

2019 IMPACT REPORT



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From the Executive Director

2019 has proven to be another successful year at Tioga Opportunities, Inc., thanks to dedicated staff who go above and beyond, each and every day.

A great deal of 2019 focused on strengthening agency capacity and positioning the agency for sustainability, including adding new staff positions, upgrades to the agency data management system, on-going staff development, and agency restructuring:

- A grant writer was hired to assist in identifying and securing additional resources to address service gaps or unmet needs.
- There were various upgrades to TOI's data management software, CAPTAIN, including the addition of a public intake portal, allowing customers to begin the intake process at home, or on their phones prior to coming in for an appointment; the addition of Matrices in 26 life domains which have been embedded into CAPTAIN which will allow staff to measure customer progress in each life domain over time to measure effectiveness of services provided.
- The agency gained a ROMA Implementer and another ROMA Trainer in 2019. ROMA stands for Results Orientated Management and Accountability. These individuals will have shared responsibility to implementing and overseeing the integration of ROMA as a management system into every aspect of the agency.
- 15 individuals have completed or are in process of completing the Financial Social Work Certification.
- Restructuring of services saw the blending of Aging Services and Family Health Services into one department, now named Family Services. A new Medical Director was hired for the Family Planning Clinic and additional new staff have strengthened the department overall.

- A Multi-Disciplinary Team, a catalyst for service integration, was formed that will operate a comprehensive, holistic service approach that will address the cumulative needs of each customer. This team will meet to collectively strategize on how best to meet the challenging needs that a customer might present that are inhibiting their ability to progress in any life domain.

Sustainability will continue to be a focus in 2020 with departments developing detailed plans outlining strategies for long-term sustainability.

TOI had a major facelift with the unveiling of a new logo, mission and vision statement, and agency values. The logo was designed by a group of staff with the hope of creating a more inclusive and meaningful representation of TOI. The new mission also speaks to the strengthening of communities through partnerships.

TOI is most appreciative for the continued cooperation of its many local partners as we work together to serve Tioga County and the surrounding area.

A comprehensive needs assessment was completed in December, identifying demographic and service trends, unmet needs, and service gaps that exist in Tioga County. This document will aid the agency in responding to these needs/gaps and improving the overall quality of life for all Tioga County residents.

- Maureen Abbott

From the Board President

On behalf of the Board of Directors of Tioga Opportunities, Inc., I would like to recognize the efforts of staff and management for another successful year of providing services to the most vulnerable residents in Tioga County.

TOI has positioned itself for long-term sustainability through the expansion of its data management system. Impact of services can now be measured in the system through the newly embedded evidence-based matrices with twenty-six (26) life domains. This addition strengthens the agency's ability to better tell the story of how services are assisting individuals and families, as they move toward financial stability and self-sufficiency.

Although disappointed that its proposal to the Tioga County Downtown Revitalization Initiative for new housing on Temple Street in the Village of Owego was not selected to be funded, TOI continued to focus on the development of new housing and revitalization of existing housing in partnership with Tioga County Economic Development & Planning. Plans are on the table for housing development in 2020 with the Ithaca Neighborhood Housing Services.

A new logo which aligns itself with a new agency mission statement, vision statement, and values took center stage in 2019. The logo represents a truer representation of Tioga Opportunities, Inc. and who it serves.

The principles of Financial Social Work focusing on the development of healthy financial habits, have been integrated into all services, as more staff have been trained and certified in Financial Social Work. These practices are critical for individuals and families to achieve financial stability.

The Board welcomed new members, Michael Wu and Karen Johnson in 2019. Board training offered at every meeting included topics of board governance, financial social work practices, data collection & reporting, and updates on Strategic Plan goal progress, to name a few.

There are a variety of exciting new initiatives planned for 2020. Stay connected to Tioga Opportunities, Inc. on Facebook and on our website, www.tiogaopp.org.

- Amy Foster



Customer Bill of Rights

TIOGA OPPORTUNITIES, INC. WELCOMES YOU...

Our staff and management value all who walk through our doors. Customers' safety and satisfaction is our top priority. To ensure quality and impactful services, customers can expect:

- ❖ *A welcoming, empathetic and caring environment*
- ❖ *Customer-driven services*
- ❖ *Maximum privacy and confidentiality*
- ❖ *Non-discriminatory practices*
- ❖ *Fair and respectful treatment without bias*
- ❖ *Resourceful, knowledgeable and compassionate staff*
- ❖ *Working together toward common goals*
- ❖ *Timely and prompt responses to questions or concerns*
- ❖ *Assured access to personal files or records*
- ❖ *Customer grievance and complaint policy*

2019-2021 Strategic Plan Objectives



COMMUNITY

- TOI will work to develop a pathway to economic stability for people with low incomes.
- TOI will honor the desire among service recipients to work actively on community-level solutions by building their skills and offering them roles in bringing about change.



