



2007 ANNUAL REPORT

October 2006-September 2007



LETTER FROM THE PRESIDENT

Shawn L. Yetter

In completing my fourth year as the President of the Board of Director's for Tioga Opportunities, Inc., I remain impressed with the extent to which the staff and management of the organization touches the community each and every day.

The Directors of each Department should be commended for their ability to not only keep their individuality and focus as departments, but for being able to come together and work as a team. The strength of TOI as an organization is only as strong as its weakest link. I am happy to report from the Board perspective that there are no weak links and that we are moving forward towards 2008 stronger than ever. As their team leader, Executive Director Kathleen Horner continues to be their greatest cheerleader and supporter, providing the staff and directors with the needed wisdom and creativity necessary to keep an organization as complex as TOI viable and strong.

To all the staff of TOI out there doing the daily grind of a myriad of tasks (many of which some of us would never want to do or be able to do), on behalf of the Board of Directors, thank you! You make the community stronger in all of your work and you are truly appreciated.

Management guru Stephen Covey is quoted as saying, "An empowered organization is one in which individuals have the knowledge, skill, desire, and opportunity to personally succeed in a way that leads to collective organizational success." I firmly believe that Mr. Covey would walk into TOI and any of its departments and see the true definition of what he describes in that quote. A heartfelt thank you to my colleagues on the Board for their time and dedication for yet another successful year in empowering TOI and its staff to do what it does best: serve the people of Tioga County.

TIOGA OPPORTUNITIES, INC.					
2007					
BOARD OF DIRECTORS					
EXECUTIVE DIRECTOR Kathleen L. Horner					
FINANCE Director Jana Ingalsbe		HUMAN RESOURCES Director Denene Ennis			
AGING Director Mary Ellen Gage	COMMUNITY SERVICES Director David Woodburn	EARLY CHILDHOOD SERVICES Director Hannah Smith	ENERGY SERVICES Director Guy Caroselli	FAMILY HEALTH SERVICES Director Nancy Glasgow	HOUSING SERVICES Director Robert Hildebrand, Jr.

LETTER FROM THE EXECUTIVE DIRECTOR

Kathleen L. Horner

Tioga Opportunities, Inc. is part of a network of Community Action Agencies reaching across New York State and the nation. Together, we are committed to the Promise of Community Action that “changes people’s lives, embodies the spirit of hope, improves communities and makes America a better place.” We care about the entire community and we are dedicated to helping people and each other.

With this report, I invite you to join with TOI employees, the Board of Directors, and me in celebrating our 42nd year of service to the people of Tioga County. I am especially pleased to introduce this annual review detailing exceptional programs with outstanding results as it will give you a better sense of who we are and what we do. It further serves to acknowledge the commitment of more than 140 employees, many volunteers, and partners who have been a constant source of inspiration and service to the community.

Tioga Opportunities, Inc. brings hope and opportunities to low-income disadvantaged individuals and families through the efforts of the persistent work within six Departments and their directors serving people of all ages at all stages of life:

- *Aging*, guided by Mary Ellen Gage, provides a wide range of non-institutional services to the ever growing aging population, focusing on independence, and helping the elderly remain in their homes.
- *Community Services*, managed by David Woodburn, responds to the county’s emergency needs including food, fuel and disaster assistance, and a variety of community activities including the Community Center.
- *Early Childhood Services*, headed by Hannah Smith, serves Head Start and Universal Pre-Kindergarten children and their families at eight locations.
- *Energy Services*, under the leadership of Guy Caroselli, works to make homes safer and more energy efficient, greatly reducing the financial burden on Broome and Tioga County residents.
- *Family Health Services*, directed by Nancy Glasgow, provides WIC services, family planning, and reproductive health services and education to females and males of all ages.
- *Housing Services*, championed by Robert Hildebrand, Jr., is the division that provides rental assistance, management, and rehabilitation to basic needs of housing

Along with my thanks and appreciation to those mentioned above, I also acknowledge the efforts of Denene Ennis, Human Resource Director and Jana Ingalsbe, Finance Director.

Additionally, I express my sincere gratitude for the leadership and support of the Board of Directors and, in particular, the Executive Committee. Shawn Yetter as president, Sheriff Gary Howard as vice president and chair of the Personnel Committee, and Richard Harrington as treasurer have devoted countless hours on behalf of the Agency. Their guidance has been immeasurable.

