



# 2020 IMPACT REPORT

Tioga Opportunities, Inc.



### Our Mission

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

## Helping People, Changing Lives.

### Our Vision

An innovative, evolving organization that promotes strong, inclusive communities and successful, thriving people.



### Our Values

At Tioga Opportunities, Inc., we value: **Equity, Diversity, and Inclusion.**



- The strengths and potential of all people to become actively engaged in improving their quality of life.
- Economic security as a means to the well-being of individuals and families.
- Effective services delivered by caring staff who treat everyone with dignity and respect.
- Innovation in response to changing community needs.
- Partnerships that expand our impact.
- Excellence in data-driven planning and goal-setting.

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# From the Executive Director

Expect the unexpected sums up the essence of 2020. No one could have anticipated the many challenges that 2020 would present. The reality of the pandemic and the uncharted waters that have been navigated certainly pushed everyone to their limits, both personally and professionally. And yet, throughout it all, the staff and management of TOI have stood steadfast in their commitment and loyalty to the agency and those it serves.

Adapting to this new normal, and finding creative ways to meet the on-going and sometimes increased needs of local residents, became the focus for staff and management. Delays in payments from funders created cash flow challenges for a good portion of the year. TOI applied for a PPP loan through Chemung Canal and received the loan in early May. This loan with forgiveness options, acted as “bridge-funding” for TOI through the months when there was very little money flowing from either the state or federal governments.

## **Serving Individuals & Families**

All services continued without interruption with the exception of Energy Services which was deemed “non-essential” during the initial state shutdown last Spring. With Congregate Dining closed, TOI offered “Grab & Go” lunches at the Community Center and at both Long Meadow and Springview Apartments. 3,600 Grab & Go meals were prepared and served at the Community Center in 2020 and 2,340 meals were prepared and served at TOI’s housing complexes.

Home Delivered Meals continued without interruption, but some residents experienced a reduced number of hot meals, due largely to the lack of volunteers available to make deliveries. Meals were supplemented with shelf stable food that could replace hot meal deliveries. As the state opened in phases, volunteers returned and meal deliveries were back to 100% by the Fall of 2020.

A grocery and prescription delivery service for anyone in the county was initiated in response to concerns of older adults unable to go out into the community in fear of contracting the virus.

Services in other departments converted to remote visits, such as WIC and Family Planning, which introduced Telehealth visits for the first time. The Health Clinic is also expanding its role in the community by focusing on general health issues and not just family planning. The clinic offered flu shots to staff and the community in November.

Protecting the health and safety of residents in TOI’s housing complexes was, and continues to be, a major focus for maintenance staff. Increased sanitizing of common areas, handrails, elevators, doors, etc. multiple times per day became the norm.

Volunteer transportation continued on a limited basis during the initial state shutdown, but has slowly increased in the past few months.

CARES Act funding through the NYS Department of State provided rental and utility assistance to income eligible households that have been impacted by COVID-19 (loss of income, job furlough or lay-off, or permanent loss of job).

## **Building Agency Capacity**

Even during the pandemic, TOI continued to work on developing increased capacity to meet increased needs. Additional technology (Surfaces, webcams, headsets, etc.) were purchased to ensure that staff who could work from home would have the necessary equipment to do so.

Six TOI staff became certified in Financial Social Work and five more staff completed their Family Development Credential by the end of 2020.

TOI launched a new and more streamlined website to allow easier access and navigation. Other features like a donate button were also added. TOI has seen a greater presence on social media as a result of the addition of a Public Relations and Outreach Coordinator to the TOI Team. Public engagement greatly increased in 2020.

Two new vehicles were added to the Aging Services fleet, providing safe and reliable transportation for meal delivery staff.

## **Community Building**

At the onset of the pandemic, TOI received many inquiries about making masks from the community. As a result of the generosity of county residents, TOI was able to distribute over 10,000 masks county-wide.

TOI collaborated with Tioga County Public Health on becoming a rapid testing site in October. That collaboration has continued into 2021, with TOI providing space and manpower for a vaccination site for residents over age 65.

The housing development project with the Tioga County Land Bank and Ithaca Neighborhood Housing moved slowly in 2020, but is expected to gear up in early 2021 with the sale of the property being finalized and TOI providing relocation assistance and other services to current tenants.

