of life. The Board of Directors consists of 1/3 elected officials (or their designees); 1/3 representatives of the public; and 1/3 democratically elected representatives of the low income. The Board develops needs assessments and strategic plans and directs the staff to pursue and operate programs to address the needs of the community.

2019 was an exciting year for Delaware Opportunities. It presented the agency with opportunities with new and expanded services and programs such as taking the reins of the Mobile Child Advocacy Center, securing funding for an after school program in the Sidney CSD, the start to securing funds for non-emergency non-Medicaid transportation, expanding the Big Buddy program with Coordinators in both Delaware and Otsego Counties, additional Housing programs, and expanded school days in additional Head Start centers. Delaware Opportunities once again hosted Toys for Tots providing toys to almost 500 youth (in addition to other holidays efforts that served another 200 youth and even more seniors) in the county and also hosted a back-to-school initiative providing back-to-school items, sneakers, backpacks, and hygiene supplies again, to almost 500 youth in the county. Delaware Opportunities continues to find opportunities to be at the table for important conversations. In 2019, we have been a part of conversations about transportation, food insecurity, trauma-informed care, substance abuse, child care, healthcare, and many more important topics. These conversations have opened the door to potential new future collaborations and partnerships.

The annual report describes our accomplishments and operations. I will continue to echo the sentiment from the agency's long-time Executive Director, John Eberhard. In a previous annual report, he shared his indebtedness to the Board of Directors for their guidance. Additionally, I am indebted for their unwavering support as well. Also, I want to thank the very committed and talented staff that give so much of themselves day in and day out so that the residents of Delaware County (and beyond)! Without their commitment and dedication, we would not be who we are today.

I hope you are all as excited as I am to see what 2020 and the next decade has in store for Delaware Opportunities!

Dr. Shelly L. Bartow

Executive Director



2019 Highlights...

- Provided in-service opportunities for staff on a variety of topics, including strengthening agency's approach to trauma-informed care
- Developed and implemented a Leadership Institute
- Developed an internal Census Complete Count Committee and participated in a county-wide Complete Count Committee
- Through the Substance Use Task Force, assisted in the development and facilitation of a county-wide professional development day on healthy equity and trauma-informed care
- Provided Child Advocacy Services through the use of a mobile Child Advocacy Center
- Hosted DO's first annual job fair (in-house)
- Provided back-to-school supplies (including hygiene materials, backpacks, sneakers, underwear and socks) for almost 500 Delaware County youth
- Secured funding for an after school program in the Sidney CSD (a new service for DO)

Financials...

March 1, 2019 through February 28, 2020

Total Available Budget-\$14,665,640

Federal Funds-7,094,066

New York State Funds-3,537,934

County and Local Contracts/Cash-2,911,682

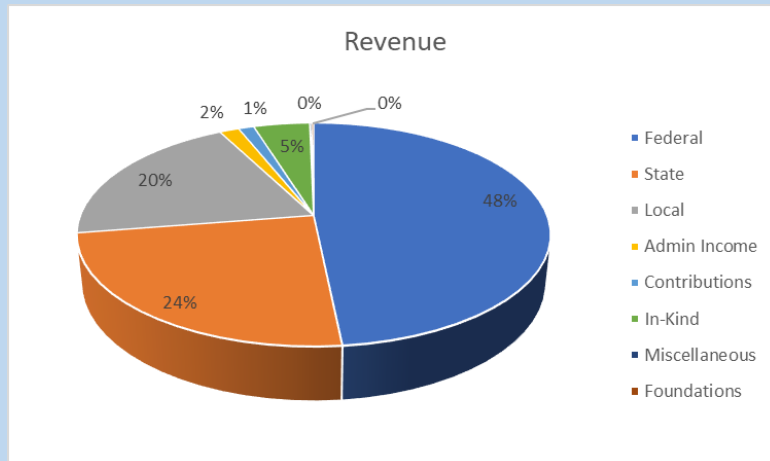
Administrative Income-230,852

Contributions-181,851

In-Kind-661,436

Miscellaneous-22,219

Foundations-25,000



March 1, 2019 through February 28, 2020

Large Agency Expenses

Salaries and Fringe-8,220,065

Consultants-65,604

Administrative Overhead (i.e. rent, utilities, maintenance and repair, etc.)-476,296