TIOGA OPPORTUNITIES, INC.

- **Mission:** *To advance the self-sufficiency, well-being, and growth of individuals, families, and communities through human services, education, advocacy, and resources.*
- **Vision:** *Tioga Opportunities, Inc. is a Community Action Agency of dedicated and resourceful professionals who understand and respond to evolving community needs and the causes of poverty. We are responsible managers of resources and services who provide leadership and foster partnerships to improve the quality of life in the greater Tioga County area.*

Tioga Opportunities, Inc. (TOI) is a private, not for profit, multi-purpose, inter-generational human service agency that emerged from the Kennedy/Johnson era “War on Poverty” programs of the 1960’s. Incorporated in 1965, its initial funding and operational structure was regulated at the federal level under the Economic Opportunities Act of 1964. The Reagan Administration was responsible for replacing the federal Community Services Administration with Community Services Block Grants (CSBG) administered by the states. Nationwide, these block grants have resulted in a network of more than 1,100 local agencies.

National Goals

The New York State Department of State is the officially designated State agency responsible for the implementation of the Community Services Block Grant (CSBG) programs. Tioga Opportunities, Inc., through the Department of State, receives a Federal allocation and uses these funds to carry out its mission consistent with the following National Goals:

- Goal 1** Low-Income People Become More Self-sufficient
- Goal 2** The Conditions In Which Low-Income People Live Are Improved
- Goal 3** Low-Income People Own A Stake In Their Community
- Goal 4** Partnerships Among Supporters And Providers Of Services To Low-Income People Are Achieved
- Goal 5** Agencies Increase Their Capacity To Achieve Results
- Goal 6** Low-Income People, Especially Vulnerable Populations, Achieve Their Potential By Strengthening Family And Other Supportive Systems

Over the years, the agency has become the major provider of human services in the county—from an operating budget in July 1965 of \$117,500, to its current operating budget in excess of \$10 Million. In addition to a small amount of CSBG dollars, the remaining funds are numerous categorical (program specific) federal, state, local, and foundation grants.

Strategic Plan

Tioga Opportunities, Inc. makes an important and unique contribution to the human services network in the county. The Agency has a further responsibility to ensure that all people receive the benefits available to them to enhance their lives. In order to accomplish these tasks, efforts are directed as defined in the Agency’s Strategic Plan as:

- Goal 1 Governance:** Develop and maintain an active, effective and informed Board of Directors who will responsibly govern and support the activities of the agency and promote the fulfillment of TOI’s mission.

- Goal 2** **Visibility:** Ensure that TOI shall be widely recognized as a premier community resource whose name is synonymous with the provision of, or access to, essential human services for all eligible people.
- Goal 3** **Programs:** Provide quality services consistent with TOI's mission, ensuring that community needs are assessed and met. Enhance service delivery for current programs, and develop the resources, staff, and volunteers to address unmet needs.
- Goal 4** **Partnerships:** Maintain and develop formal and informal strategic partnerships so as to optimize the use of private and public community services.
- Goal 5** **Financial Viability:** Maintain broad-based financial resources in accordance with funding requirements while securing and responsibly managing new grants and discretionary funding for the agency.
- Goal 6** **Operational Management:** Demonstrate through practice that TOI efficiently and effectively manages programs and resources with respect to employees, volunteers, technology, and facilities.

Governance

A Board of Directors that must be at least one-third elected representatives of the low-income community governs Tioga Opportunities, Inc. In addition to the low-income representative sector, one-third of the Board must be from the public sector (elected officials) or their designee. The remainder is representative of the private (community) sector.