Considering the surging racial violence and divisiveness seen in epidemic proportion throughout the country in 2020, TOI embarked on an awareness campaign focusing on diversity, equity, and inclusion. A 30-second video/commercial featuring community members and Board members was featured in September across local TV stations, followed by training sessions facilitated by an outside consultant with expertise in this area. These sessions promoted honest dialogue and sensitivity around racial equity and diversity. TOI will continue to work on becoming a convener of meaningful dialogue around racial equity and diversity in 2021.

## **Conclusion**

I am so very grateful for the dedication of staff and the support of the Board. TOI is forever engrained into the fabric of this county and remains committed to serving those in need. TOI will continue to be “at the table” amidst important community discussions regarding the impact of COVID, social justice, affordable housing options, and health disparities.

*Maureen Abbott*  
Maureen Abbott  
Executive Director

# From the Board President



Tioga Opportunities pushed through the historic year of 2020 as it does with every challenge – continuing to serve the people in Tioga County, regardless of any obstacles in the way. While struggling with receiving allocated funding, and having to physically close down the Community Center for much of the year, all at TOI made sure that they still made a meaningful impact on the community and those vulnerable populations most in need.

Like other businesses throughout the area, TOI enhanced their technical capabilities to offer virtual appointments, as well as the ability to work from home to decrease office density and offer flexibility to staff with family concerns.

Along with virtual visits, the health clinic expanded its role to services outside of family planning, including offering flu shots in the fall.

TOI also rolled out a new website design, which has increased community awareness of the organization, and is another important method of delivering vital information to the areas served during this time when so many have been relying on virtual messaging.

The Leadership Team at TOI created new ways to deliver services, including 'Grab & Go' lunches and a grocery and prescription delivery service. Home Delivered Meals also continued, with safety guidelines a priority for all involved. It was more important than ever to continue these services in 2020, and TOI quickly reacted to make sure they happened.

As testing and then vaccines rolled out, TOI was once again front and center with offering help; partnering with the Tioga County Public Health, offering space in the warehouse and personnel to help with testing in the fall, and now for vaccination clinics in 2021. This is huge, as so many people in the local area are struggling with finding vaccines locally.

During the continued 'run of the mill' challenges faced by our communities during the pandemic, the year also found the country embroiled in not so new challenges of racial equity and divisiveness. TOI began a campaign to raise awareness of these important social issues, starting with a video distributed to the public featuring community and Board members, and continuing with facilitated training sessions for TOI and Board staff. TOI is well on its way to ensuring the dialogue and education on this topic remains in the forefront.

The pandemic provided new challenges to keeping those in our housing facilities safe from the virus, as they are often the most vulnerable population. TOI rose to that challenge with increased daily cleaning routines and updating visitor guidelines, as necessary.

TOI is pleased to be partnering with the Tioga County Land Bank and Ithaca Neighborhood Housing on a development project in the Village of Owego which will revitalize a neighborhood with new affordable housing options for small families and individuals.

Energy services was one of the most affected services during 2020, as in-home services came to a halt, due to the pandemic. Crews returned to work when state guidelines allowed for it. It's important to note that, as some workers inevitably had to be laid off in line with the NY on PAUSE directives, TOI took care of its own during this time, taking every measure possible to be flexible with work from home allowances, incentive pay, within funder constrictions, to ensure TOI employees were financially impacted as little as possible.

The impact of TOI's services throughout 2020 were quite remarkable, as regular services were kept largely intact or even expanded, pandemic related services were added, and the community as a whole benefited from all of the efforts. The Board members are all proud to work with everyone at TOI to continue this work into 2021.

A handwritten signature in black ink that reads "Amy Foster". The signature is written in a cursive, flowing style.

Amy Foster  
President, Board of Directors

# Customer Bill of Rights

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.



### 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

## 2020 Board of Directors

### OFFICERS

Amy Foster, President  
 Randal Kerr, Vice President  
 James Tornatore, Treasurer  
 Michael Wu, Secretary

### MEMBERS

Michael Baratta	Jane Maas
Frank Como	Brian Rieber
Patricia Hunsinger	Catherine Rogers
Karen Johnson	Janet Westfall



It is with great sadness that we acknowledge the passing of

**Frank M. Como**

in November of 2020.

Frank was a faithful and dedicated member of TOI's Board of Directors for 5 years and served on the Executive/Finance and Board Development committees. He brought a keen perspective to the table and was always willing to step in and help out wherever needed. Frank has been missed by many. We extend our heartfelt condolences to his loved ones and friends.