Tioga Opportunities, Inc.

AGENCY

- TOI will strengthen its brand positioning within the community, resulting in increased use of services and increased community support.
- TOI will position itself for growth, expansion, and long-term sustainability.



FAMILY

- TOI will explore adding services to support customers along the full ROMA scale from in-crisis to thriving.
- TOI will address social determinants of health and develop services that will strengthen outcomes for individuals and families.

Meet Our Team



MANAGEMENT TEAM

Executive Director	Maureen Abbott	mabbott@tiogaopp.org
Human Resources Director	Denene Ennis	dennis@tiogaopp.org
Finance Director	Christina Brown	cbrown@tiogaopp.org
Community Development Director	Dorothy Richter	drichter@tiogaopp.org
Energy Services Director	Steve Wentworth	swentworth@tiogaopp.org
Family Services Director	Christine Shaver	cshaver@tiogaopp.org
Housing Services Director	Janice Gillette	jgillette@tiogaopp.org

2019 BOARD OF DIRECTORS

President	Amy Foster
Vice President	Randal Kerr
Treasurer	James Tornatore
Secretary	Kerm Bossard
Members	Michael Baratta
	Frank Como
	Patricia Hunsinger
	Karen Johnson
	Brian Rieber
	Catherine Rogers
	Kara Vizina
	Michael Wu

Service Area Profile

TRENDS¹ OF TIOGA COUNTY, NEW YORK REVEAL...

- Positive traits of schools, including teachers' longevity and dedication, social support, and small class sizes
- Large disparities in graduation and drop-out rates between economically and non-economically disadvantaged students
- Health Designation Shortage Area with high rates of child and adult obesity, cancer, heart disease, and teen pregnancy rates when compared to New York State
- Unmet childcare need for over 8,500 children, aged 0-12 years – the biggest needs for infants, children with disabilities, and school-age children
- Strong upcoming preventive care, emergency preparedness, and recreation and tourism initiatives
- Expected population loss of over 10,000 residents between 2010 and 2040, while the 65+ age cohort is expected to grow by over 20%
- Dated housing stock, like much of the Southern Tier Region, leads to deferred maintenance and outdated facilities, as well as lack of quality houses for first-time homebuyers
- Growing financial burdens on homeowners and renters, continual threat of flooding to housing stock, and growing concern of absentee landlords as additional housing concerns
- Lack of public transportation but strong nonprofit and volunteer transportation programs
- Changing trends in agricultural views, from dairy farming to “niche” farming, and perceptions that the recent influx of Amish as beneficial in maintaining the county's agricultural roots
- Anticipated replacement of nearly 30% of employers' workforce in the next 5 to 7 years, inadequate qualified job candidates aged 25 to 45 years, and low workforce participation rates among those aged 20 to 25 years
- Decrease in unemployment rate from 6.1% in 2014 to 4.4% in 2018, although consistently higher than the New York State rate (4.0% in 2018)
- Safe, active, kid-friendly perceptions by residents, above-average safety and stability foster care indicators, and low index crime rates suggest Tioga County is a good place to raise families and age



15%
of the housing
units in Tioga
County are
mobile
homes



66%
of Tioga
County
residents are
considered
to be
dependent



**Nearly 20% of
students in Tioga
County are
enrolled through
home instruction**



**16,000
of the employed
population
living inside
Tioga travel
outside the
County for work**



20%
of the housing
units in Tioga
County are
renter-
occupied

¹ 2020 Tioga Opportunities, Inc. Community Assessment

TIOGA COUNTY DEMOGRAPHICS

POPULATION	49,045
MEDIAN HOUSEHOLD INCOME	\$40,304
MEDIAN INCOME WITH HIGH SCHOOL DIPLOMA	\$31,877
LIVING WAGE FOR 1 ADULT, 1 CHILD	\$26.33/hr
HOURLY WAGE FOR FAIR MARKET RATE, 2 BR APARTMENT	\$15.96/hr
POVERTY RATE	10.5%
<i>State poverty rate</i>	14.6%
<i>National poverty rate</i>	14.1%
PERCENT OF CHILDREN (UNDER 18 YEARS) IN POVERTY	13.6%
PERCENT OF OLDER ADULTS (65+ YEARS) IN POVERTY	8.1%
ALICE RATE	29.0%
<i>(Those who are <u>A</u>sset <u>L</u>imited, <u>I</u>ncome <u>C</u>onstrained, <u>E</u>mployed, or who earn more than the Federal Poverty Level, but less than the basic cost of living for the county.)</i>	
FREE AND REDUCED LUNCH PROGRAM	58.0%
PERCENT WITH NO HEALTH INSURANCE	5.9%
PERCENT UNEMPLOYED WITH NO HEALTH INSURANCE	23 min.
AVERAGE WORK COMMUTE	9.0%
PERCENT WITH LESS THAN A HIGH SCHOOL DIPLOMA	23.9%
<i>Percent of above living in poverty</i>	36.0%
PERCENT WITH ASSOCIATE'S DEGREE	10.2%
<i>Percent of above living in poverty</i>	29.3%
PERCENT WITH BACHELOR'S DEGREE OR HIGHER	6.1%
<i>Percent of above living in poverty</i>	25.7%

SOURCE: NEW YORK STATE COMMUNITY ACTION ASSOCIATION, TIOGA COUNTY REPORT

Helping People...