BOARD OF DIRECTORS: 2007

Public Sector:

Richard Harrington	Tioga County Legislator
Gary Howard	Tioga County Sheriff
Bruce Brent, designee	Carol Sweeney, Supervisor, Town of Owego
James Tornatore	Mayor, Village of Newark Valley

Private (Community) Sector:

Jason Baker
Wayne Clark
Gerry Kelley
Josephine Spicer

Low Income Sector Representatives:

Judy Cady
Joann Gray
Lulu Klock
Jean Schumacher
Shawn Yetter

Executive Committee: 2007

Shawn Yetter, President
Richard Harrington, Treasurer
Bruce Brent

Sheriff Gary Howard, Vice President
Gerry Kelley, Secretary
Wayne Clark

DEPARTMENT OF AGING

Mary Ellen Gage, Director

The Department of Aging functions as Tioga County's lead agency in addressing the needs and concerns of its senior population. The department has the responsibility to develop and implement a coordinated service delivery system. Direct services are provided to seniors residing in the county who are 60+ years of age and older with a strong emphasis given to individuals who are age 75+, frail, low-income and/or minority. The department provides physical, social, and psychological stimulation through a variety of in-home and community services. These services create a safe, secure, dignified, and informed environment which promotes independence and community involvement. The department proactively carries out a wide range of functions relative to advocacy, planning, coordination, inter-agency linkages, information and referral, brokering, monitoring and evaluation.

Programs operated under the Department of Aging include:

Blizzard Boxes: The Department provides packaged meals with a long shelf life, to be used by seniors in emergencies. Distribution of these boxes ensures that no homebound senior will go hungry when adverse weather affects our home delivered meals. Last year 220 people received Blizzard Boxes, each containing 5 meals.

Congregate Dining Centers: Located in Owego and Waverly, these dining centers provide meals and companionship to individuals 60 years and over (and their spouse, regardless of age). Last year the dining facilities served 6,912 meals to 488 individuals. All of the participants received "DINNER BELL NEWS," a monthly informational newsletter, along with their monthly menu. The newsletter provides basic information relating to the program, staff, procedures, notice of any program or schedule changes, and details on upcoming events. Volunteer drivers also receive copies of the newsletter so that they remain current on program events.

Dollar Energy: As a processing agent for PENELEC, the electric utility serving Waverly, 10 applications were completed (for applicants of all ages), of which 9 received \$900 in assistance with electric bills.

Elder Caregiver Support Program: Implemented in July of 2001, this program provides support groups, educational in-services, videos and relevant reading materials. In-home respite care gives family caregivers an opportunity for time away from their care giving responsibilities, assured that a properly trained person is in charge during their absence. 25 caregivers were assisted last year.

Emergency Cards: A joint project of the Department of Aging and Chemung Canal Trust, an Emergency Card provides quick access to medical history and a record of current medications for Emergency Medical Technicians responding to the homes of senior citizens. Last year, 266 cards were distributed. The department also provided cards to the Tioga County Sheriff's Department, Community Care Network of Nichols, and the Spencer-Van Etten Youth and Community Foundation for distribution.

Expanded In-Home Service For The Elderly Program (EISEP): This program includes housekeeping/non-medical personal care assistance for eligible persons age 60 and over. In targeting the most critical services to functionally impaired elderly needing assistance in daily living, more seniors are able to remain in their own homes. Last year 82 individuals received 2,100 hours of case management; 46 people received 1,734 hours of housekeeper/chore assistance (Level I); and 37 people received 3,135 hours of homemaking/personal care (Level II).

Friendly Visiting/Telephone Reassurance Program: This service is designed to prevent isolation and to provide information for homebound seniors. Last year 6 seniors received friendly visitor and telephone reassurance services.

Health Insurance Information, Counseling & Assistance Program (HIICAP): Trained volunteers and staff counsel and provide unbiased education to seniors regarding insurance bills and claims, Medicare

supplemental insurance options, long term care insurance, prescription plans, Medicare buy-in programs, Medicaid and Medicare benefits, the Prescription Drug Card, and Medicare Part D. 390 beneficiaries were counseled and 2,096 seniors received information. Currently, 4 additional volunteers have been recruited and are scheduled for HIICAP training in early November.

Health Promotion: The Department conducted a variety of Health Promotion activities: 232 senior citizens took part in blood pressure and vision screenings, and other preventive activities such as a walking program, an exercise program, line dancing, aerobics and a Health Fair, where 25 vendors provided bone density testing, diabetic screening, hearing tests, and a large assortment of information regarding health and available services, was attended by over 150 seniors. In addition, staff made presentations at dining centers and distributed handout materials to homebound meal recipients.

Home Delivered Meals: 40,723 hot noon meals, optional cold evening meals, and frozen weekend meals were provided to 277 senior citizens. With clients residing throughout the County, service on 10 Home Delivered Meal routes was maintained.