## Senior Management Team



**Maureen Abbott**  
Executive Director



**Christina Brown**  
Management and Administration Director



**Denene Ennis**  
Human Resources Director



**Christine Shaver**  
Program Operations Director



**Steve Wentworth**  
Energy Services Director

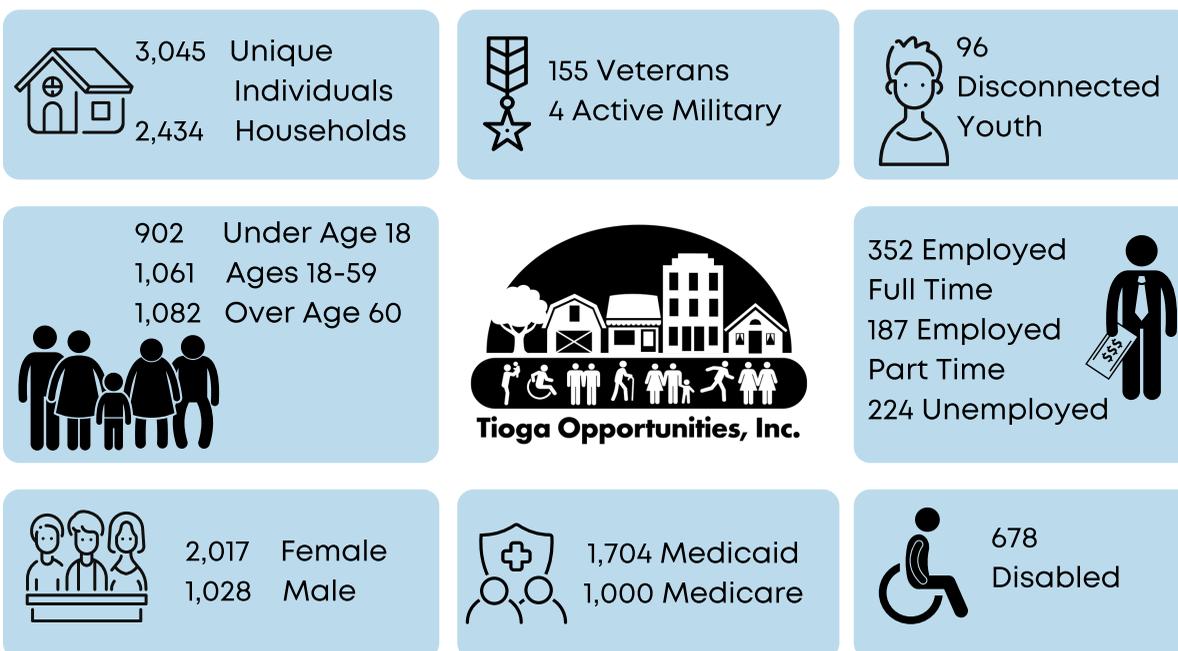


54  
Full Time  
Employees

21  
Part Time  
Employees

95  
Volunteers

## CUSTOMERS SERVED



## TIOGA COUNTY ALICE PROFILE

**ALICE** is an acronym for **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed households that earn more than the Federal Poverty Level, but less than the basic cost of living for the county (the ALICE Threshold). While conditions have improved for some households, many continue to struggle, especially as wages fail to keep pace with the cost of household essentials (housing, child care, food, transportation, health care, and a basic smartphone plan).

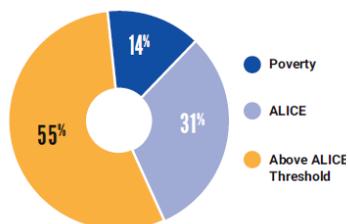
### 2018 Point-in-Time-Data

Population: 49,045 Number of Households: 20,045  
 Median Household Income: \$60,736 (state average: \$67,844)  
 Unemployment Rate: 6.3 % (state average: 5.0 %)  
 ALICE Households: 26.0 % (state average: 31.0 %)  
 Households in Poverty: 11.0 % (state average: 14.0 %)

The average hourly ALICE Household Survival Budget in Tioga County was

\$11.74	for a single adult
\$13.40	for a single senior
\$35.44	for a family of four

Of New York's 7,370,222 households, 1,007,993 earned below the Federal Poverty Level (14%) in 2018, and another (31%) 2,283,835 were ALICE.