Tioga Opportunities, Inc.

For over 50 years, Tioga Opportunities, Inc. (TOI) has been serving residents in and around Tioga County, New York, as a proven local grassroots and federally designated anti-poverty agency. The governing board's composition of one-third publicly elected officials, one-third representatives of people with low income, and one-third private sector representatives allow for various viewpoints and expertise on both the issues and solutions affecting those in poverty. In order to break the cycle of poverty, TOI includes a service delivery approach based on changing behavioral patterns that support asset development and address the underlying issues keeping households vulnerable. TOI provides the community with following safe and affordable housing, financial education and stability, community awareness, and health and wellness programs and services.



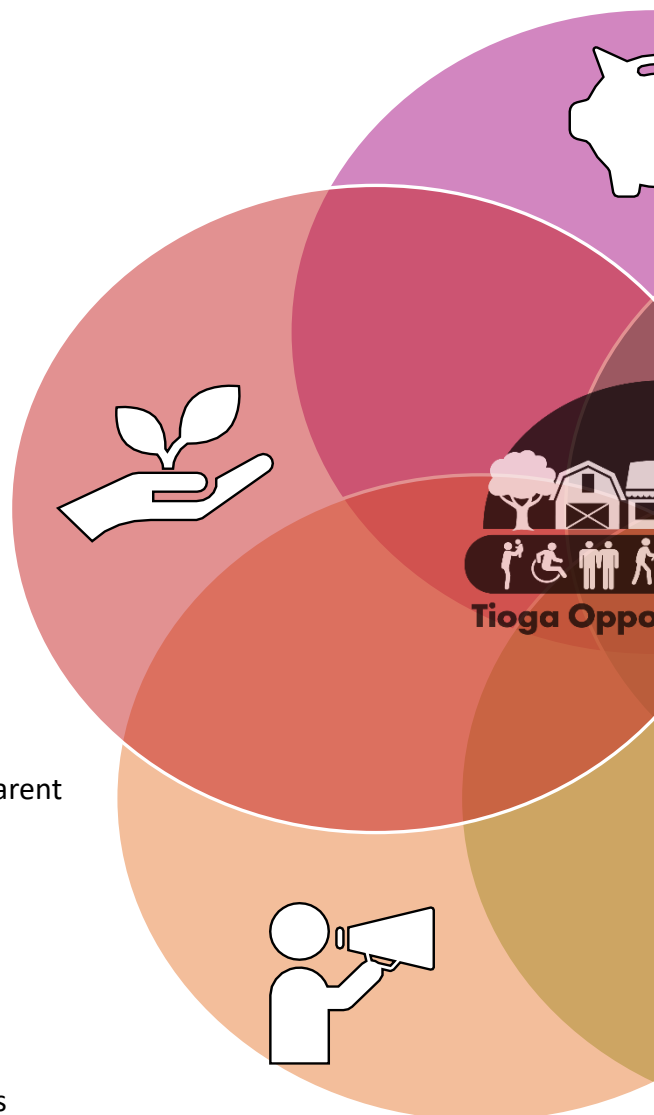
Health and Wellness

- Congregate Dining
- Exercise for Older Adults
- Family Planning
- Home Delivered Meals for Older Adults
- In-Home Care
- Medicare Counseling
- Nutrition Counseling
- Respite Care
- Transportation
- Women, Infants and Children (WIC)



Community Education, Awareness & Outreach

- 21st Century Community Learning Center – Parent Engagement and Service Learning
- Caregiver Support
- Educational Presentations
- Health Education
- Information and Assistance
- Landlord Education
- Newsletter and Social Media Outreach
- Social/Recreational Activities for Older Adults



...Changing Lives!

Mission

Tioga Opportunities, Inc. creates partnerships that strengthen communities while empowering individuals and families to achieve independence and enrich their quality of life.

Vision

Tioga Opportunities, Inc. strives to be an innovative, evolving organization that promotes strong, inclusive communities and successful, thriving people.