Home Energy Assistance Program (HEAP): The Department of Aging conducts intakes and submits completed applications on behalf of eligible seniors seeking assistance with their heating bills. This program is provided under agreement with the Tioga County Department of Social Services and in conjunction with TOI's Department of Community Services. Last year 1,031 applications were completed, of which 957 seniors were approved for a total of \$360,257 in assistance with home heating bills.

Information and Assistance: Services provided by the agency include: information and referral, public information, and case assistance. Staff provided information and education about services, resources, and entitlements for older people. Activities included the distribution of newsletters, flyers, pamphlets and brochures. Mass media efforts included the release of items for news, features, public activities, radio community focus programs, and public speaking by Department staff. Case Assistance includes identifying client needs and problems through supportive contact, advising clients on ways of resolving the problems, and advocating with providers on the clients' behalf. Last year, the department had 9,941 information and assistance contacts.

Legal Services are provided by contract with Tompkins Tioga Neighborhood Legal Services. Attorneys provided assistance to 13 seniors on non-criminal legal issues including income/nutrition/benefits, health/long term care, housing/utilities, guardianship/abuse/neglect, and consumer matters. As funds permit, assistance is also provided for deed transfers, consumer fraud, and the preparation of simple wills. The Department, in cooperation with the New York State Bar Association, sponsored a Decision Making Day program attended by 17 people. Periodic public service announcements and senior newsletter articles inform seniors of their rights and benefits.

Long Term Care Information Education & Assistance Program (LTCIEOP) This new program is primarily directed to people ages 40 to 60. As part of the enhanced HIICAP program, trained volunteers provide information on affordable long-term care insurance options so that seniors can remain in their homes and not incur the full cost of assisted living.

Nutrition Education and Counseling Services: This service is made available by contract with a registered dietitian. All 765 congregate and home delivered meal participants received nutrition education. In addition, 10 hours of individual nutrition counseling services were provided to 10 individuals.

Outreach: Outreach efforts are designed to identify, seek out and encourage hard-to-reach, isolated or homebound older persons to use existing services and benefits. Besides scheduling staff in different areas of the county on a regular basis, staff also attended many local events as resource contacts.

Personal Emergency Response System (PERS): This medical response system is a contracted service with the Tioga County Sheriff's Department. It provided assurance to people that help is near with a press

of a button. During an average month 285 units were in operation, serving a total of 338 at-risk elderly residents throughout the County.

“**Senior SCOOP**” is a bi-monthly newsletter published to provide seniors and others with information concerning planned activities and events, current topics of interest, and to provide recognition to outstanding seniors of our community. Currently 2,000 senior citizen households receive the “Senior SCOOP.”

Title V Senior Community Service Employment Program: The program provided employment to 3 enrollees, one of whom is a new enrollee. The goal of the program is to move income-eligible workers ages 55 and older from subsidized to unsubsidized community service employment.

USDA Farmers Market Coupon Program: The Department of Aging distributed 480 booklets, valued at \$20 each, to 480 individuals. This program helps seniors reduce the cost of purchasing fresh seasonal produce grown by local farmers. It benefits both the consumer and the local merchants. Last year’s food value of the coupons distributed totaled \$9,600.

Volunteers: Trained individuals contribute their time and talents to greatly enrich the services offered by the Department. In the past year, 153 volunteers contributed 5,604 hours of service assisting staff and senior citizens, at a value of \$45,898. Volunteers help at the Community Center’s reception desk and senior library, assist with mailing the “Senior SCOOP,” deliver and/or assist with meals, and provide computer and clerical assistance, friendly visiting and transportation, or assist with health and wellness clinics, discount cards, health insurance counseling, PERS, weatherization, and ombudsman. Volunteers also teach line dancing, painting, ceramics, knitting, and crafts. Serving on the Advisory Council is another way we utilize our dedicated pool of volunteers.