The average annual ALICE Household Survival Budget in Tioga County was

\$23,472	for a single adult
\$26,808	for a single senior
\$70,884	for a family of four

# Who We Serve

New York State Community Action Association 2020

## Tioga County Population

**49,045**

Population for whom poverty status is determined:

Overall	48,588
Under 18	10,389
25 & Over	34,397
Over 65	9,203

**26%**

**ALICE HOUSEHOLDS IN TIOGA COUNTY**

Tioga County Poverty Rate 10.5%  
US Poverty Rate 14.1%  
State Poverty Rate 14.6%

## Living in Poverty

Individuals  
10.5% (5,091)

Children Under 18  
13.6% (1,413)

Adults 25+  
8.5% (2,923)

Older Adults 65+  
8.1% (742)



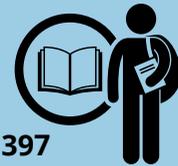
## Race & Poverty



White	10.2% (4,793)
African American	38.6% (106)
Hispanic/Latino	13.2% (113)

Values Represent % of Population in Poverty By Race

## Education & Poverty



Adult Population 25+: 34,397

### Educational Attainment

No Degree	9.0% (3,103) 23.9% Living in Poverty
High School	36.0% (12,375) 10.2% Living in Poverty
Associate	29.4% (10,095) 6.1% Living in Poverty
Bachelors or higher	25.7% (8,824) 3.5% Living in Poverty

DUE TO ROUNDING, PERCENTAGES MAY NOT ADD UP PRECISELY TO 100%

## Employment & Poverty

**\$26.33**

Living wage for  
1 Adult, 1 child household



Median Income  
**\$40,304**

Median Income with High School Diploma  
**\$31,877**

## Health & Poverty



**58%**

Free/Reduced Lunch Program

## No Health Insurance

Employed	5.9%
Unemployed	19.8%



Median Earnings  
**\$38,611**



Median Earnings  
**\$25,658**

## Gender & Poverty

**30.8%**

of families with female head of household and children present

**Live in Poverty**



# COVID-19 Response

At the start of 2020, no one knew what COVID-19 was and could not have imagined what the impact of a world-wide pandemic would have on them, their families, and communities where they live. Through these unprecedented times, Tioga Opportunities, Inc. has stood steadfast in the face of this pandemic and has continued to provide much needed support and assistance to those most in need.



With congregate dining closed, TOI offered “Grab & Go” lunches at the Community Center and at Long Meadow and Springview Apartments. 3,600 "Grab & Go" meals were prepared and served at the Community Center in 2020, and 2,340 meals were prepared and served at TOI’s housing complexes.

TOI's grocery and prescription delivery program provided over 20 deliveries to help at-risk customers get critically needed supplies and medications safely to their homes.



The Health Clinic expanded its role in the community by focusing on general health issues in addition to family planning. Telehealth appointments were offered to patients as a safe option. The clinic offered flu shots to staff and the community in November.

The Housing Maintenance Team worked tirelessly to ensure the safety and well being for our 130 residents and staff. Through increased disinfecting and sanitation protocols to installing plexiglass, they continued to provide a safe and clean environment for all.





As the community sheltered in place to help flatten the curve, our Home Delivered Meal drivers ensured that our customers received safe meals and essential nutrition. They delivered over 28,000 meals to older adults throughout Tioga County!

1,000+ face masks, sewn by community volunteers, and an additional 9,000 masks were provided by funders and community organizations to help essential workers at TOI and local health care workers, EMTs, and police and fire departments.



7 Animatronic Pet Project animals were "adopted" by older adults to relieve the effects of social isolation.

Tioga Opportunities, Inc. received additional funding to meet the ever changing and growing needs associated with the COVID-19 pandemic.

\$12,804.00  
CARES Act – Section 8: Used to assist new/existing Section 8 participants with security deposits of Section 8 eligible landlords.

\$113,451.00  
CARES Act – New York State Office for the Aging: Funds allocated towards nutrition programs, expansion of programs to meet the needs of older adults, and caregiver initiatives.

\$328,878.00  
CARES Act – Community Services Block Grant: Funds allocated to create Rental and Utility Assistance program, and small business development initiative.

\$34,480.00  
Families First Coronavirus Response Act (FFCRA)/ New York State Office for the Aging: Funds to assist with meeting the needs of the Home Delivered Meals program.

