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**CREATING PATHWAYS**

**for a brighter future**

**IMPACT REPORT**



## 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.



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## 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

2021 had its share of challenges which were met with steadfast resilience and innovative solutions which contributed to another successful year at Tioga Opportunities, Inc. (TOI).

Whether it was rising COVID numbers (due to the Omicron variant) resulting in employee absences, supply chain issues resulting in delays of shipments of materials, increased costs of goods and services without the increase in contracts, or the "Great Resignation" resulting in staff shortages, management and staff persevered and provided a continuity of service with little or no disruptions to our customers.

A recent article in Forbes Magazine entitled, "High Performing Non-Profits Have These Attributes in Common", identified these four attributes as being key contributors to high performance in non-profits:

1. Maintain compliance at federal, state, and local levels
2. Diversify funding with sustainable revenue streams
3. Prioritize engaged leadership
  - a. Responsible management of resources
  - b. Healthy internal operations (systems)
  - c. Execution and ongoing assessment of services
4. Measure performance over time against a set of well-defined outcomes

Regulatory and contractual compliance has and always will be a major priority for TOI. Managing 47 contracts through 11 funders requires a high-level of monitoring and oversight. TOI takes pride in its tradition of audits and reviews with no findings or violations and 2021 was no exception.

TOI is actively engaged in the creation of unrestricted revenue streams (radon testing and mitigation, for example), which will aid the agency in diversifying its funding and becoming sustainable and less dependent on grant funding.

The development of a highly effective and engaged Leadership Team has been a priority for TOI for the last three years. Resources have been earmarked for Directors and Coordinators to continue their leadership journey by attending workshops, presentations, and conferences. The TOI Leadership Team engages in monthly meetings with tailored exercises to build on team strengths and work on areas of growth.

TOI remains fiscally sound and is looking to the future to build long-term sustainability. Data and data analysis has become a focal point that drives planning and decision making. Dashboards create a visual snapshot of customer data progress in life domains and other trends that may influence future service delivery.

To know that what we are doing is effective means that TOI is constantly assessing and evaluating the impact and efficiency of services, and the quality of services and staff interactions. TOI also must continue to look to local community partners for collaboration and cooperation in meeting unmet needs throughout the region. No one agency or organization can do it alone.

Kudos to the entire staff and leadership team at TOI for their unwavering commitment to the mission under very stressful conditions and to the Board of Directors for their support and guidance through the storm of the last few years. TOI is and will continue to be a high performing non-profit, strengthening communities and empowering individuals and families toward financial stability.

Maureen Abbott  
Executive Director

# From the Board President



“Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do.” — Steve Jobs

As I sat down to draft my first Annual Impact Report letter as the Tioga Opportunities, Inc. Board President, this quote from Steve Jobs came to front of mind. If I had to describe the team that comprises this organization, I would describe them as people who love what they do, and thus do great work. 2021 was not that different than 2020. And, we all know 2020 was wrought with challenges and worry and not really knowing what the future held. Yet, time and time again, I watched this team, from leadership to individual contributors, rise to the occasion, solve the difficult challenges, maneuver through the day-to-day obstacles, and remain committed to providing top services to our communities’ most vulnerable.

Over the past couple of years, TOI's heavy focus and implementation of data-driven reporting and management has yielded great results. Leadership has the insights and objective view into the operations of the business which in turn lead to better and more timely decision-making capability. This is a core reason as to why the team continues to fulfill our mission in providing critical services to the members of our community that need it most. It is the operational excellence that drives our outcomes: from regulatory compliance – critical to receive funding – to adept management of expenses, to the ability to craft a strategic plan that is achievable. TOI is the safe pair of hands that the community needs; one that can be relied on for years to come.

While 2021 presented its own unique challenges, TOI did have a very successful year including the completion of a large capital project to repave the Community Center parking lot, expansion of radon testing services, and a very effective Annual Appeal. For 2022, we will continue to maintain and grow our base services, explore and invest in new services for the community, and bring new and exciting events to our community.