Supplies-826,900

Grants to Individuals-857,266

Insurance-135,768

Printing/Copies/Subscriptions/Recruitment and Advertising-51,675

Data Processing-40,000

Equipment Maintenance-25,000

Travel/Vehicles-454,700

Providers-126,000

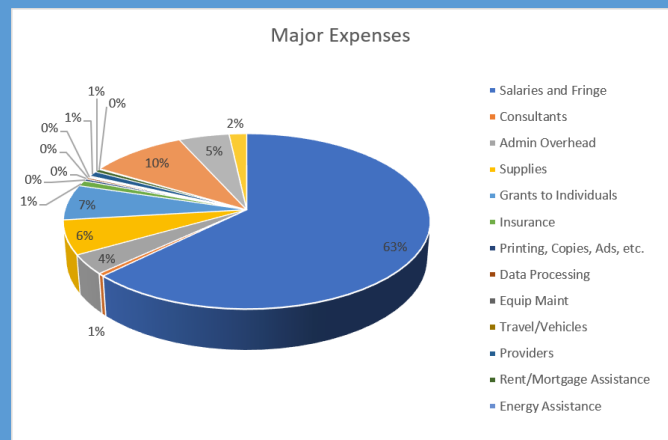
Rent/Mortgage Assistance-75,000

Energy Assistance-22,839

Haps Payments-1,270,500

In-Kind-661,436

Administrative Expense-230,852



**Delaware Opportunities
Current Board of Directors**

Arthur C. Edel, President

*Frank Bachler, Vice President,
Delegate for Thomas Hynes*

Jeffrey Staples, Secretary

Wayne Marshfield, Treasurer

Edward DuVall

Andrew Flach

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Ann LePinnet

Steve McKeegan

Tom Schimmerling

Mark Tuthill

Polly DellaCross

Margaret Hilson

*Shirley Niebanck,
Delegate for Jim Ellis*

*Charlene Gregory,
Delegate for Joe Cetta*



**Delaware Opportunities
Current Policy Council
Members**

Polly DellaCross

Victoria Drizis

Kayla Kenyon

Cierra D'Agati

Brittany Davis

Jennifer Dufton

Jennifer Donowick

Katie Cronk

Alysia Johnson

Kathryn Fallon

Alicia Maldonado

Ashley Smith

Amber Beers

Nerissa Craig

Priscilla Scutt



Our Staff...

Senior Staff and Program Directors

Demetra Alberti,
Deputy Director (and Community Services/Personnel Director)

Patricia Bowker,
Fiscal Officer

Janelle Montgomery,
Child and Family Development Director

Rose Cibelli,
Head Start Director

Lynda Hitt,
Housing and Community Development Director

Joe Maggiore,
Weatherization Director

Rick Angerer,
Senior Dining Project Director

Chris Nordberg,
Technology Services Director

Danielle Morrell,
Executive Administrator

Andrea Byrne,
WIC Director

Joanna Jackson,
Family Residences and Independent Living Skills (FRILS) Director

Amy Burdick,
Developmental Disabilities Services Director

Stacy Osborn,
Safe Against Violence Director

Number of Volunteers: 250

Volunteer Hours: 45,000

Number of Full-Time Staff: 160

Number of Part-Time Staff: 40

Our Programs...

Big Buddy, mentoring programming for at-risk youth in Delaware and Otsego counties that matches youth with a big buddy volunteer.

Car Seat Safety Program, providing education on proper installation and use. Some individuals may be eligible to receive free car seats.

Child Care Resource and Referral, providing technical assistance and training for day care providers to assure quality of care, refer parents to child care resources and train parents what to look for in quality care.

Child and Adult Care Feeding Program, sponsoring the program so that Family and Group Family and Legally Exempt Day Care providers can receive funds to provide nutritious meals and snacks to children in care.

Day Care Registration and Inspection, assisting day care providers to become registered or legally exempt, and conduct health and safety inspections to assure quality of care.

Day Care Subsidies, managing the Department of Social Services financial assistance program for child care for 70 working parents living at or below 125% of poverty.

Developmental Disabilities Services, providing family support services including respite services, after school respite, and parent education and training. Also providing home and community-based services such as day habilitation, community habilitation, waiver respite, and pathway to employment.

Food Bank, supporting a network of 15 food pantries to assure that those without food or money will not go hungry.

Emergency Services, provides assistance to families and individuals faced with emergencies.

Employment and Training, providing pre-employment skill training and support, transportation to and from work, and support for people to seek, find, and maintain employment.

Family Development, assists low income families in creating a goal plan to work towards self sufficiency.

Family Residences, providing foster parents in four agency operated foster homes to serve at-risk adolescents removed from natural parents.

Head Start, serving 224 three and four-year olds in a comprehensive preschool program.

Healthy Families, assuring that 75 families have health care providers and access to other services for best child development.

Home Energy Assistance Program, providing outreach and application assistance for 1,200 households to obtain help in paying heating bills.

Housing Assistance, providing rental assistance, assistance to first-time homebuyers, as well as assistance for home repairs.