# Social Justice

TOI embarked on an awareness campaign focusing on

## Equity, Diversity and Inclusion

to address the surging racial violence and divisiveness seen in epidemic proportions through the country in 2020. A 30-second commercial featuring community members and members of our Board was featured on local TV stations through the month of September, followed by training sessions for our staff, facilitated by an outside consultant with expertise in this area. These sessions promoted honest dialogue and sensitivity around racial equity and diversity.



We denounce all forms of racism, violence, and any acts of hatred.

Healing as a nation means strengthening our connections as neighbors.

We embody hope by promoting strong, inclusive communities.

Join us as we come together as one COMMUNITY,

As one HUMANITY,

.....to help build a better world, for ourselves, our children and our future.

**TOI will continue to work to become a convener for change on social justice initiatives.**

**We will seek to educate the public around equity issues and advocate for inclusiveness, empowerment, dignity for all.**

**We will continue to seek ways to integrate equity in a more relevant way internally and promote honest dialogue and sensitivity around racial equity and diversity.**



# Community Development

## The Need



**9 in 10**

older adults who stopped driving have been negatively impacted from being isolated to dependent.

2018 National Aging & Disability Transportation Center



**7%** of households in Tioga County do not own a vehicle.

Predatory lending targets vulnerable populations and impose unfair and abusive loan terms on borrowers, including high interest rates & fees.



According to the FDIC, fees totaling more than 5% of the loan amount are not uncommon.

There is limited public transportation in Tioga County, as evidenced by the fixed route service provided on weekdays between Elmira & Owego by Chemung County Transit (C-Tran) & the lack of alternative public transportation services.



## Our Reach

**21 volunteers** provided

**28,606 miles** of medical transportation



**560**

total trips

### Critical Appointments

478 Medical  
19 Veterans' Services  
17 Human Services

### Personal Needs

41 Shopping Trips  
5 Social Outings



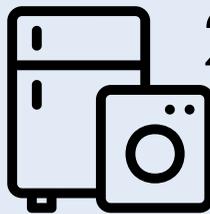
## Our Impact



**84**

customers

received medical transports to critical medical appointments to maintain or improve their health and well-being.



**2**

reliable and energy efficient appliances were acquired through the Home Appliance Loan Program.

# Building Stronger Communities



# Housing

## The Need

**26%** of all households in Tioga County with an annual income of less than \$20,000 are spending more than **30%** on rent.



Housing stock throughout Tioga County is dated and the low to moderate income residents are not able to afford updates, leaving renting the best option available to them.

- Built earlier than 1939: 29.5%
- Built in 1940-1969: 25.1%

### Fair Market Rent in Tioga County (2021—www.rentdata.org)

Studio apartment: \$632/month  
 1 Bedroom: \$654/month  
 2 Bedroom: \$846/month  
 3 Bedroom: \$1,117/month

## Our Reach

**18**

newly rented TOI operated apartments to older adults or individuals with disabilities.

**31**

rental subsidy vouchers were assigned to new participants in the Section 8 program this year.



## Our Impact



**211**

participants completed annual recertifications for the Section 8 Housing Choice Voucher program.

**266**

individuals obtained and/or maintained safe and affordable housing with Section 8 Housing Choice Voucher subsidies.



A safe and affordable living environment was provided to

**132 older adults and individuals with disabilities.**



# Safe and Affordable Housing



# Energy Services

## The Need

 **50 years**  
median age of a home in Tioga County.

**=**

 **Poor quality & energy inefficient**



Poor quality housing is not only energy inefficient, but has also been linked to exacerbating health issues such as asthma, hypertension, and allergies caused by dust mites, mold, and combustion gasses that leak into the living space.



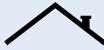
Sources of dampness in the home and air leakage, lack of wall and attic insulation, inefficient and unsafe heating appliances and improper ventilation are all identified and mitigated by certified weatherization experts.

**Energy efficiency upgrades can reduce the total energy burden for a family by as much as 25% and keep a home warmer in the winter and cooler in the summer.**



## Our Reach

**25%**  savings by homeowners with Energy Efficiency upgrades with an average savings of \$250-\$480.

**213** 

homes in Broome and Tioga Counties were served through Weatherization Assistance and Empower programs.

**\$7,000**

The average cost of energy upgrades to each home.



**\$1,512,108**

in program, materials, labor, and administrative costs were invested into the community.