Speaking on behalf of the Board of Directors, I would like to recognize the outstanding accomplishments of the Tioga Opportunities, Inc., team for a great 2021. We are looking forward to accomplishing the 2022 plans. It is an honor to serve the community with you. Thank you for all your efforts!

A handwritten signature in blue ink, appearing to read "Michael C. Wu", is positioned above the printed name and title.

Michael Wu  
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.

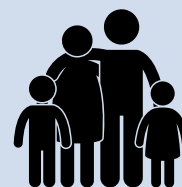
### Agency

- 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.



**Tioga Opportunities, Inc.**

### 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

## 2021 Board of Directors

### OFFICERS

Michael Wu, President  
Randal Kerr, Vice President  
James Tornatore, Treasurer  
Karen Johnson, Secretary

### MEMBERS

Michael Baratta	Brian Rieber
Emma Jobinpicard	Richard Saxton
Jane Maas	Cindy Schulte
Lorissa Pierce	Janet Westfall

## Senior Management Team



**Maureen Abbott**  
Executive Director



**Christina Brown**  
Management and Administration  
Director



**Amy Foster**  
Human Resources  
Director



**Christine Shaver**  
Program Operations  
Director



**Jim Wiser**  
Energy Services  
Deputy Director



**Sara Zubalsky-Peer**  
Planning and  
Development Director













54  
Full Time  
Employees

21  
Part Time  
Employees

65  
Volunteers

# CUSTOMERS SERVED

 <p>3,154 Individuals 2,214 Households</p>	<p>Household Size 1,050 Single Person 430 Two Person 1,163 Three or more</p>	 <p>89 Disconnected Youth</p>	<p>720 Home Owners 1,132 Renters 25 Homeless</p> 
<p>Customers Served by Age</p>  <p>1,049 Under Age 18 1,111 Ages 18-59 994 Over Age 60</p>	 <p><b>Tioga Opportunities, Inc.</b></p>		 <p>361 Employed Full Time 203 Employed Part Time 280 Unemployed 686 Retired</p>
 <p>1,998 Female 1,156 Male</p>	 <p>1,876 Medicaid 901 Medicare 395 Direct Purchase</p>	 <p>632 Individuals with Disabling Condition</p>	<p>126 Veterans 1 Active Military</p> 

# TIOGA COUNTY ALICE PROFILE

ALICE, an acronym for **A**sset Limited, **I**ncome **C**onstrained, **E**mployed, is a new way of defining and understanding the struggles of households that earn above the Federal Poverty Level, but not enough to afford a bare-bones household budget. For far too many families, the cost of living outpaces what they earn. These households struggle to manage even their most basic needs - housing, food, transportation, child care, health care, and necessary technology. When funds run short, cash-strapped households are forced to make impossible choices, such as deciding between quality child care or paying the rent, filling a prescription or fixing the car. These short-term decisions have long-term consequences not only for ALICE families, but for all of us.

**2018 Tioga County 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



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 2021

### Tioga County Population

**48,686**

Population for whom poverty status is determined:

<b>Overall</b>	<b>48,253</b>
<b>Under 18</b>	<b>10,191</b>
<b>25 &amp; Over</b>	<b>34,354</b>
<b>Over 65</b>	<b>9,378</b>

**26%**

**ALICE HOUSEHOLDS IN TIOGA COUNTY**

Tioga County Poverty Rate 10.2%  
US Poverty Rate 14.1%  
State Poverty Rate 14.6%

### Living in Poverty

Individuals  
10.2% (4,899)

Children Under 18  
12.6% (1,282)

Adults 25+  
8.6% (2,958)

Older Adults 65+  
8.3% (780)



