



Greater Opportunities for Broome and Chenango, Inc. Annual Report 2020

Greater Opportunities is a human services organization caring for people of Broome and Chenango County. We employ over 150 individuals and offer more than 15 unique programs and services.

Mission Statement:

The mission of Greater Opportunities is to educate, advocate, and empower individuals and families to improve the quality of their lives through the development of self-reliance, while promoting a culture of people working together to help themselves, one another, and their community.

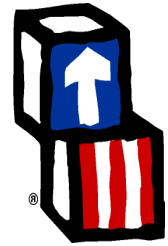


The unique thing about OFB and OFC's decision to merge, is that neither agency needed to merge. Both agencies had remarkable reputations with our funders and were considered strong agencies within our communities. We were not weak agencies, looking to survive in a turbulent economic climate. Rather, we were progressive agencies looking to see what we could do better to serve our clients and our communities by coming together as one.

In 2013, Opportunities for Broome and Opportunities for Chenango, Inc. began discussing the possibility of a merger of the two agencies. With economic down turns and possible funding scarcity, a merger would accomplish multiples goals: enhance organizational capacity to achieve results; reduce administrative costs; increase flexibility to meet the needs of the clients we serve; and provide an opportunity to focus on our mission of empowering people and our communities. Although bigger is not always better, a merged agency would provide us the capability of adapting to meet the needs of our communities and those we serve. With the dedicated support of the Board of Directors, the trust and support of the personnel of both agencies, and a tremendous amount of hard work, we are proud to finally announce the merger of the two agencies into Greater Opportunities for Broome and Chenango, Inc. As one of the few Community Action Agencies across New York State serving multiple counties, we are very excited to start our new endeavor while we continue to create opportunities for those we serve.



Greater Opportunities PROGRAM GOVERNANCE



Greater Opportunities Board of Directors

Greater Opportunities Board of Directors must consist of at least one-third elected representatives of the low-income community. In addition to representatives of the low-income sector, the Board must include one-third public sector (elected officials) or their designee. The remainder is representative of the private sector.

Community Sector

Julie Beth Holdrege
Xandra Angle
Alice Decker
Sharon Wells

Private Sector

Holly Abbott
Clyde Birch, Jr.
Justin Parker
Carrie King

Public Sector

Grace Nucero-Alger
Robert Starr
Jerry Skrivan
Dorthea Langlie

Greater Opportunities -Chenango Policy Council Members 2019-2020

Xandra Angle (HS)-Community Rep.
Debra Barrows (HS)-Home Based
Stacey Petroski (HS)-Bainbridge
Jennifer Eichler (HS)-Greene
Grace Nucero-Alger -Board Liaison

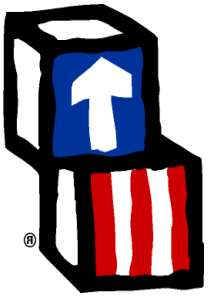
Christina Robiins (HS)-Alternate
Jessica Knowles (EHS)-Family Center
Nicole Fugit(HS)-North Norwich
Susan Seneck-Community Rep.

Greater Opportunities -Broome Policy Council Members 2019-2020

Aurora Sibley (HS)-Chenango Valley
Maria Bianchi (HS)-Endicott-LWW
April Gonzalez (HS)-Harpursville
Kim Kalem (HS)-Whitney Point
Sharon Wells—Board Liaison
Judy Brown-Community Rep.
Gail Christensen-Community Rep.

Alisa Michalski(HS)-Chenango Valley
Amber Oglesby (HS)-Endicott-LWW
Kyra Ocasio (HS)-Whitney Point
Rachel Stoddard -CV Alternate
Sarah Afify-Endicott Rt. 26 Alternate
Sara-Jo Sites-Community Rep.

Greater Opportunities Early Head Start



ENROLLMENT

Funded Slots: 88 pregnant women and
Children birth to 3 years

Total Number Served: 122 Children and 7 pregnant
women

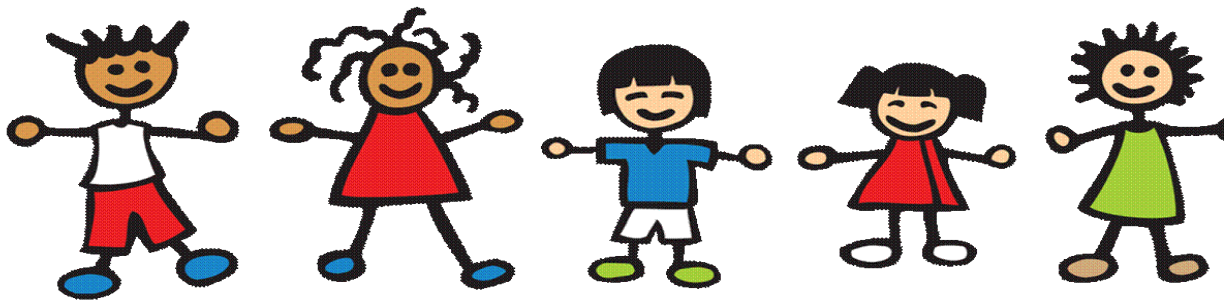
Child Outcomes

The Greater Opportunities Early Head Start program used *Teaching Strategies Gold* as a tool to track and monitor child outcomes. The following outcomes were observed:

- 89% showed gains in social/emotional development
- 93% of children exhibited gains in basic gross motor skills and moving with purpose and coordination
- 83% of Early Head Start Children left the program with the ability to discriminate and identify familiar sounds, use two to three word phrases, follow one-step oral directions, make choices verbally, identify pictures in books, and utilize some lines and shapes in their scribbling
- 88% exceeded widely held expectations for math skills in math evaluations

Attendance

Average Attendance in the toddler classrooms was 81%. The average monthly enrollment was 100%.



Educational Services for Early Head Start

The Chenango County Early Head Start program delivered an array of services in early education and care, conducting 1,311 home visits, providing 36 group socializations, and offering experiences in a toddler classroom setting. Program activities focused on family development, health, nutrition, literacy, and parent involvement.

Screenings

The Health Services Coordinator conducted prenatal and post-partum visits to pregnant women to ensure the well-being of both mother and child. Health, nutrition, developmental, and social/emotional screenings were conducted on home visits to encourage an on-going sense of a child's well-being and to facilitate early intervention, if necessary. There were 33 (27%) enrolled infants and toddlers with established Individualized Family Service Plans (IFSP's) that received disability services during the year.

Parent Education and Family & Community Engagement

Parent education, allowed parents to increase their knowledge about child development. This awareness assisted them in identifying ways to encourage their child's growth and development. Nutrition education was supported by providing guidance during meals and snacks within the home and at socialization sessions. Chenango County Early Head Start used ***Partners for a Healthy Baby® Curriculum*** to support health and mental health services to women during and after pregnancy. This curriculum consists of an ongoing series of information for parents about their child's health and development prenatally to age three.

Greater Opportunities Head Start-Chenango

In 2019, a total of 162 children and their families received comprehensive services over the course of the year in the areas of health, nutrition, mental health, and child and family development. Head Start Performance Standards were implemented to ensure that their individualized needs were met in safe, supportive, nurturing environments. Children were guided in the development of skills, knowledge, and attitudes necessary for success in school and life.

School Readiness Skills Building

Children participated in learning experiences to promote school readiness skills related to literacy, numeracy, language, physical, social, emotional, and cognitive development. Child outcomes were measured using the Teaching Strategies GOLD assessment system. This tool is aligned with the New York State Common Core Standards and the Head Start Early Learning Outcomes Framework. It is inclusive of children with disabilities, children who are English-language or dual language learners, and children who demonstrate competencies beyond the typical developmental expectations.

<u>2018-2019</u>	<u>Initial Assessment</u>	<u>Final Assessment</u>
Social Emotional	85%	93%
Physical	63%	96%
Language	82%	89%
Cognitive	85%	96%
Literacy	59%	87%
Mathematics	63%	79%

Nutrition Services

Developing healthy eating habits at an early age positively impacts lifelong eating habits. Each child that participated in a center based setting received meals and snacks that complied with USDA nutritional requirements for the Child and Adult Care Food Program (CACFP). In 2019, our program served 24,599 nutritious meals and snacks to enrolled children, receiving approximately \$66,270 in reimbursement from the CACFP for Head Start and Early



Head Start Health & Dental-Chenango



Children received developmental, behavioral, vision, hearing, height, and weight screenings within 45 calendar days of their entrance into the program. Children received primary and preventive medical and dental services, both onsite and by partnering with community based providers. Children's mental and behavioral health needs were supported by regular onsite mental health consultation with our Family Wellness Consultant and subsequent referrals, if needed.

By the end of the 2018-19 year, 159/160 children had continuous accessible health care, while 136/160 had continuous accessible dental care. After the initial dental visit, 48 children were determined to need follow-up treatment, with 36 of them completing all required treatment by the end of the program year. Additionally, 160/160 children were up to date on their immunizations by year's end.

Special Needs Services

Our program was proactive in identifying and serving children with disabilities. There were 33 (18%) enrolled children that were diagnosed with disabilities and received related physical therapy, occupational therapy, speech and language therapy, special education itinerant services, and/or counseling.

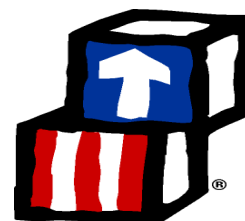
Attendance

The average attendance for the year was 84%. The average monthly enrollment was 100%.

Family & Community Engagement

Parents were encouraged to play an active role in their child's Head Start experience and partnerships were established with each child's family. The *Parents as Teachers* curriculum was used with home-based families.