## Our Impact



**213**  
households

experienced improved health and safety with exhaust ventilation upgrades, combustion appliance adjustment, and the installation of smoke and carbon monoxide detectors.



**197**

households experienced improved energy efficiency through the installation of insulation, air sealing and furnace and/or domestic hot water replacement or repair.



**32**

air conditioning units were installed improving the well-being and health of those with chronic medical conditions as part with the HEAP Cooling Initiative Program.

# Safe & Energy Efficient Homes



# Family Services: Aging

## The Need



21.7% aged 85+  
8.5% aged 75 to 84  
3.4% aged 65 to 74

older adults in the U.S. in need of help with activities of daily living (i.e. bathing, dressing, toileting).



410,000 people

aged 65 and older are living with Alzheimer's in New York (with an estimated 50,000 more by 2025).

1,011,000 family caregivers bear the burden of the disease in New York



34% of caregivers in the U.S. are 65+ years old.

The National Alliance for Caregiving & AARP

24.4

average hours per week that family caregivers spend providing care

Older adults eat fewer calories due to decreased appetite and activity levels which can lead to deficient levels of vitamins and minerals.



Chronic diseases such as heart disease, cancer, and osteoporosis have been linked to these deficiencies.

13.3%

of Tioga County residents receive Medicare.



NYS Community Health Indicators Reports

Older adults experience difficulty navigating the healthcare system.

## Our Reach

23 customers

were assisted with filing claims for Social Security Disability (SSD) and/or Supplemental Security Income (SSI) in 2020.

Additional support with filing appeals was offered to 8 clients.



Staff provided 1,518 hours of case management services to older adults, assisting them with coordinating in-home care and troubleshooting concerns.



3,328 lunches



were served to older adults, despite halting Congregate Dining services for a majority of the year due to COVID-19 concerns.

Over 28,000 meals

were delivered to older adults throughout Tioga County as part of the Home Delivered Meals program, addressing both their nutritional health and safety in their homes



Assisting customers in choosing the best healthcare and prescription drug plans for their needs.

260

customers participated in Medicare counseling sessions

113

enrolled in a new healthcare plan

51

customers received application assistance for low-income subsidy programs.

# Promoting Healthy Aging

## Our Impact

23

individuals were successful in having a claim for SSD/SDI approved this year, resulting in additional monthly income for their households and thus improving their financial stability.



\$211,841

saved in the Medicare counseling program (by enrolling in more appropriate healthcare, prescription drug, and low-income subsidy programs). These funds can then be redirected to other household needs, such as food and housing costs.

264

older adults

achieved improved nutritional health through programs such as Home Delivered Meals and Congregate Dining.



17

caregivers

received an important respite break from their caregiving duties, resulting in their improved physical and mental well-being and enhanced care for their loved ones.



Helping community members stay safe and independent in their own homes for as long as possible.

4,155

total hours of in-home care coordinated for older adults including housekeeping and personal care assistance.

2,762

total hours of coordinated Consumer Directed in-home care for older adults.



### Happy Retirement, Mary Jane Brown!

Mary Jane Brown has been a familiar and welcoming face at TOI for over 35 years.

As a volunteer, she proudly served on committees for the construction of the Countryside Community Center and the Owego Community Pool project. As our afternoon "Director of First Impressions," (a.k.a. Program Aide) Mary Jane greeted and connected customers with the information and services they needed. She took great pride in knowing she played a role in helping those in need of assistance. She was a daily participant in the Congregate Dining program and enjoyed taking part in many of the social activities and holiday events at the Countryside Community Center.

"MJ," as she was lovingly known by many, served as a role model for many of our staff. She had shared that she loved working with young people. Her dedication, helpfulness, friendly and professional composure, and encouragement guided many staff through the years. She was supportive and welcomed new ideas and programs that would further TOI's work in the community.

Mary Jane has said that Tioga Opportunities, Inc. is very much a part of her, but the truth is that Mary Jane has been a huge part of Tioga Opportunities, Inc. She officially retired in June of 2020, after 20 plus years of dedicated service. We extend our gratitude to Mary Jane for her dedication to the mission and vision of Tioga Opportunities, Inc. through her years of service and wish her the very best as she enjoys her retirement.



# Family Services: Family Planning

## The Need



88.5% of women aged 21-65 received a cervical cancer screening in Tioga County.