Financial Education & Stability

Budget Counseling
Credit Building
Financial Literacy
Home Appliance Loan Program



Safe & Affordable Housing

Energy Efficiencies and Weatherization
Home Repair
Radon Testing and Mitigation
Rental Apartments for Older Adults
Rental Apartments for People with Disabilities
Rental Assistance
Residential Health and Safety Improvements



Collaborations

AARP Driver Safety
AARP Income Tax Preparation
County Emergency Site and Preparation
Family Development/Cornell Cooperative Extension
Tioga County Transportation Coalition



Community Development

DEPARTMENT IMPACT SUMMARY



NEED

- 32% of Tioga County's population is 55 years of age or older and many face critical situations when trying to maintain their independent living: "Without accessible, reliable, and affordable transportation, many more older adults could face the possibility of placement in long-term care facility."²
- Transportation has long been cited as a concern for rural residents across the nation, as well as in Tioga County.³ The rate of Tioga County households who do not own vehicles is 7%, and the highest concentration of these households (12%) are in Barton.⁴
- There is limited public transportation in Tioga County, as evidenced by the fixed route service provided on weekdays between Elmira and Owego by Chemung County Transit (C-Tran) and the lack of alternative public transportation services.
- In 2017, 13% of all inquiries made to the Getthere Call Center requesting information about available transportation and transportation access instructions were from Tioga County.⁵
- Educational disparities between economically and non-economically disadvantaged students in and between Tioga County schools⁶ call for additional concentrated efforts including regular participation in afterschool programs, which is reported to help "narrow the achievement gap between high- and low-income students in math, improved academic and behavioral outcomes, and reduced school absences."⁷

² National Aging and Disability Transportation Center.

³ Tioga Tells: Quality of Life Assessment, 2018-2019.

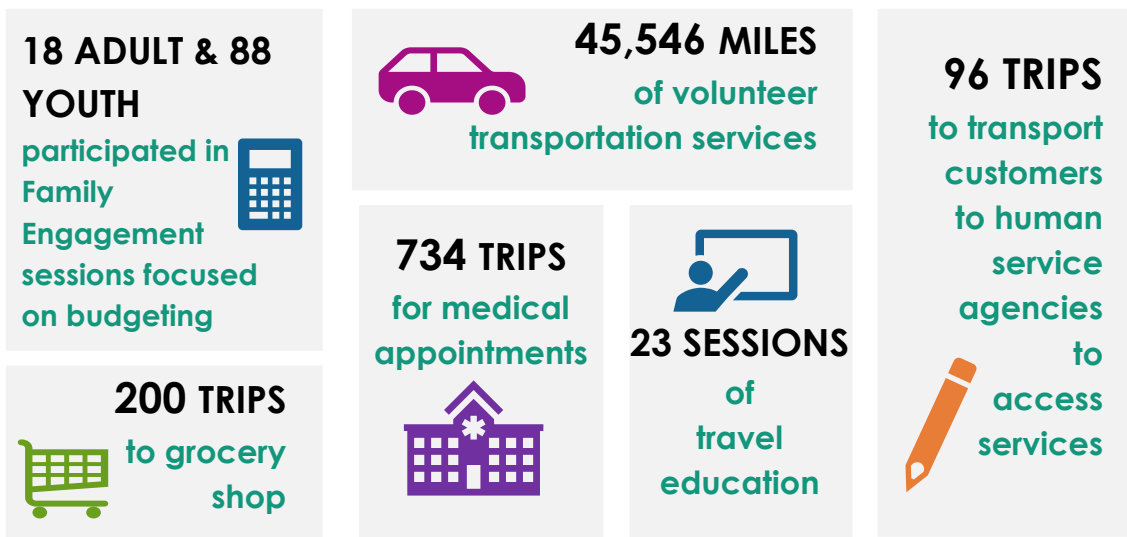
⁴ Coordinated Public Transit-Human Services Transportation Plan, 2018.

⁵ Getthere Fact Sheet, 2017.

⁶ Tioga Opportunities, Inc. Community Assessment, 2020.

⁷ *Leveraging the Power of Afterschool & Summer Learning for Student Success*, Pierce, K.M., Auger, A. & Vandell, D. L., 2013.

REACH



IMPACT

- ❖ 16 residents increased their awareness of viable transportation options.
- ❖ 94 older adults and individuals with disabilities gained access to available transportation options, helping them to remain safe, healthy, and independent.
- ❖ 18 households strengthened their financial knowledge and budgeting skills.

HIGHLIGHTS

- **TIOGA COUNTY TRANSPORTATION COALITION WAS FORMED** to have greater collective impact and increase the ability to address regional and local transportation disparities.
- **TIOGA UNITED WAY PROVIDED \$6,000** to launch the Home Appliance Loan Program, which assists individuals in gaining assets and building credit while moving toward self-sufficiency.