In 2019, parent and community volunteer hours generated a total of \$656,000 in volunteer goods and services, helping Head Start and Early Head Start to reach the required 25% in-kind local match for the federal dollars received.



Greater Opportunities Head Start- Broome



ENROLLMENT

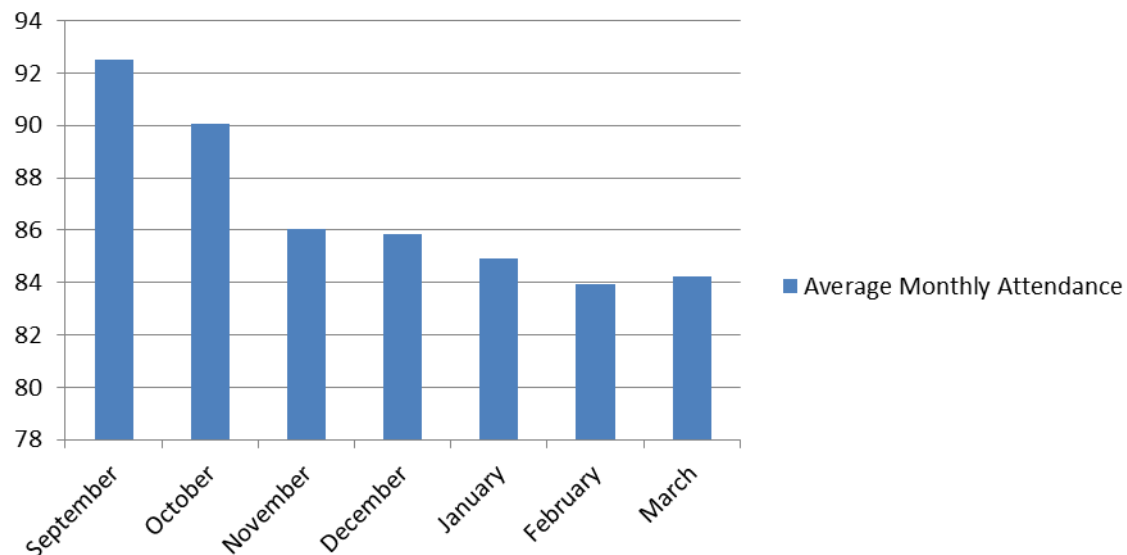
Funded Slots: 178 children 3 to 5 years
Total Number Served: 199 Children and their families

Attendance

The average attendance for the year was 86.79%. The chart below breaks down the average attendance per month. If the monthly average daily attendance rate falls below 85%, the causes of absenteeism must be analyzed. This must include a study of the pattern of absences and the reasons, so the program can initiate appropriate family support for any children with multiple unexcused absences.

The data from April – June of the 2019-2020 school year is unavailable due to COVID-19 school closures.

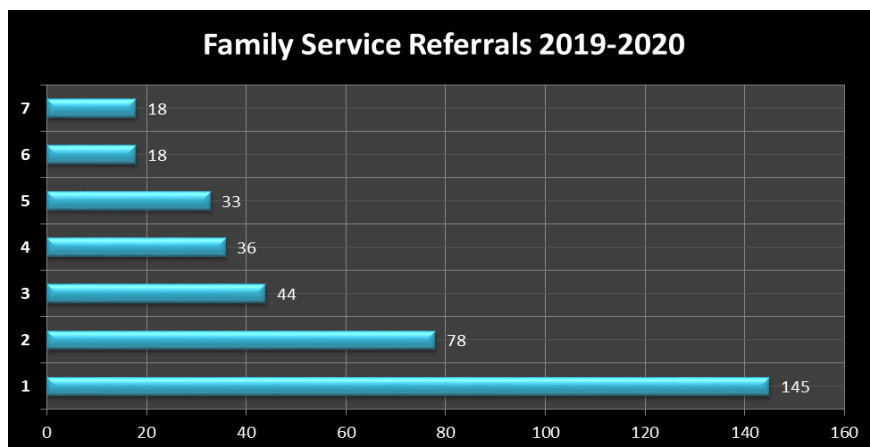
Average Monthly Attendance



Greater Opportunities Head Start-Broome Family Services

The Head Start program provides resources either directly or through referrals to other community service providers. For the 2019-2020 school year, the services most often received by families included:

1. Adult Education: Parenting Skills
2. Health Services: Nutrition
3. Emergency Crisis: Relief
4. Emergency Crisis: Food
5. Financial Services: Holiday Assistance
6. Adult Education: Continuing Education
7. Mental Health Services: Obtain Counseling



Family Involvement

The vision for Head Start family involvement includes ensuring that every parent, guardian or caregiver has the opportunity to experience our program in ways that meet the family's needs. Programs can fulfill the requirements outlined in the Performance Standards by providing activities that are meaningful and memorable for children and families through creative planning and being responsive to family's unique needs and concerns.