**The Healthy People 2020 goal for women aged 21-65 is 93%.**

Tioga Opportunities, Inc.'s 2019 Community Needs Assessment

**28.6%** rate of unintended pregnancies in Tioga County.



**24 per 1,000**

Tioga County's teen birth rate is one of the highest in New York. (female population ages 15-19).

**26%**

of live births occurred within 24 months of a previous pregnancy in the county. The medically suggested pregnancy spacing is 18-24 months



According to the NYS Community Health Indicator Reports (CHIRS), the rate of chlamydia and gonorrhea among females greatly exceeds the incidence in males aged 15-44 in Tioga County.

## Our Reach

The Family Planning Clinic conducted appointments for:



pregnancy tests



sexually transmitted infections screenings



preventive health concerns

## Our Impact



received preventive reproductive healthcare helping them to increase their overall health and well-being.



received health education to help learn how to reduce the possibility of contracting or spreading sexually transmitted infections, increasing their physical health.

Following an appointment with our Family Planning staff:

**210 individuals**

were assisted in developing a reproductive life plan, increasing the intendedness of their pregnancies.

**169 individuals**

were prescribed a method of contraception, helping to further reduce unintended pregnancies.

**Affordable and confidential healthcare and education**



# Family Services: WIC

## The Need



**obesity rate**

in children ages 2-4 years

Enrolled in NYS WIC Programs\*

The Healthy People 2020 goal for childhood obesity is 9.4%.



Food insecure children in Tioga County (2018): 1,860  
Child food insecurity rate in Tioga County (2018): 17.8%

% of WIC infants breastfeeding at least 6 months:

- Tioga County: 25.8%
- NYS: 40.3%



% of infants fed exclusively breast milk in delivery hospital:

- Tioga County: 77.2%
- Southern Tier: 71%
- NYS: 45.2%



**47%** experienced a gestational weight gain greater than idea.

**pregnant women enrolled in WIC in New York State \***

\*excluding New York City participants

## Our Reach



**191** prenatal mothers

formed a connection with Breastfeeding Peer Counselors, gaining important guidance and support as they prepared to welcome their babies.



**700** appointments

with post-partum women receiving nutrition education from Qualified Nutritionists.

**3,800+**

nutritious supplemental food packages were given to infants, children, and post-partum mothers enrolled in TOI's WIC Program.



## Our Impact

With the support and education provided by the WIC Program



**96** new mothers initiated breastfeeding within 48 hours of their babies' birth.



**48** continued to breastfeed their children at three months of age.

**1,108 mothers, infants, and children**



achieved improved nutritional health and well-being through the provision of healthy food and education.

**255 post-partum women**

were provided with nutrition and weight management education, helping them to improve their physical health and well-being.

