

Delaware Opportunities Inc.

Annual Report 2018



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

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.

2018 was a year of transition for Delaware Opportunities, with a new Executive Director starting in April. While the agency continued and still continues to operate a wide array of its traditional programs and services, it is also pursuing new activities. New housing programs have been developed, funded, and implemented. Service capacity for victims of domestic violence and/or sexual assault was expanded. Services in some programs continues to reach into other neighboring counties.

The annual report describes our accomplishments and operations. I want to echo a 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. To 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) can receive much-needed services, THANK YOU! Without your commitment and dedication, we would not be who we are today.

I, for one, am excited to see what 2019 has in store for Delaware Opportunities!

Dr. Shelly L. Bartow

Executive Director



Delaware Opportunities Inc. Program Governance...

Delaware Opportunities Current Board of Directors
<i>Arthur C. Edel, President</i>
<i>Frank Bachler, Vice President, Delegate for Thomas Hynes</i>
<i>Jeffrey Staples, Secretary</i>
<i>Wayne Marshfield, Treasurer</i>
<i>Edward DuVall</i>
<i>Andrew Flach</i>
<i>Jean Krzyston</i>
<i>Ann LePinnet</i>
<i>Steve McKeegan</i>
<i>Tom Schimmerling</i>
<i>Mark Tuthill</i>
<i>Melissa Schaefer</i>
<i>Margaret Hilson</i>
<i>Shirley Niebanck, Delegate for Jim Ellis</i>
<i>Charlene Gregory, Delegate for Joe Cetta</i>

In 2018, the Board and Delaware Opportunities was saddened by the sudden death of their long-time leader, John Eberhard. His legacy lives on each and every day through the services that continue to be provided to Delaware County residents. In late 2018, the Board was again saddened by the sudden death of Board member, Edgar Schmitt. The Board is thankful for his service and will miss his participation.

Delaware Opportunities Current Policy Council Members
<i>Polly DellaCross</i>
<i>Nancy Olecnowicz</i>
<i>Laurissa Tilp</i>
<i>Chelsea Johnsmeyer</i>
<i>Brittany Davis</i>
<i>Angie Hunter</i>
<i>Melissa Schaefer</i>
<i>Barbara Reynolds</i>
<i>Alexis Shaver</i>
<i>Bryan Drayton</i>
<i>Rosie Richardson</i>
<i>Aurelia Radu</i>
<i>Stephanie Wagner</i>
<i>Haley Ashton</i>
<i>Nerissa Craig</i>
<i>Deb Jacobson</i>



Our Staff...

<i>Senior Staff and Program Directors</i>
<i>Fiscal Officer</i>
<i>Janelle Montgomery, Child and Family Development Director</i>
<i>Demetra Alberti, Community Services and Personnel Director</i>
<i>Rose Cibelli, Head Start Director</i>
<i>Joe Maggiore, Weatherization Director</i>
<i>Rick Angerer, Senior Dining Project Director</i>
<i>Lynda Hitt, Housing and Community Development Director</i>
<i>Chris Nordberg, Technology Services Director</i>
<i>Andrea Byrne, WIC Director</i>
<i>Christine Goble, Family Residence Director</i>
<i>Amy Burdick, Developmental Disabilities Services Director</i>
<i>Stacy Osborn, Safe Against Violence Director</i>

Number of Volunteers: 250

Volunteer Hours: 43,600

Number of Full-Time Staff: 164

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.

Financials...