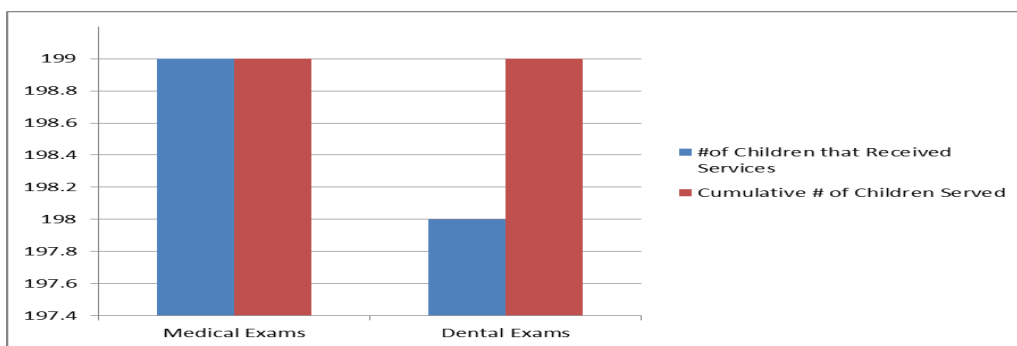
We offer many ways for families to be involved in the program, including the following:

-Parent Committees - Field Trips -Health & Nutrition Advisory Committee
-Literacy Distribution -Home Visit -Take Home Tasks -Nutrition Activities
-Classroom Substitute -Male Involvement Days/Family Activity Days
-Self Assessment Client Surveys -Trainings/Workshops -Family Activity Calendars
- Family Engagement Surveys -Parent Teacher Conferences
- Volunteering in the Classroom - Monthly Safety Inspections of the Centers



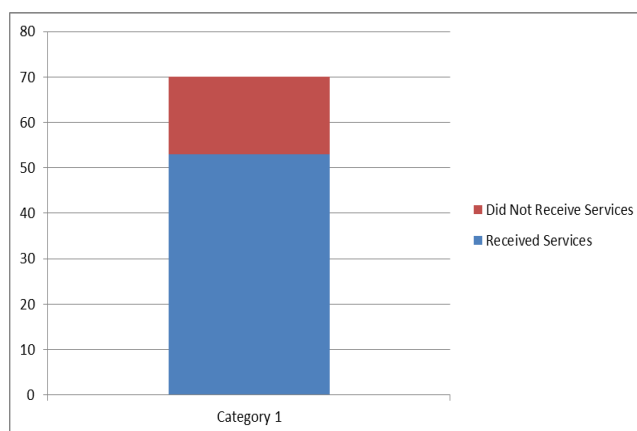
Head Start Health & Dental-Broome

Head Start emphasizes the importance of ongoing preventative care and early detection of health problems. Families are provided with assistance in accessing resources to address oral health and physical well-being. Below illustrates the numbers of children that received medical exams and dental exams



Special Needs Services

Head Start requires that enrolled children with disabilities, including but not limited to those who are eligible for services under IDEA, and their families receive all applicable program services delivered in the least restrictive possible environment and that they fully participate in all program activities. We work closely with the families, school districts, and local providers to ensure that eligible children receive special education and related services. The chart below indicates the number of eligible children that received special education and related services versus the number of eligible children that did not receive services. 53 Children received services, 17 did not have a service provider available.