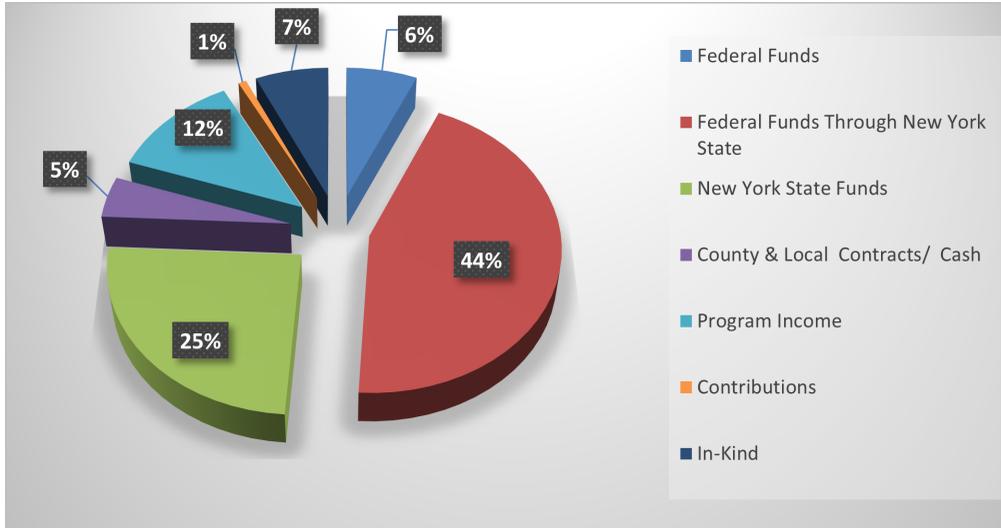


# Strong, healthy families

# Financial Report

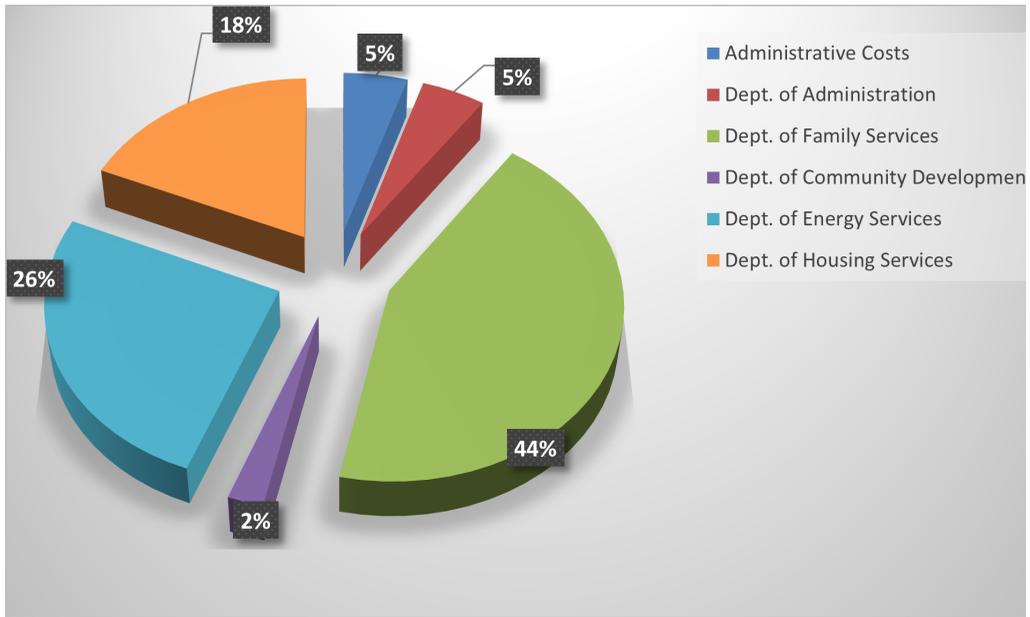
<p><b>\$1,181,643</b></p>  <p>invested in local vendors of Tioga and neighboring counties.</p>	<p><b>\$2,113,406</b></p>  <p>invested in local residents who are employed by Tioga Opportunities, Inc.</p>	<p><b>\$3,295,049</b></p>  <p>reinvested in Tioga &amp; neighboring counties through vendors &amp; employees.</p>
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Total Available Budget	\$6,225,429.33
Federal Funds	\$408,467.31
Federal Funds Through New York State	\$2,767,834.88
New York State Funds	\$1,541,478.02
County & Local Contracts/Cash	\$284,694.33
Program Income	\$755,210.07
Contributions	\$46,164.78
In-Kind	\$421,579.94



## New funds awarded in 2020

CARES ACT - Section 8	\$12,804.00
CARES ACT - New York State Office for the Aging	\$113,451.00
CARES ACT - Community Services Block Grant	\$328,878.00
Community Services Block Grant Discretionary	\$50,000.00
FFCRA - New York State Office for the Aging	\$34,480.00



Tioga Opportunities, Inc. January 1, 2020 through December 31, 2020

<b>Total Available Budget</b>	\$6,520,233.33
Administrative Costs	\$294,804.00
Dept. of Administration	\$293,615.61
Dept. of Family Services	\$2,670,103.25
Dept. of Community Development	\$141,246.48
Dept. of Energy Services	\$1,578,447.94
Dept. of Housing Services	\$1,120,436.11
Agency In-kind	\$421,579.94



WAYS YOU  
CAN  
SUPPORT  
US

**DONATE**

Secure Online: [www.tiogaopp.org](http://www.tiogaopp.org)  
By mail:  
Tioga Opportunities Inc.  
9 Sheldon Guile Blvd.  
Owego, NY 13827

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A variety of volunteer assignments are available. Call 607-687-4222 for more information.

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**Tioga Opportunities, Inc.**

9 Sheldon Guile Blvd. Owego, NY 13827  
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As a Community Action Agency, Tioga Opportunities, Inc. is part of a network of over 1,000 Community Action Agencies across the country and a network of 48 across New York State. Community Action exists to address the causes and conditions of poverty using strategies that respond to the community's unique needs.

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