Housing Counseling, a HUD approved Housing Counseling Agency providing home buying and foreclosure counseling so that people can purchase and/or maintain a home.

Job Experience and Work Crews, providing an opportunity for public assistance recipients to meet work requirements and learn work skills leading to unsubsidized employment.

Parent Education, assisting 62 parents become more effective in raising their children.

Senior Dining, providing hot noon-time meals for 85,000 meals annually, congregate and home-delivered.

Sexual Assault, providing preventive education and services to 68 victims of sexual assault including a 24/7 hotline, medical and legal accompaniment, counseling and other anonymous services.

SNAP Outreach, identifying families and individuals potentially eligible for the Supplemental Nutrition Assistance Program (formerly Food Stamps) and conducting pre-screening to determine probable eligibility.

Transportation, provided to individuals on Medicaid for health related appointments and to senior citizens for medical appointments.

Used Clothing and Household Good, distributing donated clothing and household furnishings, utensils, and other household goods to needy families.

Weatherization, providing energy efficiency measures which drive down the cost of heating and cooling for households in both Delaware and Sullivan Counties.

Women Infants and Children (WIC), providing nutrition education and vouchers for food to assure positive child development for 650 children.

County Profile...

For more statistical information on Delaware County please check out our Comprehensive Needs Assessment posted on our website, www.delawareopportunities.org.

Area	Census 2010 Population	Census 2017 Population	Population Change	% Change
Delaware County	47,980	45,001	-2,979	-6.2%
Statewide	19,378,110	19,849,399	471,289	2.4%

Source: U.S. Census Bureau, National Population Tools and Components of Change: 2010-2017; Population and Housing Unit Estimates, 2017.

ALICE IN DELAWARE COUNTY

2016 Point-in-Time Data

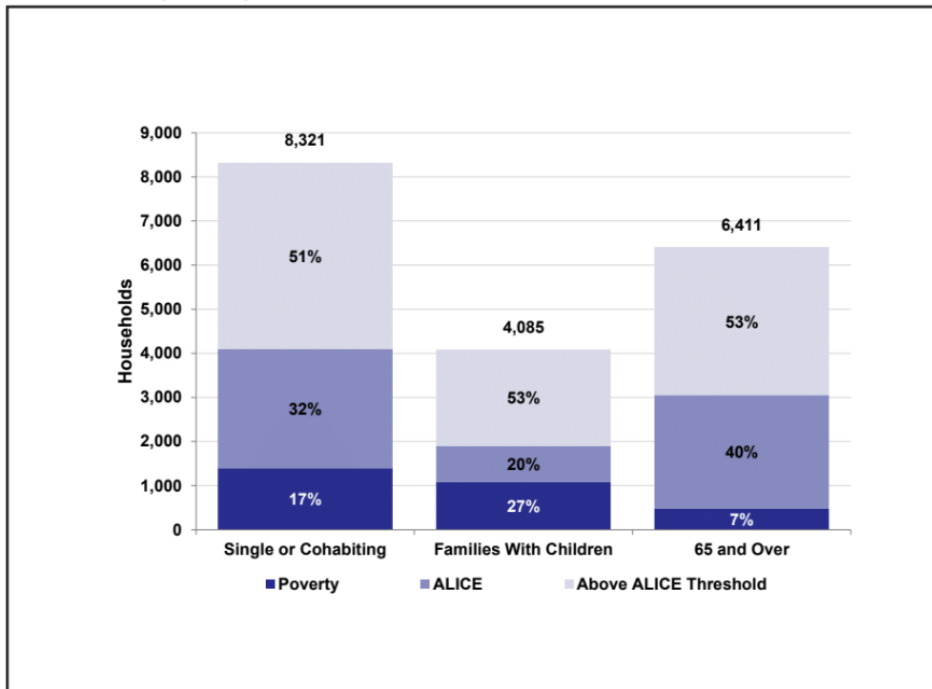
Population: 46,480 • Number of Households: 18,817

Median Household Income: \$46,055 (state average: \$62,909)

Unemployment Rate: 8.3% (state average: 5.9%)

ALICE Households: 32% (state average: 31%) • Households in Poverty: 16% (state average: 14%)