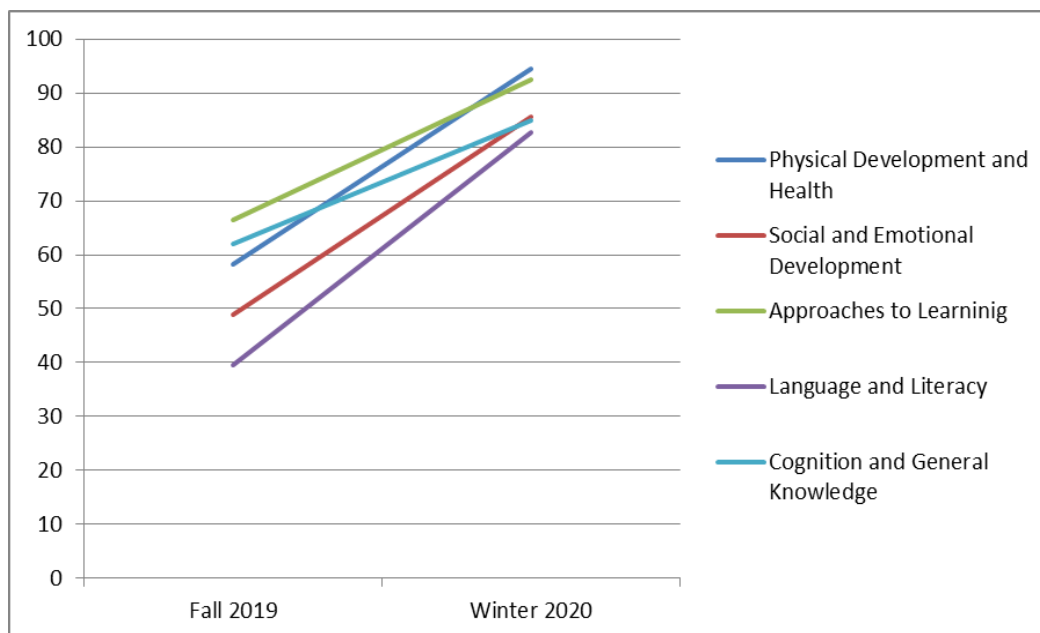


Education-Head Start-Broome

School Readiness Goals:	Fall %	Winter %	Growth (F-W) %
Children will show an increased use of healthy and safe habits.	36.63	51.62	14.99
Children will demonstrate a level of growth in their gross-motor coordination	59	92.75	33.75
Children will show growth in developing friendships with peers and adults	59.54	90.22	30.68
Children will show a level of growth in expressing a healthy range of emotions and engaging in positive alternatives to aggressive and isolating behaviors	63.67	91.03	27.36
Children will demonstrate age-appropriate independence in a range of activities, routines, and tasks	58.14	72.82	14.68
Children will follow classroom rules and routines	73.84	95.11	21.27
Children will have an increased awareness of the names and sounds associated with letters	72.87	82.25	9.38
Children will show an increase in vocabulary for expressive and receptive language purposes	62.79	87.77	24.98
Children will show growth in associating numbers and the names of numbers with written numerals	41.86	74.28	32.42
Children will show growth in their ability to recognize, understand, and analyze a problem and draw on knowledge or experience to seek solutions to a problem	48.45	74.09	25.64
Children will show growth in their ability to communicate creative ideas and actions with and without prompting from adults	24.01	34.72	10.71

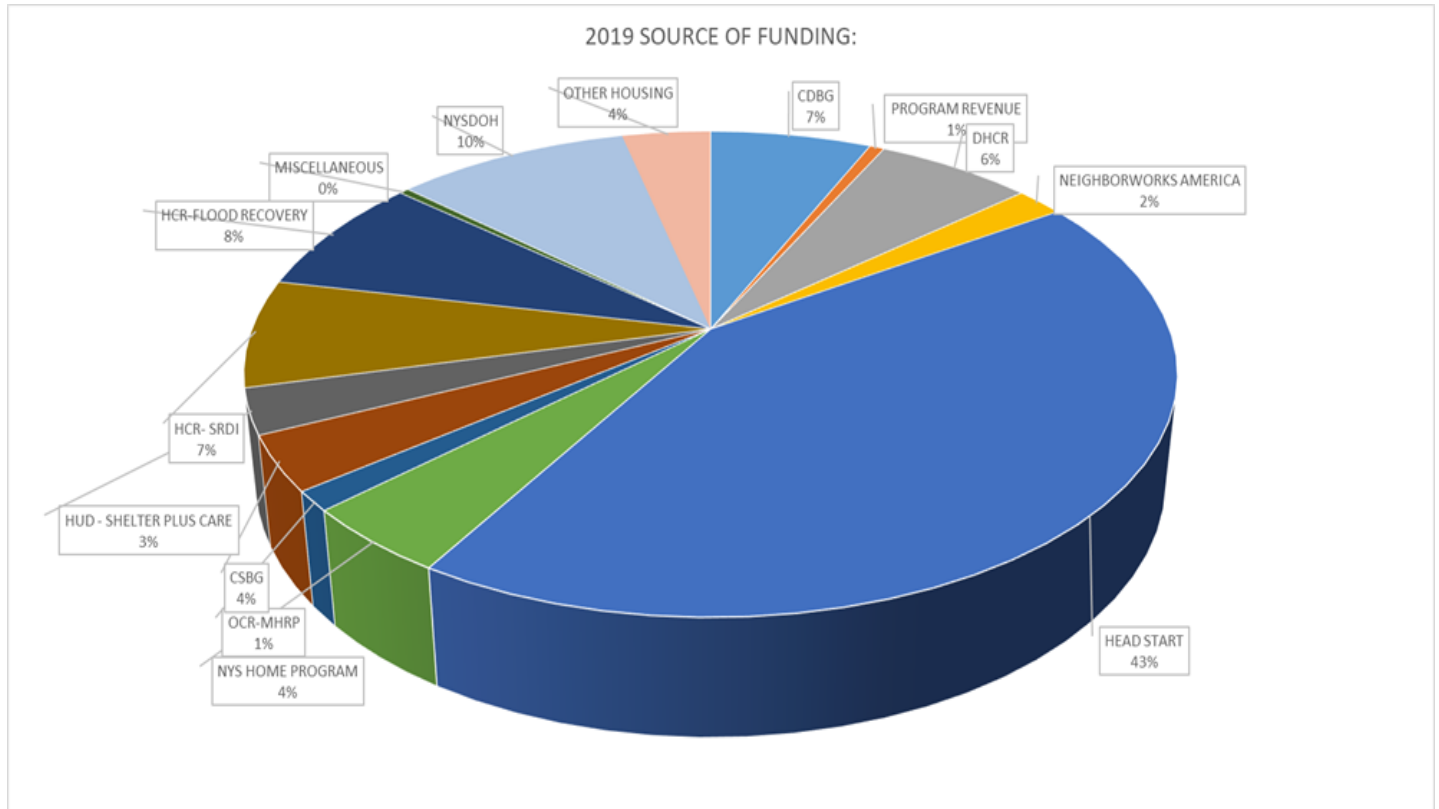
The data from April – June of the 2019-2020 school year is unavailable due to COVID-19 school closures.