Weatherization Referral and Packaging Program (WRAP): This program is one of assessment and referral, whereby staff assesses clients’ needs and then access regional resources for home improvements. This partnering serves to leverage other community resources and to prevent the duplication of services. The Department worked with TOI’s Departments of Energy Services and Housing Services (HUD, CS/WRAP funds, CDBG’s, RESTORE funds), EmPower, USDA Rural Development (grants/loans), Thoma Development (CDBGs), Bishop Sheen Housing, Tioga County Rural Ministries, Open Door Mission, The Bridge, Red Cross’ Project Share, Lend-a-Hand, Last Resort, and individual retired volunteers. The Department provided a link between clients and energy-related services in a coordinated manner, targeting the most vulnerable so that they could maintain their independence, reduce energy consumption, and avoid crisis situations. Services included energy audits, ramps, repaired/installed new roofs, insulation/siding, furnace checks/repairs, hot water heaters, electrical wiring, new windows, CO2 checks/detectors installed, septic systems, water pumps, and new refrigerators/air conditioners. In assisting 409 income- and age-eligible households, WRAP was able to leverage a total of \$18,160 for those clients served.

PROGRAM ENHANCEMENTS (Community Grant Awards/Donations)

Tioga County Senior Citizens Foundation provided \$8,000 for the purchase of Personal Emergency Response System (PERS) units, volunteer mileage reimbursement for our home delivered meal program and entertainment.

Owego Lions Club, Owego Kiwanis Club, and Owego Veterinary Clinic provided needed funds to purchase Personal Emergency Response System (PERS) units and to produce senior meals.

Many area businesses, churches and individuals provided funding for 5-meal Blizzard Boxes, which were delivered to everyone in the Home Delivered Meal program.

DEPARTMENT OF AGING ADVISORY COUNCIL

The Council provides information, guidance, advice and support to develop, coordinate and administer services to older persons in Tioga County. This volunteer group meets monthly, includes senior citizens who are consumers of, or eligible for, Aging services and other service providers throughout the County. The Council also conducts an annual public hearing to determine service needs and gaps. Members as of October 2007 include:

Barbara Inrieri, Chair
John Barlow
Elaine Doupe
Yolanda Dunajecz

Richard Huttleston
Helen Johnson
Lulu Klock
Sandra McCoy-Cleveland

Tina Lounsbury
John Patterson
Jean Van Riper
Patricia Liddington

DEPARTMENT OF COMMUNITY SERVICES

David C. Woodburn, Director

COUNTRYSIDE COMMUNITY CENTER

The Countryside Community Center is conveniently located with adequate parking, flexible meeting spaces, and is handicapped accessible, making it an excellent meeting place and training center for many individuals and groups. The following groups met at the Center regularly: American Cancer Society, Owego Men's Garden Club, Tioga County Bird Club, Owego Lion's Club, AARP's Income Tax Assistance, Tioga County Senior Citizens Council, Tioga County Coalition of Food Pantries, Loving Education At Home (LEAH), and numerous workshop offerings from TOI's Departments of Aging and Family Health Services.

There were numerous activities and classes geared towards the senior population that included massage therapy, bridge, bingo, and classes in oil painting, ceramics, crafts, quilting, line dancing, exercise, and Tai Chi.

The Countryside Community Center served as a site for the Tioga County Dental Van for 12 weeks during the summer. Individuals not served by a dentist were invited to take advantage of the opportunity to receive dental care on a sliding fee. Beginning in September 2007, the center also served as a satellite site for Broome Community College providing as many as four undergraduate classes.

The Center was frequently used for private parties and celebrations.

EMERGENCY FOOD

The purpose of the Emergency Food Pantry Program is to assist local families who are in immediate need of food. The pantries are operated by volunteers from each community and provide the households with food at no cost.

The Department serves as the coordinating and oversight agency between the Food Bank of the Southern Tier, Elmira, New York, and the following soup kitchens and food pantries:

Soup Kitchens:

- Candor McKendree Soup Kitchen
- Owego ACT (Allied Christians of Tioga)

Food Pantries:

- Apalachin Park Terrace Food Pantry
- Berkshire Helping Hands Food Pantry
- Lounsberry Food Pantry
- Newark Valley Project Neighbor
- Spencer Van Etten Food Cupboard
- Waverly Catholic Charities Tioga Outreach Center

Households: 4,757 households (unduplicated count) were served by the above pantries.

Volunteers: 148 volunteers worked for 7,299 hours throughout the year for the county's pantries.