March 1, 2018 through February 28, 2019

Total Available Budget-\$14,016,775

Federal Funds-6,812,688

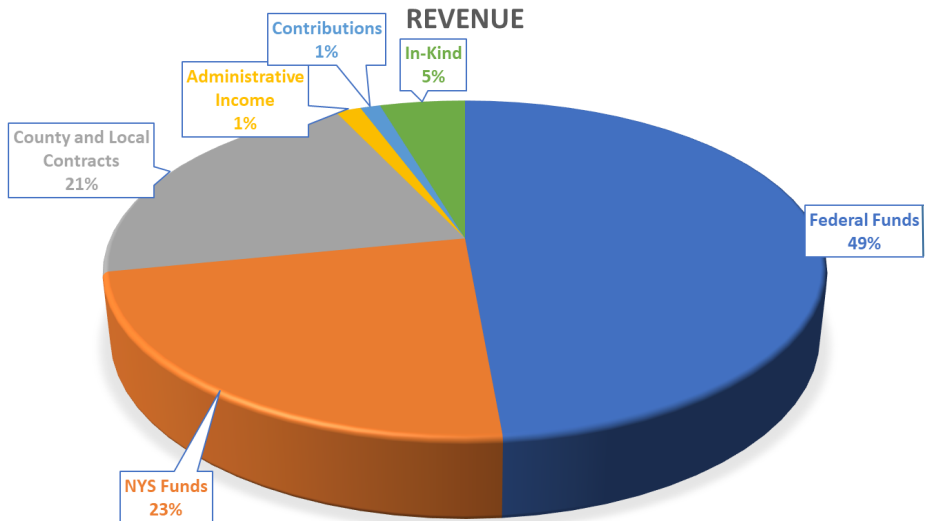
New York State Funds-3,254,580

County and Local Contracts/Cash-2,968,612

Administrative Income-192,560

Contributions-149,939

In-Kind-638,396



March 1, 2018 through February 28, 2019

Total Available Budget

Salaries and Fringe-7,880,259

Consultants-86,398

Administrative Overhead (i.e. rent, utilities, maintenance and repair, etc.)-418,945