Percentage of Growth of Head Start Children in Relation to Age Expectation Progress from Fall to winter 2019-2020 in Children ages 3-5.



Making Money Matter

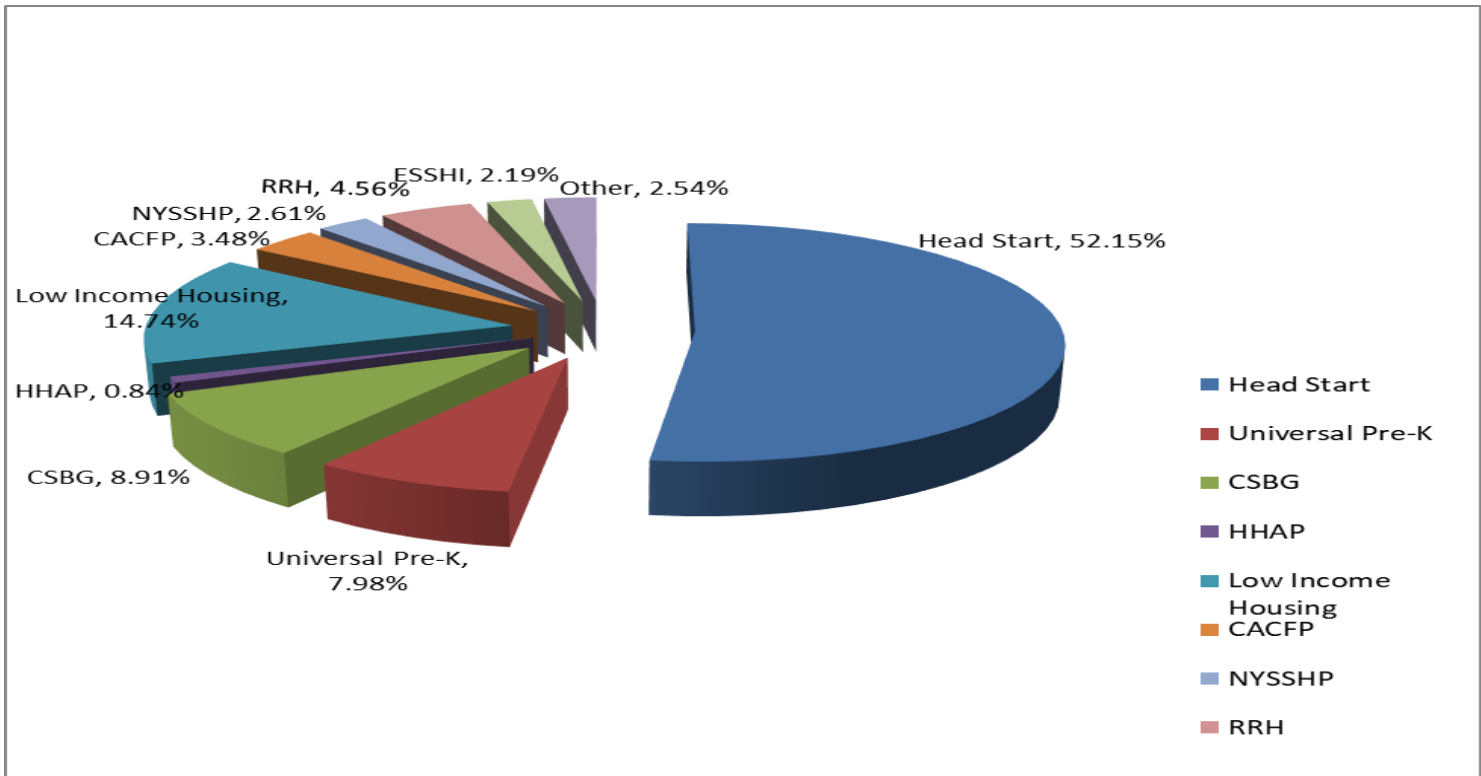
Funding Sources-Chenango 2019



2019 SOURCE OF FUNDING	AMOUNT	PERCENTAGE
CDBG	\$ 424,080	6.7%
PROGRAM REVENUE	\$ 38,335	0.6%
DHCR	\$ 411,102	6.5%
NEIGHBORWORKS AMERICA	\$ 124,863	2.0%
HEAD START	\$ 2,732,352	42.9%
NYS HOME PROGRAM	\$ 288,359	4.5%
OCR-MHRP	\$ 83,436	1.3%
CSBG	\$ 232,255	3.7%
HUD - SHELTER PLUS CARE	\$ 191,274	3.0%
HCR- SRDI	\$ 458,448	7.2%
HCR-FLOOD RECOVERY	\$ 505,216	7.9%
MISCELLANEOUS	\$ 25,230	0.4%
NYSDOH	\$ 614,176	9.7%
OTHER HOUSING	\$ 232,962	3.7%
TOTAL	6,362,088	100.0%