### Race & Ethnicity

Total Population by Race/Ethnicity for Tioga County, NY

Hispanic/Latino 1,117

White 44,195

Black/African American 434

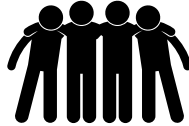
American Indian and Alaska Native 62

Asian 370

Native Hawaiian and Other Pacific Islander 12

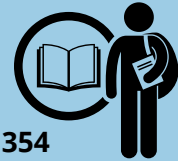
Other 158

Two or more races 2,107



2020 Census Data

### Education & Poverty



Adult Population 25+: 34,354

#### Educational Attainment

No Degree 8.6% (2,954)  
26.5% Living in Poverty

High School 35.8% (12,298)  
10.1% Living in Poverty

Associate 29.4% (10,100)  
6.4% Living in Poverty

Bachelors or higher 26.2% (9,000)  
3.3% Living in Poverty

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

### Employment & Poverty

**\$28.78**

Living wage for  
1 Adult, 1 child household



Median Income  
**\$40,903**

Median Income with High School Diploma  
**\$32,823**

### Health & Poverty



**59%**

of students living in Tioga County qualify for Free/Reduced Lunch Program



Male  
Median Earnings  
**\$39,060**



Female  
Median Earnings  
**\$26,825**

### Gender & Poverty

**26.9%**

of families with female head of household and children present

**Live in Poverty**



### No Health Insurance

Employed  
**6.0%**

Unemployed  
**21.9%**



# Social Justice

TOI continues to be committed to promoting equity, diversity, and inclusion and focused efforts in 2021 internally to facilitate staff discussion and education related to these sensitive topics. A Social Justice Committee comprised of 10 staff members and an inclusion and diversity consultant, led the agency through guided initiatives to promote honest dialogue and learning.

As a kick-off to Community Action Month in May of 2021, the committee invited all TOI employees to participate in the 21-Day Equity Challenge. The challenge was a powerful opportunity to develop a deeper understanding of how inequity and racism affect personal lives and communities. The challenge involved an online platform hosted by the United Way and included daily links to resources such as video clips and articles. 29 staff members signed up and logged in every day, for 21 days, to learn about topics such as understanding privilege, housing and redlining, justice system inequalities, implicit bias, and allyship. TOI utilized an internal discussion platform for staff members to engage in daily discussions about the topics to create an organic and supportive learning environment.

The committee used momentum generated by the 21-Day Challenge to develop a grassroots plan to provide further discussion on these topics on an agency-wide scale. The pinnacle of this effort led to an all-staff training day held on November 1st where committee members reinforced the organization's values surrounding diversity, equity, and inclusion through the viewing of various videos. Facilitated discussions were guided by committee members and staff confronted these challenging and crucial topics head on. The committee is prepared to expand in 2022 and is working toward promoting social justice initiatives in the community through events planned for Community Action Month 2022.

Finally, TOI is proud to announce that in 2021 the agency chose to officially include Juneteenth as an observed holiday to honor and commemorate the emancipation of African-American slaves and celebrate African-American culture.



## Equity, Diversity, and Inclusion



**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, and 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.**



# Trauma-Informed Care and Adverse Childhood Experiences (ACEs)

SAMHSA (Substance Abuse and Mental Health Services Administration) defines Trauma Informed Care as “a strengths based service delivery approach that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors to rebuild a sense of control and empowerment.”

As the COVID-19 pandemic persists, Tioga Opportunities, Inc. (TOI) has been mindful of the long-lasting impacts of the health crisis on members of the community, from children to older adults. Mental health concerns, particularly for children and adolescents, have increased in prevalence and frequency. Throughout the pandemic, TOI has dedicated resources to the development of a trauma-informed care initiative, a primary component of which is the offering of Adverse Childhood Experiences (ACEs) trainings for local service providers, school districts, and early childhood programs.

Tioga Opportunities, Inc. employs a Self-Sufficiency Facilitator who successfully completed training to become an ACEs Trainer in 2020. The ACEs framework focuses on how long-lasting, significant stress affects the body's biology; highlights the connection between ACEs, negative behaviors, and health outcomes; and promotes strategies for building resiliency for those experiencing trauma.

In 2021, TOI's ACEs Trainer completed a training for nearly 200 staff employed by the local Head Start program.

Another ACEs training was recently offered to faculty and staff in the Owego-Apalachin Central School District.

Tioga Opportunities, Inc. plans to continue offering the ACEs training to school districts and service providers throughout the county. Ultimately, TOI's goal is to create an ACEs Coalition, consisting of interested teachers and administrators, community-based organizations, law enforcement, and other service providers dedicated to exploring the systemic policy changes necessary to consistently recognize and address ACEs, their root cause, and their long-term effects. The development of the ACEs Coalition is planned for 2022.