Food distributed to the county's pantries had a calculated dollar value of \$111,309 and represented 123,374 pounds of food.

			Food Pantries					Soup Kitchens/Shelter		
	Food Value	Pounds of Food	Volunteer Hours	Households	Children	Adults	Elderly	Children	Adults	Elderly
Oct 06	\$26,932	33,921	859	504	489	538	222	42	158	239
Nov 06	\$15,691	18,417	1041	756	797	991	254	64	183	308
Dec 06	\$3,125	3,553	1131	435	620	681	214	73	153	225
Jan 07	\$6,119	7,053	607	338	295	372	190	65	181	181
Feb 07	\$7,437	8,908	418	271	201	289	194	53	135	190
Mar 07	\$8,247	8,525	476	266	195	270	195	47	206	309
Apr 07	\$7,079	6,611	504	280	269	313	207	58	135	206
May 07	\$8,041	8,587	412	278	204	303	186	68	170	284
Jun 07	\$8,584	5,227	416	284	219	328	189	44	183	213
July 07	\$10,489	19,617	382	535	614	750	181	42	118	188
Aug 07	\$4,537	4,488	588	688	790	951	204	56	221	296
Sep 07	\$5,028	5,467	465	480	495	672	211	35	163	231
Totals	\$111,309	123,374	7,299	Duplicated Counts						

The Food Bank of the Southern Tier, a member of America's Second Harvest, the national food bank network, accepts and stores food and products for people in need. TOI coordinates the distribution of food between the Food Bank and Tioga County food pantries. Funding for food is obtained from the following sources:

- HPNAP (Hunger Prevention Nutrition Assistance Program) is funded through the New York State Department of Health and grants each local pantry a specific amount of money to be used for the purchase of HPNAP foods; the amount is determined by the number of people served the previous year.
- TEFAP (Temporary Emergency Food Assistance Program) is funded by the United States Department of Agriculture and foods are free to the pantries in any amount they can use. TEFAP also allocates food twice a year to each pantry based on the total number of people served.
- Foods are donated to America's Second Harvest to flow through the Food Bank to TOI at no charge other than a \$.18 per pound for shipping and handling. These foods are donated from major national manufacturers (i.e. Kraft, Tropicana, Dole, Keebler, etc).
- Wholesale foods are purchased by the Food Bank for resale at cost. These foods are often less expensive per case than sale items at local grocery stores.

Funding was made available to Tioga Opportunities, Inc. through grants from the following sources:

- \$1,432: FEMA funds were distributed to Apalachin, Berkshire, Lounsberry, Newark Valley, Spencer, Waverly pantries.
- \$6,000: Tioga County Senior Citizens Foundation helped fund Apalachin, Berkshire, Lounsberry, Newark Valley, Spencer, Waverly pantries and ACT soup kitchen.
- \$10,858: HPNAP (Food Bank of the Southern Tier) was distributed to ACT-Allied Christians of Tioga and McKendree ACT soup kitchens, Berkshire, Lounsberry, Newark Valley, Spencer, and Waverly.
- \$10,000: Tioga County Legislature distributed funds to support pantries in Apalachin, Berkshire, Lounsberry, Newark Valley, Spencer, and Waverly.

Fund Raising Events: Tioga Downs hosted a free concert on July 26, 2007 to celebrate their one year anniversary. In lieu of an entrance fee, patrons were asked for a food donation to go to Tioga County Food pantries. Employees of Tioga Opportunities, Tioga County, Tioga Downs and Scott Smith and Son collected over 3,000 pounds of non perishable food which was distributed to local area pantries.

Macaroni and Trees The annual display of decorated Christmas trees by various organizations and individuals yielded over 150 pounds of donated pasta (the admittance contribution) that was then donated to the area food pantries and soup kitchens.

SMART BUY

The purpose of the Tioga Smart Buy is to provide high quality food at a low cost, thereby stretching food buying dollars. The program operates monthly, offering a \$20 package of food and 2 separate food specials at an additional cost. Smart Buy is a food cooperative run jointly by the Food Bank of the Southern Tier (FBST) and TOI.