Making Money Matter

Funding Sources-Broome 2019



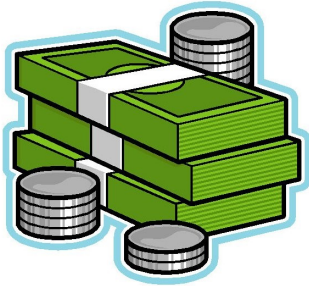
2019 Source of Funding

Amount

%

Head Start	\$ 2,275,928.00	52.15% Grant year
Universal Pre-K	\$ 348,067.00	7.98%
CSBG	\$ 388,885.00	8.91% Grant year
HHAP	\$ 36,592.00	0.84%
Low Income Housing	\$ 643,437.00	14.74%
CACFP	\$ 151,807.00	3.48%
NYSSHP	\$ 114,000.00	2.61%
RRH	\$ 198,959.00	4.56%
ESSHI	\$ 95,389.00	2.19%
Other	\$ 110,781.00	2.54%

\$ 4,363,845.00



Head Start by the Numbers Broome 2019

Head Start Funding Sources 2018-2019

Source

US Department of Health and Human Services \$ 2,275,928.00

US Department of Agriculture

Passed Through New York State Dept. of Health \$ 162,143.00

In-Kind \$ 568,982.00

TOTAL REVENUE \$ 3,007,053.00

Expense	Budget 2018-2019	Actual 2018-2019	Balance	Proposed 2019-2020
Personnel	1,483,725	1,487,046	(3,321)	1,490,258
Fringe	389,400	357,299	32,101	423,444
Construction	-	-	-	-
Equipment	-	-	-	-
Supplies	58,571	79,745	(21,174)	60,071
Training & Technical Asst	26,943	30,375	(3,432)	26,943
Consultants, service contracts	65,600	71,409	(5,809)	69,402
Insurance	52,000	50,875	1,125	52,500
Occupancy	102,189	101,313	876	105,110
Incidental Alterations/Renovations	49,940	49,940	-	-
Accounting/Legal Services	20,000	19,405	595	20,000
Children's Trans/Travel/Transportation Gas	15,260	13,296	1,964	13,900
other	12,300	15,525	(3,225)	14,300
Inkind	568,982	600,358	(31,376)	568,982
	2,844,910	2,876,586	(31,676)	2,844,910





Special Supplemental Nutrition Program for Women, Infants, and Children or WIC, is a federal assistance program of the Food and Nutrition Service of the United States Department of Agriculture for healthcare and nutrition of low-income pregnant women, breastfeeding women, and children under the age of five. Their mission is to be a partner with other services that are key to childhood and family well-being. The basic eligibility requirement is a family income below 185% of the federal poverty level.

WIC has three components: Supplemental food benefits via EBT Card, nutrition education and referrals to other community agencies.

WIC provides supplemental foods including: milk, cheese, eggs, cereal, juice, peanut butter, beans, breads, tortillas, rice, pasta, fruits and vegetables. Infants receive formula, and cereal and jars of infant food after 6 months old.

Special foods, including tofu, canned milk, dry milk, lactose-reduced milk, canned goat's milk and tuna/salmon/sardines (BF moms only), and special formulas may be provided.

Success that occurred in WIC in 2019

- Issued Farmer's Market Checks to 693 families with a total value of \$13,860
- Provided services to over 1000 participants per month in 5 locations throughout Chenango County: Norwich (main office), Greene, Bainbridge, Sherburne and New Berlin.
- Increased focus on breastfeeding. Two part-time BF Peer Counselors assist women with successful breastfeeding.
- The WIC Program transitioned to the new NYWIC Program with very few problems. The system uses EBT cards with a PIN number, which is much easier to use at the grocery stores. The WIC Central Office provided each agency with detailed instructions and colorful brochures about the process to be used for the change. Starting in January 2018, WIC staff began instructing WIC families about how to use the new EBT cards and setting up their PIN numbers. Our transition was fairly smooth. WIC employees were well-prepared for the change and did very well learning the new screens and process for certifying families to WIC and providing food benefits.