Household Types by Income, 2016



Delaware County, 2016

Town	Total HH	% ALICE & Poverty
Andes (SD)	502	44%
Andes CDP (P)	128	27%
Bovina (SD)	244	37%
Colchester (SD)	864	45%
Davenport (SD)	1,187	51%
Davenport Center CDP (P)	127	61%
Delhi (P)	660	52%
Delhi (SD)	1,402	44%
Deposit (SD)	697	51%
Downsville CDP (P)	270	66%
Fleischmanns (P)	123	68%
Franklin (P)	159	40%
Franklin (SD)	902	35%
Hamden (SD)	502	41%
Hancock (P)	484	69%
Hancock (SD)	1,251	49%
Harpersfield (SD)	660	39%
Hobart (P)	171	57%
Kortright (SD)	564	39%
Margaretville (P)	306	63%
Masonville (SD)	527	39%
Meredith (SD)	619	35%
Middletown (SD)	1,763	49%
Roxbury (SD)	949	49%
Sidney (P)	1,702	55%
Sidney (SD)	2,434	55%
Stamford (P)	581	54%
Stamford (SD)	986	51%
Tompkins (SD)	398	38%
Walton (P)	1,221	65%
Walton (SD)	2,366	59%

By the Numbers...

- * Provided approximately 87,000 meals through Senior Dining's home-delivered and congregate meal services.
- * 32 youth referred to and enrolled in the Big Buddy program in Delaware and Otsego counties.
- * 250 individuals were eligible and enrolled in SNAP.
- * 210 families in low-income households received services through the Car Seat Safety program.
- * 50 families in Healthy Families demonstrated improved skills related to the adult roles of parents.
- * Provided respite, after school respite, day habilitation and community habilitation services for approximately 95 individuals.
- * Maintained food pantry network for 16 food pantries across the county. Through this network, provided over 200,000 bags of groceries to families.
- * 650 women, infant and children provided with benefits through the WIC program.
- * Information and referral was provided to 120 victims of domestic violence and 42 victims of rape and sexual assault.
- * 123 children received child care via child care subsidies, providing families with the ability to maintain affordable child care.
- * Over 600 individuals received transportation services.
- * Provided staffing for four agency operated foster homes, working with 15+ youth.
- * Provided 5,000 units of clothing to low-income households.
- * Supported 110 referrals from DSS for improving parent skills.
- * 30 families were served through the Family Development program.
- * 77 units were completed via the Weatherization program.
- * 7,560 rental vouchers were provided through the Rental Assistance program.
- * Over 200 children were served through the Head Start program.

Coming Up in 2020...

Delaware Opportunities administration have been a part of, and will continue to be, conversations and task forces focused on transportation, trauma-informed care, Census, substance use, mental health, housing, etc. DO's Executive Director and Deputy Director were chosen to be a part of Cornell Cooperative Extension's ACEs Task Force "Trauma-Informed Champion" project. This research project, with the University of Buffalo, kicks-off in March 2020.

Delaware Opportunities has started to seek out funding to support non-emergency, non-Medicaid transportation. Eligibility will be connected to the Social Determinants of Health, and as such, can support individuals who need to get to appointments, the grocery store, work, etc. Some modest funding was secured in 2019 and additional efforts will take place in 2020.

Delaware Opportunities, as the co-chair for the county's Census Complete Count Committee, will continue to lead the charge in Census outreach efforts across the county heading into the 2020 Census. Delaware Opportunities has prequalified as a non-profit partner for the county for funding coming from NYS for these efforts. DO also hosts an internal Complete Count Committee that will continue to meet throughout 2020 to brainstorm and implement strategies for best ensuring a complete count with clients served by the agency.

Delaware Opportunities' Senior Management continue to develop a revised Emergency Response Plan as well as create a Risk Management Action Plan to address items identified in the 2019 Risk Assessment Report.

Three Delaware Opportunities' staff enrolled to become candidates to become Certified Community Action Professionals. This intense program includes a series of steps that must be completed to achieve this prestigious designation, culminating with a test. Candidates have three years to complete the certification process.

Delaware Opportunities' Leadership Institute pilot kicked off in January 2020 and will continue for the next five months. The pilot program will be evaluated upon completion and a determination will be made about whether to continue it in the future or not. LI participants are currently working on a project to develop a new idea for a service of some sort that connects to the agency mission. They will present their ideas at the end of the program, with one idea being chosen for actual implementation.

Delaware Opportunities will be upgrading both its phone system and website in 2020. More to come!

There are several new ideas for programs and services in the works. As gaps in services are identified, DO has committed itself to being a part of brainstorming and strategic planning to address those areas of need.





Our 200 staff and 250 volunteers were dedicated to serving the residents of Delaware County (and in some cases Otsego and Sullivan Counties as well). Delaware Opportunities serves children, families, and the elderly, regardless of ethnicity or race. We are committed to seeing those we serve prosper and improve their living circumstances. Our efforts were rewarded in 2019 and successes were achieved. Yet, much remains to be done. To learn more about Delaware Opportunities to volunteer or to serve, contact us at (607) 746-1600....35430 State Highway 10, Hamden, NY 13782. You can also visit our website at www.delawareopportunities.org.