Supplies-683,983

Grants to Individuals-857,266

Insurance-132,072

Printing/Copies/Subscriptions/
Recruitment and Advertising-
77,175

Data Processing-37,000

Equipment Maintenance-25,000

Travel/Vehicles-441,390

Providers-126,000

Rent/Mortgage Assistance-77,838

Energy Assistance-17,552

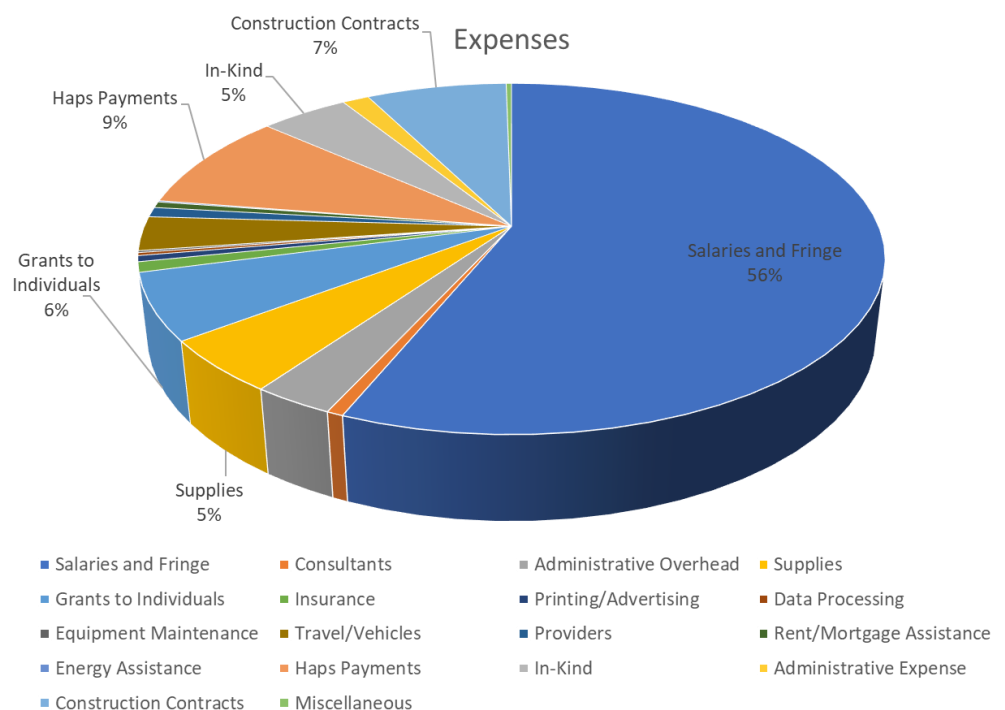
Haps Payments-1,270,500

In-Kind-638,396

Administrative Expense-192,560

Construction Contracts-1,015,978

Miscellaneous-38,463



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

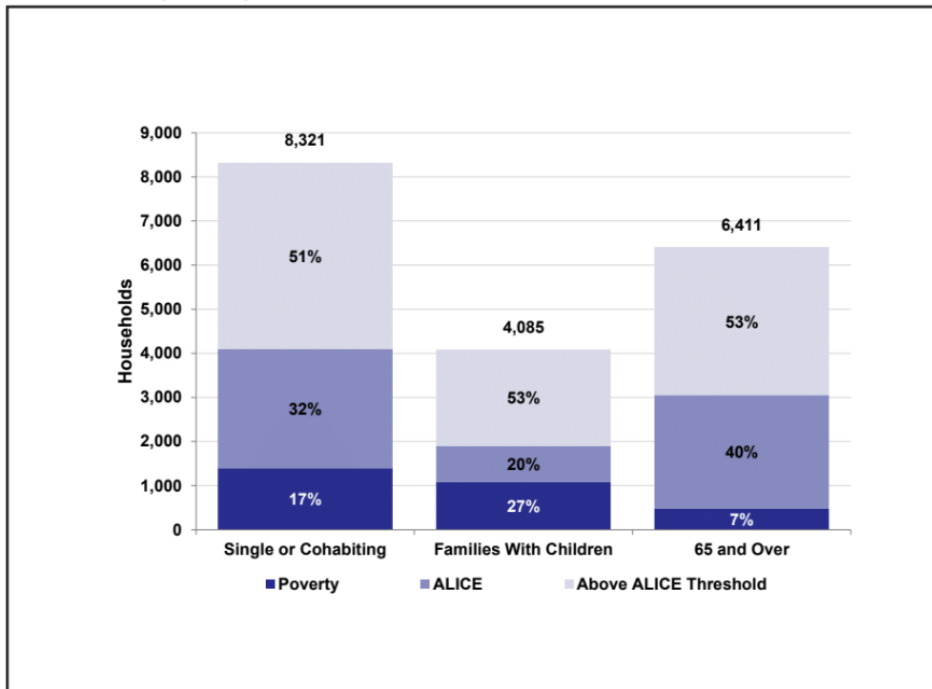
Population: 46,480 • Number of Households: 18,817

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...

- * Delaware Opportunities assisted 4,686 individuals/2,612 families overall.
- * Senior Dining – 338 total received congregate/home delivered meals, with 41 individual being veterans.
- * Employment & Training – 222 were empowered by the Employment and Training program.
- * HEAP kept 1,586 individuals warm with 995 of those being in the 55 – 70+ age range.
- * Weatherization had 84 households sign on for the program.
- * Car Seats – 249 children received new car seat.
- * WIC – 650 individuals received WIC services.
- * SAV – 101 individuals received safety services.
- * Food Bank – 675 individuals used our main food bank in Hamden.
- * Healthy Families – 75 families benefitted from the Healthy Families program.
- * Housing – 20 families participated in the Home Ownership program and 23 families participated in the Housing Rehabilitation program.
- * CCRR- 158 individuals used our Child Care Referral and Resource program.
- * EFS – 156 families were aided with our Emergency Services program.
- * Daycare – 56 families received Day Care subsidies.

Agency Highlights...

- Completed a comprehensive Needs Assessment

- Updated the agency Strategic Plan

- Services offered in outlying areas, outside of Delaware County in Sullivan, Chenango and Otsego counties

- Strengthened the agency-wide use of Facebook to appeal to a wider audience with more information than ever before

- Created and distributed a monthly agency newsletter to external stakeholders

- Created and distributed a monthly agency newsletter to agency employees

- Hosted an agency-wide training on becoming a trauma-informed agency

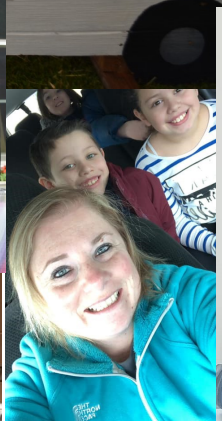
- Brought on a Technology Services Director to proactively address agency technology needs

- Transitioned with new leadership, new Executive Director after 34 years with the previous Executive Director

- Expanded reach for job postings to create more robust pools of candidates for open positions (i.e. use of Indeed)

- Became a key partner in the Delaware County Toys for Tots effort and became the distribution site for the county

- Actively partnered with Delaware and Otsego County United Way to expand awareness and services in Delaware County



2018 at-a-glance

Our 204 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 2018 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.