## ACEs are common.

**61%**

of adults surveyed across 25 states reported that they had experienced at least one type of ACE.

Nearly 1 in 6 reported they had experienced four or more types of ACEs.



## Preventing ACEs could potentially reduce a large number of health conditions.



For example, up to 1.9 million cases of heart disease and 21 million cases of depression could have been potentially avoided by preventing ACEs.

Children with stimulating and positive environments early in life (from birth to 8 years) have optimal foundations for their ongoing physical, social, emotional, and cognitive development. (Heckman, 2006)



A study by the Annie E. Casey Foundation found that students who were not proficient in reading by the end of third grade were four times more likely to drop out of high school than proficient readers



Women and several racial/ethnic minority groups were at greater risk for having experienced 4 or more types of ACEs.



## Attributable Risk- percentage of issue potentially preventable by preventing ACEs (CDC 2016):

61% Incarceration

62% Victim Intimate Partner Violence

65% Alcoholism

67% Suicide

69% Serious and Persistent Mental Illness



# Agency Highlights: Creating pathways for a brighter future



TOI's WIC Program was one of 12 agencies in New York selected to participate in a Learning Community with the NYS Department of Health in 2021, focused on innovative, strategic outreach methods. Two additional Certified Lactation Counselors were added to the team, bringing the total to three CLCs on staff, all of whom provide high-quality breastfeeding support and education to prenatal and post-partum mothers.

Our crews successfully completed 2 major weatherization projects that included 120 rental units in Endicott, New York. Weatherization improvements including new high efficiency furnaces and a boiler system, ventilation fans, air sealing, new windows, and attic insulation were installed. The tenants will enjoy better air quality and benefit from lower energy bills.



The Section 8 Housing Choice Voucher Program maintained a consistent voucher utilization rate of above 95% for all of 2021, providing stable, safe, affordable housing opportunities to families throughout Tioga County.

TOI was proud to partner with Tioga County Public Health to help support vaccination efforts in Tioga County. TOI hosted five COVID-19 vaccination clinics at our warehouse in Owego. Our team helped to schedule appointments and register the 380 individuals who were vaccinated.



TOI's partnership with Lourdes "Mammo in Motion" mammography van hosted four events at the Family Planning Clinic in 2021, providing access to critical preventative care including breast exams, 3D mammograms, and education. Intrauterine devices (IUDs), a highly effective method of birth control, became available to Family Planning patients in 2021, assisting them in preventing unintended pregnancies.



# Planning and Development

## The Need



**50 years**

median age of a home in Tioga County resulting in poor quality and energy inefficient housing options



Older homes create safety concerns for older adults in regard to mobility challenges and costly upkeep.

2019 Tioga County Community Health Assessment

5 year estimates show there is an existing housing stock of approximately **22,527** housing units in Tioga County.

20,030 of which are occupied, 15,409 of which are owner-occupied.



Of those total units, 15,387 were built prior to 1979. These homes are outdated and aging, resulting in a high percentage of substandard housing in the county.

In terms of housing issues, 98 of the above homes lack complete plumbing facilities and 95 lack complete kitchen facilities.

2019 American Community Survey

## Our Reach



households obtained upgrades and/or maintained safe and affordable housing.

Assisted customers to provide replacements or upgrades and repairs to address health and safety concerns

- 13** roof replacements
- 107** window replacements
- 20** door replacements
- 3** electrical upgrades
- 10** structural & safety repairs
- 2** siding replacements
- 3** septic replacements
- 2** heating systems replacements

## Our Impact

**\$429,087.98**

was invested in home repairs to address health and safety concerns.

**59**

individuals were assisted in replacements and upgrades to maintain or improve their safety, health and well-being.



**3**

individuals received ADA compliant upgrades to ensure their homes were safe and accessible.

# 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 to purchase and/or update the homes, leaving renting the best option available to them.

- Built earlier than 1939: 29.5%
- Built in 1940-1969: 25.1%  
Asbestos and lead often are health hazards in older homes.