Energy Services

DEPARTMENT IMPACT SUMMARY



NEED

- In the Southern Tier Region, the energy burden of a low-income family (9.5%) can be about three times greater than that of a moderate-income family (3.2%).⁸
- 41% of the Tioga County population earn more than the U.S. poverty level, but less than the basic cost of living for the area. Without enough income, this population is often forced to skimp on healthy choices, including the installation of energy efficient services, in an effort to reduce their overall expenses.⁹ These 'savings' threaten the health, safety, and future of residents as high energy burdens are associated with negative health outcomes.¹⁰
- The median age of housing in Tioga County is 50 years, as compared to 37 nationally. More than 1/3 of the housing units in Tioga County were constructed before 1949 and about 9,782 homes were built prior to 1960. The average year that homes were built is 1965.¹¹
- 66% of the Tioga County population is considered rural.¹² Rural housing stock tends to be larger than urban housing stock, usually of poor quality by modern standards (field stone foundation and dirt floor), and in need of repairs or improvements to meet basic health and safety standards.
- The housing stock in Tioga County suffers from deferred maintenance and outdated construction materials such as inadequate wiring, use of lead-based paint, asbestos, roofing materials, and poor insulation and weatherization.¹³ One in three Tioga County homes tested for radon had levels recommended for remediation.¹⁴
- Poor quality housing has been linked to exacerbating health issues such as asthma, hypertension, and allergies through environmental issues such as dust mites, mold, and combustion gasses. With proper energy efficiency measures, these environmental conditions can be mitigated.¹⁵

⁸ Tioga Opportunities, Inc. Energy Services Weatherization Day Demo. Tool Kit.

⁹ United Way of New York State Study of Financial Hardship, 2018.

¹⁰ Tioga Opportunities, Inc. Energy Services Weatherization Day Demo. Tool Kit.

¹¹ Tioga County Housing Study, 2017.

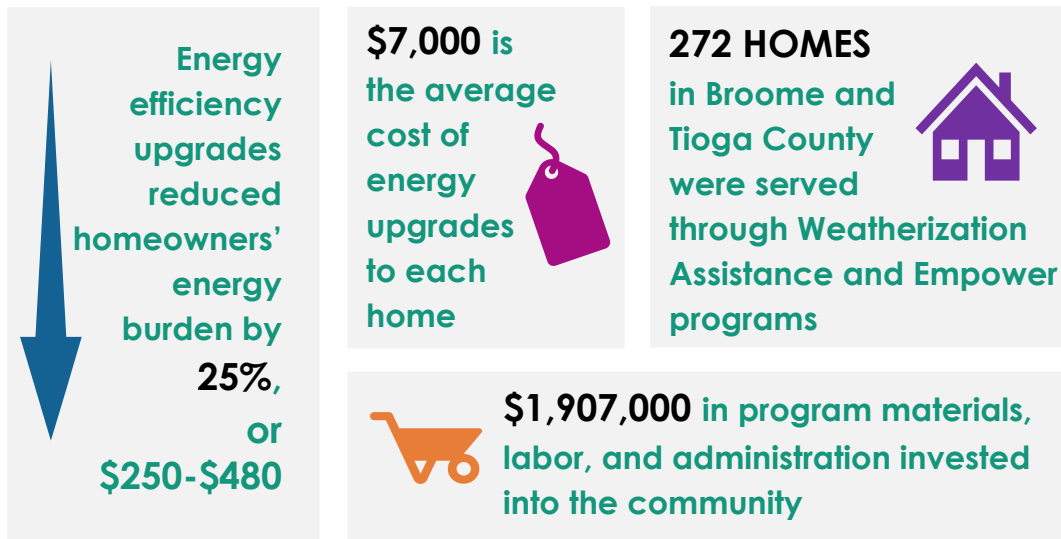
¹² U.S. Census Bureau, Quick Facts: Tioga County, 2019.

¹³ Tioga County Housing Study, 2017.

¹⁴ Tioga County Public Health, Community Health Assessment, 2019-2024.

¹⁵ Tioga Opportunities, Inc. Energy Services Weatherization Day Demo. Tool Kit.

REACH



IMPACT

- ❖ *272 weatherization households experienced improved health and safety with exhaust ventilation upgrades, combustion appliance adjustments, and the installation of smoke and carbon monoxide detectors.*
- ❖ *245 weatherization households experienced improved energy efficiency through the installation of insulation, air sealing, and furnace, and/or domestic hot water replacement or repair.*

HIGHLIGHTS

- **NEW EQUIPMENT WAS PURCHASED**, including two weatherization crew vehicles, a heavy-duty cargo van for the heat technician, and a light-duty van for the auditors.
- **A RADON MITIGATION FEE-FOR-SERVICE PROGRAM WAS DEVELOPED**, and two staff members were trained and certified as Professional Mitigators through the *National Radon Proficiency Program (NRPP)*.