Smart Buy					
	Total # of orders (May contain multiple packages)	\$20 Packages ordered	#1 Specials Ordered	# Specials Ordered	2
Grand Total	1,083	1,272	420	484	

DISASTER ASSISTANCE

2006/07 FLOOD DISASTER ASSISTANCE / TIOGA AREA RECOVERY PARTNERSHIP (TARP)

In June of 2006 hundreds of homes in Tioga County were damaged or destroyed when the Susquehanna River flooded. Tioga Opportunities, Inc. immediately started emergency relief to affected families with water, food, clothing, cleaning supplies, school supplies, etc.

In response to an enormous need for coordination of services, the Tioga Area Recovery Partnership (TARP) was formed with representation from non-profit agencies, faith based organizations, municipalities, local chapters of national services organizations, state & Federal agencies and local schools.

By establishing a central point for assistance through Catholic Charities of Tioga/Tompkins Counties, many families were helped through hard work and dedication of volunteers working many weekends to “muck out” and rebuild homes. From February through September, TARP volunteers collected and distributed a warehouse full of furniture and appliances to flood recovering families. Tioga State Bank loaned a building that was used to warehouse for the many donations. Larry Warner, a dedicated volunteer worked tirelessly with staff, picking up and delivering furniture and appliances to affected families.

Immediately after the flood over 240 individuals and families contacted Tioga Opportunities for assistance. Of which 55 reached the level requiring case management and required a coordination of resources for full recovery. Angela Klopf, Outreach Director, Catholic Charities Tioga/Tompkins Counties and TOI worked together to assist the recovery process.

This Department was a recipient of the Governor’s Small Cities grant in the amount of \$250,000; 376 displaced individuals and 144 families received funding.

The Executive Committee continues to meet and maintain open communication lines for both emergency and non-emergency matters.

The department gratefully acknowledges funding from the Community Foundation of the South Central New York in the amount of \$9,000 and the Tioga County Department of Mental Hygiene in the amount of \$138,000.

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

HEAP provides energy assistance funding for eligible residents to help offset their energy costs during the winter heating season. TOI contracted with the Tioga County Department of Social Services (DSS) to certify HEAP applicants for energy assistance.

The program operated from November 1, 2006 through March 31, 2007 in collaboration with the Department of Aging. During that period, a total of 2,613 HEAP applications were received; 1,031 applicants were age 60 and over; 1,582 applicants were under age 60. There were 2,281 applications certified for benefits; 300 were denied due to incomplete documentation or exceeding the income eligibility guidelines. \$944,340 was awarded to DSS approved applicants.

In addition to the certification of regular benefits, TOI also certified eligible households for Emergency HEAP Assistance. An Emergency and Supplemental benefit is awarded to a household that has, in the same heating year, used the Regular HEAP benefit and is expected to run out of fuel within a few days or to prevent a shut-off.

2006 - 2007	HEAP Totals		
	Under 60: 2006/2007	Over 60:	TOTALS
Applications Received	1,582	1,031	2,613
Applications Approved	1,356	957	2,281
Applications Denied	226	74	300
Red Flags	769	137	906
# of Individuals Served	4,438	1,450	5,888
Tier 1 Approved	570	363	933
Tier 1 Regular Benefit \$	\$174,839	\$126,510	\$301,349
Tier 1 Emergencies	255	45	300
Tier 1 Emergency Benefit \$	\$115,864	\$23,260	\$139,124
Total Tier 1 Benefit \$	\$290,703	\$149,770	\$440,473
Tier 1 Supplemental	0	0	0
Tier 1 Supplemental Benefit \$	\$0	\$0	\$0
Tier 2 Approved	626522	527	1,153
Tier 2 Regular Benefit \$	\$166,936	\$180,983	\$347,919
Tier 2 Emergencies	284	60	344
Tier 2 Emergency Benefit \$	\$125,115	\$30,680	\$155,795
Tier 2 Supplemental Benefit	0	0	0
Tier 2 Supplemental Benefit \$	\$0	\$0	\$0
Total Tier 2 Benefit \$	\$292,051	\$211,816	\$503,867
Total Benefit \$ - Tier 1 & 2	\$582,754	\$361,586	\$944,340

GROUP WORK CAMPS

The Group Work Camps Foundation, a non-profit 501c3 organization, works together with many types of partners nationwide to cosponsor youth volunteer service projects providing minor home repairs for elderly, disabled, or low-income residents.