### 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

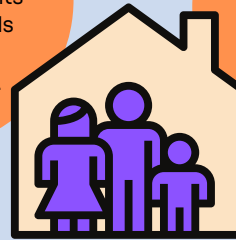
## Our Reach

**14**

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

**24**

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



**201**

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

## Our Impact

Through the provision of the Section 8 Housing Choice Voucher subsidies,



**260**

individuals obtained and/or maintained safe and affordable housing

A safe and affordable living environment was provided to

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



# Providing Safe and Affordable Housing





# Energy Services

## The Need

**50 years** median age of a home in Tioga County. = **Poor quality & energy inefficient**



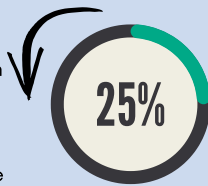
Poor quality housing is not only energy inefficient, but has also been linked to exacerbating health issues such as asthma, hypertension, and allergies caused by dust mites, mold, combustion gasses, and radon that leak into the living space.



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.



**25%** of houses in Tioga County had above normal radon levels found on the 1st floor dwelling areas.

**1 in 3** homes tested had levels recommended for remediation

homes tested had levels recommended for remediation

2019 Tioga County Community Health Assessment

## Our Reach

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



**207**

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

**\$7,776**

The average cost of energy upgrades to each home.



**\$1,580,518**

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

## Our Impact

**207** households



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



**206** households

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



**2**

Radon systems

were installed resulting in a decrease in radon levels and other indoor air quality issues such as moisture and soil-gas intrusion problems in the home.

**3** homes

had radon testing performed, improving health and wellness of the owners preventing potential radon exposure providing.

Estimates for **6 mitigation systems** were provided giving home owners an affordable option to ensure their homes are safe from the dangerous effects of radon.

# Safe & Energy Efficient Homes



# Family Services: Aging

## The Need

2019 ACS 5-year estimates for total population Tioga County, NY

60-69 years 6,329

70-79 years 4,239

80 years and over 2,353



### 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.

### 14.4 %

of Tioga County residents receive Medicare.



Older adults experience difficulty navigating the healthcare system.

NYS Community Health Indicators Reports

### 9 in 10

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



### 7%

of households in Tioga County do not own a vehicle.

2018 National Aging & Disability Transportation Center

## Our Reach

**1,193** hours of case management services were provided by TOI staff to older adults, assisting them with coordinating in-home care and troubleshooting concerns.



### 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 5 clients.



## Over 2,800 Grab & Go Lunches



were provided throughout the year to community members at the Countryside Community Center and various senior housing sites providing a safe opportunity for older adults to obtain a full, nutritious meal.

## 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.



**232** customers participated in Medicare counseling sessions.

**92** customers felt confident in maintaining their current health care choice following a counseling session.

**73** enrolled in a new healthcare plan.

**19** customers received application assistance for low-income subsidy programs.

## Our Reach



**592** transports

were coordinated by TOI staff for older adults and individuals with disabilities, using program volunteers and external community resources.

## Our Impact

**11**

individuals were successful in having a claim for SSD/SDI approved this year, resulting in a combined \$8,578 in monthly income for their households, thus improving their financial stability.



**\$62,105**



As a result in enrollment in the Medicare Counseling program, \$62,105 was saved by choosing 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.



**291**  
older adults

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

**19**  
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.

**4,154**

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

**1,072**

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



**51**  
individuals

received transportation to medical appointments (both preventive/screening and critical medical appointments), helping to improve their overall health and well-being as well as their ability to continue living independently.

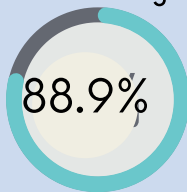
# Promoting Healthy Aging



# Family Services: Family Planning

## The Need

The Healthy People 2020 goal for cervical cancer screenings for women aged 21-65 is 93%.



Only 88.9% of women aged 21-65 that reside in Tioga County received a cervical cancer screening.