Family Services: Aging

DEPARTMENT IMPACT SUMMARY



NEED

- When compared to New York State and national percentages, Tioga County has more people in the following age cohorts: 45 to 64 years and 65 years and older. Between 2010 and 2040, the 65+ population is expected to grow by 22.1% or 1,800 persons, and the 85+ population is projected to grow by 31.3%, or 305 persons.¹⁶
- About 14.6% of the total population in Tioga County has a disability, which is higher than the New York State rate of 11.5% and the national rate of 12.6%.¹⁷
- As people age, there is an increased need for supportive services to maintain independent living at home. A recent study showed that 12.9% of Medicare beneficiaries have difficulties with bathing, 10.1% experience trouble with dressing, and 15.2% face obstacles with light housework.¹⁸
- Older adults are more vulnerable to malnourishment, which diminishes quality of life, leads to higher health care costs, and results in a myriad of serious physical problems.¹⁹
- While 10,845 Tioga County residents (older adults and individuals with disabilities) receive Medicare²⁰, many older adults report difficulty navigating the healthcare system.²¹
- 55% of caregivers across the United States report feeling overwhelmed by the amount of care needed by their loved ones.²²

¹⁶ Tioga County Housing Study, 2017.

¹⁷ Tioga Opportunities, Inc. Community Assessment, 2020.

¹⁸ The Centers for Medicare and Medicaid Services.

¹⁹ Archives of Gerontology and Geriatrics.

²⁰ Tioga Opportunities, Inc. Community Assessment, 2017.

²¹ Aging Community Needs Assessment, Tioga Opportunities, Inc.

²² AARP, *Valuing the Invaluable*, 2015.

REACH

27 CLAIMS

for Social Security Disability and/or Supplemental Security Income were filed by staff-assisted customers



OVER 33,000 MEALS

were delivered to older adults through the Home Delivered Meals Program



1,665 HOURS of case management services were provided

276 PEOPLE were served through Medicare counseling sessions



OVER 1,600 HOURS

of in-home supervision and companionship were provided by Respite staff to individuals unable to be left alone



IMPACT

- ❖ 29 individuals were successful in having a claim for SSD/SSI approved this year, resulting in an additional monthly income for their households, improving their financial stability as a result.
- ❖ 4,675 hours of in-home care were coordinated for older adults (including housekeeping and personal care assistance), thus helping community members stay safe and independent in their own homes for as long as possible.
- ❖ 234 older adults achieved improved nutritional health through participation in programs such as Home Delivered Meals and Congregate Dining.
- ❖ \$122,503 was saved by customers participating in the Medicare Counseling Program through enrolling in more appropriate healthcare, prescription drug, and low-income subsidy programs. As a result, customers could redirect funds to other household needs, such as food and housing costs.
- ❖ 19 caregivers received an important respite break from their caregiving duties, resulting in improved physical and mental well-being and enhanced care for their loved ones.

HIGHLIGHTS

- **THE AGING & FAMILY HEALTH SERVICES DEPARTMENTS WERE MERGED** to become the Family Services Department. Services have been streamlined to position the department for further growth.
- **AN EXISTING PARTNERSHIP WAS STRENGTHENED** between the Family Services Department and the Tioga County Public Health Department, including regularly discussing health and public data trends and sharing educational information to respective customer populations.

Family Services: Maternal and Child Health

DEPARTMENT IMPACT SUMMARY



NEED

- Research consistently reports that economically disadvantaged children lag behind non-economically disadvantaged children on a wide range of well-being indicators and are more likely to have health, behavioral, learning, and emotional problems. This is especially true of economically disadvantaged children whose families experience deep poverty and those who are poor for a long time.²³
- Within Tioga County, 13.6% of children live in poverty and the rate of children enrolled in Free and Reduced Lunch is 58%.²⁴ The largest demographic in Tioga County living in poverty are females aged 18 to 24 years, followed by females 45 to 54 years and females 25 to 34 years.²⁵
- Economically disadvantaged children are also more likely to be food insecure, and food insecurity in households with children is associated with inadequate intake of several important nutrients, deficits in cognitive development, behavioral problems, and poor health.²⁶ In 2017, 9.7% of the population and 17.9% of children in Tioga County were food insecure.²⁷
- 11.3% of children enrolled in Tioga Opportunities, Inc.'s Women, Infant and Children (WIC) Program are considered obese, compared to 10.1% of all children enrolled in WIC across New York State. The NYS Healthy People 2020 childhood obesity goal is 9.4%.²⁸
- Over half (50.1%) of prenatal women enrolled in Tioga Opportunities, Inc.'s WIC Program had a weight above the recommended amount based on pre-pregnancy weight.²⁹
- 7% of live births in Tioga County had low birth rates.³⁰
- While the rate of premature birth varies by municipality in Tioga County, Spencer has the most alarming rate of 17.2% compared to Nichols at 2.2%.³¹

²³ Center on Budget and Policy Priorities, *WIC Works*. Carlson, S. and Neuberger, Z. 2017.