WIC employees continue to participate in community committees to represent Greater Opportunities and the WIC Program. The WIC Director (Katha Root) is a member of the Chenango County EMS Advisory Board, the Morrisville College Advisory Board and the Mothers and Babies Perinatal Network's Community Health Forum. In addition to serving our WIC families, WIC BF staff attends meetings of the Chenango County BF Coalition and plan a community event each year to celebrate World BF Week (August 1-7). WIC employees have participated in Chenango County's Dairy Day and annual Fair, Safe Summer Fun Day, Pumpkin Fest and Colorscape. Each year, WIC employees host Nutrition Students for internships from Oneonta State and Morrisville College.

Real People, Real Impacts: Stories of Success

A bilingual child in a classroom setting experienced extreme separation anxiety at the beginning of the school year. It would continue throughout the day. The family remained committed to having their child in the program and ensured that he attended daily and stayed for the full class session. He would initially shadow an adult in the room all day and would not engage in play with others. The mother had limited English language skills, making communication more challenging. As a result of the support offered by the classroom team and by partnering the child in play with other children who were positive role models and with those who demonstrated empathy, he began to improve his comfort level. He soon was able to engage in all activities with others, follow the routine of the day and speak in five word sentences. The parents' English language skills improved greatly over the year. She participated regularly in parent group sessions that were offered and in monthly home visits.

Tenant A always had a habit of collecting food for fellow veterans at local food banks but nowhere to store it. We had a standing freezer donated and started to collect more food to freeze. We later bought restaurant shelving which we stock with canned goods either donated and/or collected from food banks. This "pantry" extends to a few more housing units that need it and inquiring about food. Tenant A and I go weekly to restock and the food banks for frozen goods as well as canned goods. With other tenants coming down to grab food as needed, they always make giant meals and bring them down to the veterans as a thank you.

Client A requested information about our First Time Home Buyer Programs as she wanted to make sure that she was making the right choice in becoming a homeowner and that it was affordable for her. After counseling, she began tracking spending, working on her budget and savings. In August, she completed our online education for home ownership and follow up counseling session. She then met with M & T Bank to obtain pre approval for a mortgage and applied for our AHC4Q45 FTHB Grant. Then she started working with a realtor to find a home within her budget. She had saved over \$4,000.00 towards the process, had a 730 credit score and made a purchase offer on a home for \$56,700.00 in Broome County.

She completed the Home Purchase in October 2019 with the grant assistance of \$10,475.00 and now has an affordable monthly housing payment to \$562.51 (PITI) and is very happy to be a homeowner. She was also able to have some minor health and safety repairs completed with the grant funds. Repair funds of \$12,025.00 assisted her with electrical upgrades to the home, including replacing light fixtures, installing GFCI circuit breakers and hardwired CO and smoke detectors. This client now has a "Home of Her Own," which is safe and affordable.

Clients A & B were in the process of trying to become foster parents with the hopes of adoption. Due to the condition of their mobile home they were denied till the conditions of the home were improved. Clients A & B read the ad in the local paper and applied for the Manufactured Home Replacement Program IV and in a short time they were approved for a new Manufactured Home. After some anxious months of ordering and installing the home, Client A & B are now proud owners of a new Energy Efficient Manufactured Home, and have been the happy foster parents of a child for the past year.



Worked with Tenant B to get her son into the school district. He is a special needs child whom she was home schooling due to her not thinking the school system was right for him. It was a long struggle with DSS involved and reporting her to CPS. We needed to collect her son's birth certificate in order to prove to the school system he exists. Once we obtained the certificate, we set up an appointment with the school and got him into a specialized 12:1:1 class with special services in place. He loves school and the socialization of it and was thriving.

2020 Outcomes

Families received WAP assistance
 Certified or Energy Services
61 WAP Assistance
98 Energy Services

Individuals and Families HUD
 Counseling Services:
38 Families and Individuals

Greater Opportunities Head Start served:
Head Start- 159 Children & their Families-Chenango
Head Start- 159 Children & their Families-Broome
Early Head Start-122 Children & their Families

Families who received Home Rehabilitation Services
 or Manufactured Housing Replacement through Greater Opportunities:
9 Households

Individuals and Families receiving
 Section 8 Housing Choice Vouchers:
120 Housing Vouchers

Participants that are seen and
 receive monthly services from WIC:
827 Families

Indicators of Success with Family
 Engagement in Head Start
Parent Volunteer Hours—over 4,100 +
Male Involvement Activities Hours—2,040 +

Served in the Greater Opportunities
 Supportive Housing Program
235—Families and Individuals

Individuals / Families received food
 through Food Bank of the Southern Tier
665 Individuals / Families
13,300 Pounds of Food

Families received emergency
 assistance to avoid homelessness
Rental Assistance—22

Total Number of Volunteer Hours Donated to Greater Opportunities in 2019-
 2020:

Individuals & Families—381
Hours—9,540

Total Number of Families & Individuals Served in 2019 at
 Greater Opportunities for Broome and Chenango, Inc.

Families—1,400
Individuals—3,953



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Empowering Community, Empowering you



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