Tioga Opportunities, Inc.'s 2019 Community Needs Assessment

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



**18.6 per 1,000**

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

**33.5%** 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:

**365**

pregnancy tests

**269**

sexually transmitted infections screenings

**160**

preventive health concerns

**312**

prescribed methods of contraceptives

## Our Impact

**147 individuals**

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



**204 individuals**

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:

**220 individuals**

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

**182 individuals**

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

**Affordable, confidential healthcare and education**





# Family Services: WIC

## The Need



**obesity rate**  
in children ages 2-4 years  
Enrolled in Tioga County  
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: 37%
- NYS: 40.3%

% of infants fed exclusively  
breast milk in delivery hospital:

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



**45.7%** experienced a  
gestational weight  
gain greater than  
ideal.

**57.1%** were overweight at  
time of conception

**Pregnant women enrolled in  
Tioga Opportunities WIC Program**  
2021 NYS WIC Data

## Our Reach



**143** 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.

**3,731**

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

**84**

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

**27**

continued to  
breastfeed their  
children at three  
months of age.

**1,153** mothers, infants,  
and children



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

**263** 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

**\$1,471,182**

invested into the local economy.



**\$2,187,991**

invested in salary and benefits to those employed by Tioga Opportunities, Inc.

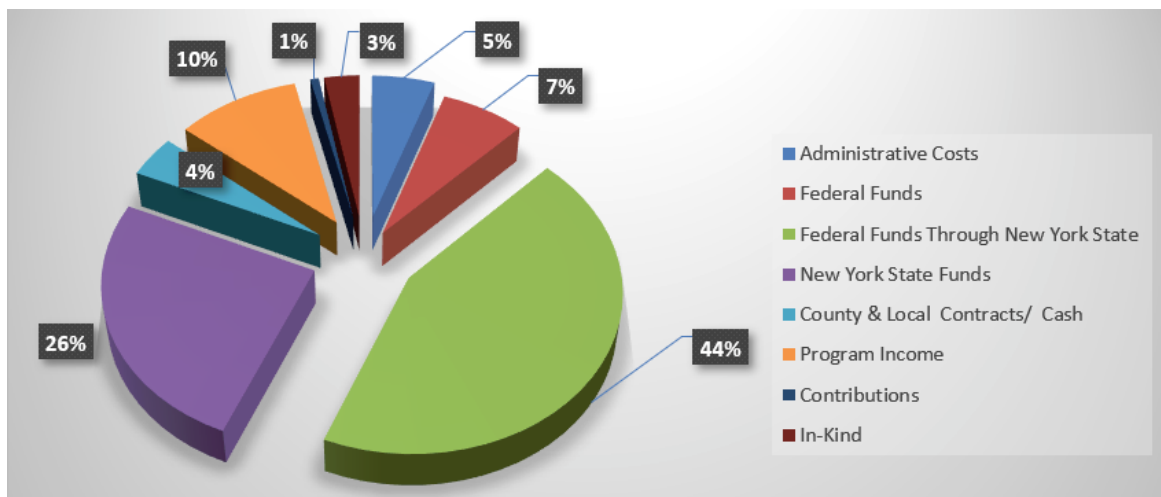


**\$3,659,173**

total reinvested in the local economy and salary and benefits to those employed by Tioga Opportunities, Inc.



Total Available Budget	\$6,308,094.10
Administrative Costs	\$331,850.00
Federal Funds	\$444,044.53
Federal Funds Through New York State	\$2,772,860.29
New York State Funds	\$1,608,515.01
County & Local Contracts/Cash	\$265,858.84
Program Income	\$654,640.84
Contributions	\$43,848.57
In-Kind	\$186,476.02



## New funds awarded in 2021

Manufactured and Mobile Home Replacement \$495,000.00

# Support TOI



"I really, really appreciate it. Just to have that warm meal handed to me makes such a big difference when I can do so little. It's a lifesaver. The drivers are so nice."  
 -HDM Customer

"I have truly enjoyed being a transport volunteer. I really enjoy the people. They all have an interesting story to tell, and their need is great."  
 -Sandy S., Volunteer Driver

"I truly enjoy delivering meals, the clients are so happy to receive the meals and to see someone at their homes. It's nice to meet new people and get out of the house."  
 - David H., Volunteer Driver

## Make giving back your second act. Volunteer today!

Volunteer drivers provide support by delivering meals to home bound older adults with the Home Delivered Meals program and by providing transportation to critical medical appointments. You can make a difference in your community by volunteering with TOI. You'll forge new relationships with people in your community and make a significant difference in the lives of others by improving their health, well-being, and overall quality of life. Visit [www.tiogaopp.org/volunteer](http://www.tiogaopp.org/volunteer) for more information.