²⁴ Tioga Opportunities, Inc. Community Assessment, 2020.

²⁵ Ibid.

²⁶ Center on Budget and Policy Priorities, (...) 2017.

²⁷ Feeding America, 2017.

²⁸ Tioga Opportunities, Inc. Service Report.

²⁹ Ibid.

³⁰ Tioga County Public Health, Community Health Assessment, 2019-2024.

³¹ Ibid.

REACH



650 APPOINTMENTS

with postpartum women were conducted by WIC Program staff to provide nutrition education from Qualified Nutritionists

OVER 2,900 SUPPLEMENTAL FOOD PACKAGES
provided to families with infants and children enrolled
in the WIC Program



180 PRENATAL MOTHERS

connected with Breastfeeding
Peer Counselors to gain
guidance and support in
preparation for their babies' arrivals

\$585,998 is the
total value of nutritional
food packages
redeemed
by WIC families



IMPACT

- ❖ 917 mothers, infants, and children achieved improved nutritional health and well-being through the provision of healthy food and education.
- ❖ 280 postpartum women were provided with nutrition and weight management education, helping them to improve their physical health and well-being.
- ❖ 117 new mothers initiated breastfeeding within 48 hours of their babies' birth with the support and education provided through the WIC Program and 94 of these new mothers continued to breastfeed their children at their first birthday. As a result, the WIC Program achieved an initiation rate of 82.4%, meeting the NYS Healthy People 2020 goal of 82%.

HIGHLIGHTS

- **THE WIC PROGRAM ESTABLISHED A NEW CLINIC LOCATION** at Tioga Opportunities, Inc.'s Nichols site as a response to participant needs for access to healthy food, nutrition education, and breastfeeding support. The site's fully booked roster each month illustrates a persistent need for these services.
- **A "GLOBAL LATCH ON" COMMUNITY EVENT WAS HOSTED** during the summer of 2019 for breastfeeding mothers and their children, which provided an opportunity for socialization and increased public awareness and support for breastfeeding.

Family Services: Family Planning

DEPARTMENT IMPACT SUMMARY



NEED

- Tioga County experiences one of the highest teen birth rates in New York counties (24 per 1,000 female populations ages 15 to 19 years), although the trend is decreasing.³²
- The rate of unintended pregnancies in Tioga County is 30.8%, compared to New York State's rate of 26.7%. The Tioga County Prevention Agenda 2018 goal is 23.8%.³³
- Nationwide, 77.8% of sexually active females between the ages of 15 and 44 years old are regularly accessing reproductive services, compared to the NYS Healthy People 2020 goal of 86.5%.
- Family planning can prevent closely spaced and ill-timed pregnancies and births, which contribute to some of the world's highest infant mortality rates.³⁴ In Tioga County, 26% of live births occurred within 24 months of a previous pregnancy.³⁵

³² New York State Community Health Indicator Reports.

³³ Ibid.

³⁴ The World Health Organization, *Family Planning and Contraception Fact Sheet*, 2018.

³⁵ New York State Community Health Indicator Reports.

REACH

393
INDIVIDUALS
developed a
reproductive
life
plan



248 INDIVIDUALS
were prescribed a method of
contraception



619
APPOINTMENTS
to screen
for
sexually
transmitted
infections



439
INDIVIDUALS
received health
education



742
APPOINTMENTS
for pregnancy
testing



IMPACT

- ❖ *439 individuals reduced the possibility of contracting or spreading sexually transmitted infections and increased their physical health.*
- ❖ *393 individuals increased pregnancy intendedness and 248 individuals reduced unintended pregnancies.*
- ❖ *Out of 439 individuals tested for sexually transmitted infections, 12 required and successfully received treatment.*

HIGHLIGHTS

- **THE FAMILY PLANNING CLINIC WELCOMED DR. SARAH STERNS TO THE TEAM** as the new Medical Director. Dr. Sterns brings with her a community-minded, holistic approach, which aligns well with TOI's mission and philosophy.
- **A PARTNERSHIP BROUGHT FORWARD A “BLUEPRINT FOR HEALTH EQUITY” EVENT** to educate service providers about social determinants of health, their influence on health outcomes, and strategies to address determinants faced by customers. The partnership involved TOI, Cornell Cooperative Extension, Rural Health Network, and Tioga County Public Health.