**WAYS YOU CAN SUPPORT US**

### DONATE

Secure Online: [www.tiogaopp.org](http://www.tiogaopp.org)

By mail:

Tioga Opportunites Inc.  
 9 Sheldon Guile Blvd.  
 Owego, NY 13827

### EXPLORE VOLUNTEER OPPORTUNITIES

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

### BE SOCIAL

Follow us on our social media networks! Like, share, and comment on our posts!

### SHOP

Amazon Smile [smile.amazon.com](http://smile.amazon.com)

### SHARE YOUR STORY

Tell others how TOI has helped or inspired you.



**Tioga Opportunities, Inc.**

9 Sheldon Guile Blvd. Owego, NY 13827  
 607-687-4222

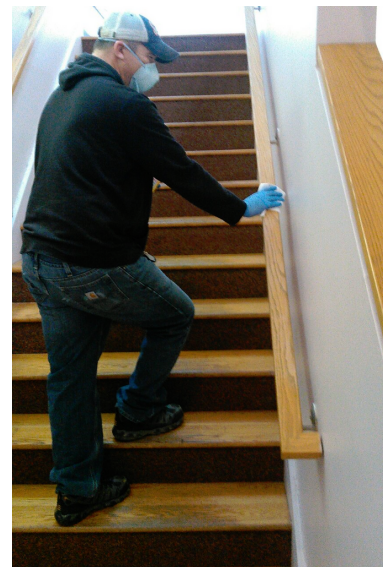
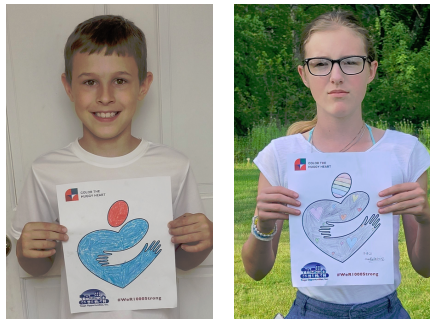
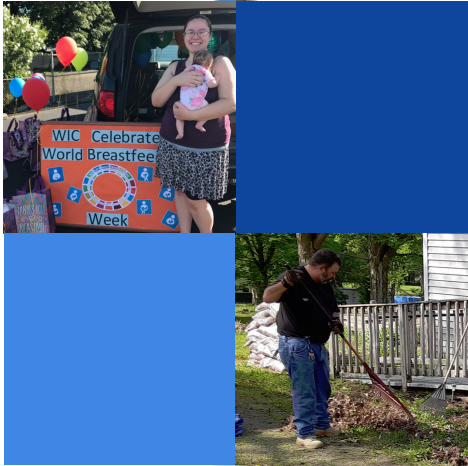
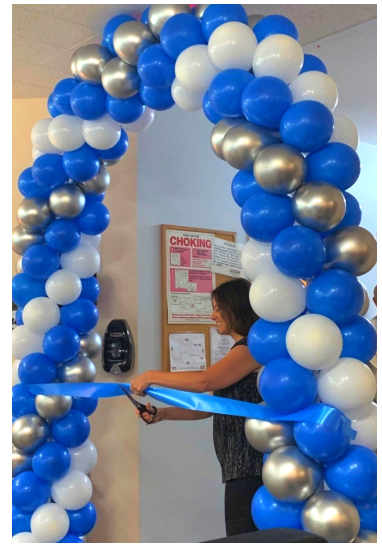
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**PROUDLY SERVING  
TIOGA COUNTY FOR  
57 YEARS!**







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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607-687-4222 [www.tiogaopp.org](http://www.tiogaopp.org)