Housing Services

DEPARTMENT IMPACT SUMMARY



NEED

- The median age of housing in Tioga County is 50 years, as compared to 37 nationally. More than 1/3 of the housing units in Tioga County were constructed before 1949 and about 9,782 homes were built prior to 1960. The average year that homes were built is 1965.³⁶
- Tioga County housing stock lacks upgrades that meet the expectations of today's consumers and amenities important to changing lifestyles, such as handicapped accessibility. Nearly 200 homes lack complete kitchen and plumbing facilities.³⁷
- The issue of older and outdated housing stock was exacerbated by the flooding of 2011, which severely affected the housing stock in Tioga County.³⁸ Between 1954 and 2018, Tioga County was included in 15 FEMA declarations for severe storm-related disasters.³⁹ Not only has flooding impacted the physical housing stock, but also the affordability for existing and prospective homeowners. The quality of houses were damaged, property values declined, property taxes rose to meet increasing municipal expenses, and mandatory flood insurance was imposed on houses carrying a mortgage.⁴⁰
- Housing burden is greatest among renters at 41% as compared to homeowners at 21%, which makes it difficult for struggling families to save the money necessary to achieve homeownership.
- The majority of people aged 51 to 62 are low- to moderate-income and live in single-family homes, but many lack the financial resources to provide routine home maintenance. Consequently, this housing stock is not being freed up for the first-time homebuyer. Rather, it becomes a financial burden on the senior household, which continues to deteriorate and potentially contributes to blight in the neighborhoods. Additionally, the combined cost of flood insurance and property taxes are usually higher than a monthly mortgage payment, which are significant barriers to the first-time homebuyer as income is redirected away from rehabilitation and necessary home upgrades to cover these expenses.⁴¹

³⁶ Tioga County Housing Study, 2017.

³⁷ Ibid.

³⁸ Ibid.

³⁹ Tioga County Public Health Community Health Assessment, 2019-2024.

⁴⁰ Tioga County Housing Study, 2017.

⁴¹ Tioga Opportunities, Inc. Community Assessment, 2020

REACH



\$959,971
IN RENTAL
SUBSIDIES
were
distributed to
assist residents
with monthly
housing
expenses

237 HOUSEHOLDS
were assisted through
Section 8 rental subsidies



\$176,635
spent on
home
repair
materials for
18 households



\$9,813
was the
average
cost of
health and
safety
improvements



126 TENANTS
secured
and maintained
safe and
affordable
housing
in TOI
apartments



IMPACT

- ❖ 237 families obtained and/or maintained affordable housing.
- ❖ 18 homeowners experienced improved health and safety through the completion of home improvements, including new septic systems, wells, roof repairs, installation of ramps, porches, and electrical upgrades.
- ❖ 208 older adults and individuals obtained and/or maintained safe and affordable living conditions by residing at one of TOI's four apartment sites.

HIGHLIGHTS

- **LONG MEADOW & SPRINGVIEW APARTMENTS PURCHASED AND INSTALLED STANDBY GENERATORS** to power the common areas in each facility during power outages and to assist tenants in maintaining necessary medical equipment.
- **FACILITY IMPROVEMENTS HAVE BEEN COMPLETED** at Long Meadow and Springview Apartments. Improvements include window replacements with 46 new windows and six French doors at Long Meadow, as well as a newly paved parking lot at Springview.
- **TOI WAS AWARDED AN ADDITIONAL ROUND OF FUNDING IN THE AMOUNT OF \$495,000** from the Housing Trust Fund Corporation to perform home health and safety improvements throughout Tioga County in the next two years.

The Financials

2019 TOTAL AVAILABLE BUDGET: \$7,062,251.69

FUNDING SOURCES <i>January 1, 2019 through December 31, 2019</i>		%
Contributions	\$81,209	1%
County and Local Contracts/Cash	\$323,100	5%
Federal Funds	\$541,070	8%
Federal Funds through New York State	\$3,349,690	47%
In-Kind	\$402,351	6%
New York State Funds	\$1,432,925	20%
Program Income	\$931,906	13%
TOTAL AVAILABLE BUDGET	\$7,062,252	100%

BUDGET BY DEPARTMENT		%
Administrative Costs	\$289,513	4%
Agency In-Kind	\$402,360	5%
Department of Administration	\$351,625	5%
Department of Community Development	\$198,447	3%
Department of Energy Services	\$1,933,847	26%
Department of Family Services	\$2,509,184	34%
Department of Housing Services	\$1,666,789	23%
TOTAL AVAILABLE BUDGET	\$7,351,765	100%

NEW FUNDING AWARDED IN 2019	
Affordable Home Repair (Oct. 2019-Sept. 2021)	\$495,000
CSBG Discretionary	\$27,065
NYS Office for the Aging Unmet Need Funds	\$89,164
RSVP from NYS Office for the Aging	\$6,014
Rural Health Network 5311	\$50,000
Tioga United Way	\$6,000

Our Numbers

IN 2019, TIOGA OPPORTUNITIES, INC. SERVED...





Tioga Opportunities, Inc.

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