Tioga Opportunities, Inc. joined with this organization during the week of July 22, 2007 to sponsor a work camp that brought 130 volunteer youth ages 14 – 17 and their adult supervisors from all over the county to assist the elderly, the disabled and low-income families with home-repair projects they could not

manage themselves. They worked on 17 projects throughout the county building wheel chair ramps, replacing decks, building steps and painting.

The week was kicked off with a chicken barbeque sponsored by local area youth groups. Tioga Opportunities, Inc. and Owego Apalachin Central School District, where the program and youth were housed, agreed to co-sponsor a work camp in 2008.

DEPARTMENT OF EARLY CHILDHOOD SERVICES

Hannah Smith, Director

The Department of Early Childhood Services includes the Head Start Program and the Pre-Kindergarten Program. The administration offices and two classrooms are located at 1277 Taylor Road, Owego. The other classrooms are at six additional sites.

HEAD START

Head Start is based on the premise that all children share certain needs, and that children of low-income families, in particular, can benefit from a developmental program to meet those needs. The Head Start approach is based on the philosophy that:

- A child can benefit most from a comprehensive, interdisciplinary program to foster development and remedy problems through a broad range of services.
- The child's entire family, as well as the community, must be involved. The program maximizes the strengths and unique experiences of each child. The family, which is perceived as the principal influence on the child's development, must be a direct participant in the program.

The overall goal of Head Start is to bring about a greater degree of social competence and school readiness in children. Social competence is the child's everyday effectiveness in dealing with both present environment and later responsibilities in school and life. Social competence takes into account the inter-relatedness of cognitive and intellectual development, physical and mental health, nutritional needs, and other factors that enable a developmental approach in helping children achieve social competence. To accomplish this goal, Head Start objectives and performance standards provide for:

- The improvement of the child's health and physical abilities, including appropriate steps to correct present physical and/or mental problems, and to enhance every child's access to an adequate diet. The improvement of the family's attitude toward future health care and physical abilities.
- The encouragement of self-confidence, spontaneity, curiosity, and self-discipline, which will assist in the development of the child's social and emotional health.
- The enhancement of the child's mental process and skills with particular attention to conceptual and communication skills, literacy, and numerical skills.
- The establishment of patterns of expectations of success for the child that will create a climate of confidence for present and future learning efforts and overall development.
- An increase in the ability of the child and the family to relate to each other and to others.
- The enhancement of the sense of dignity and self-worth within the child and his family.

Head Start is administered by the U.S. Department of Health and Human Services. The grant year is January 1 through December 31. The target population is three to five year old children, primarily from low-income families; however, ten percent of the total enrollment may be from families whose income is above the poverty level. Ten percent of the enrollment must be children with diagnosed disabilities.

The programs served children in the following geographic areas:

- Newark Valley School District - Center Based Program and Home Based Program;
- Waverly School District - Center Based Program and Home Based Program;
- Candor School District - Center Based Program;
- Owego Apalachin School District - two Center Based Programs.

The children living in the Tioga Center School District attend the Owego or Waverly program, depending on their geographic location.

The Spencer area is not served because two classes of Universal Pre-K sufficiently serve the same population.

The **Center Based** program is provided to children and their families where the child attends four or five days per week, September to June. The main emphasis is on the child, but families receive services as well. The classrooms are set up in a developmentally appropriate manner to encourage and facilitate children's exploration and growth physically, emotionally, and cognitively. Lesson plans are developed to expose children to many concepts in the areas of pre-math, pre-reading, science, community, and to increase the growth in fine and gross motor skills. The plans also specify individual children's needs and the methods the staff will use to help each child develop to the next level of skills in each area. Parents are encouraged to volunteer in the classroom.

All children receive balanced meals and snacks in a pattern adhering to the standards set up by the Department of Health's Child and Adult Care Food Program. Special diets are accommodated when needed. Health checks are done daily and individual problems addressed by the nursing staff with the families. All children are screened for vision, hearing, height and weight. Developmental screenings are done to help determine if the family should be encouraged to seek more extensive evaluation to ascertain the need for special intervention. Typically, 25 – 33% of our population is in need of special services.

The **Home Based** program is provided to families with young children. This program's goal is to educate the parent on how to use materials in the home to educate their child. The main emphasis is on the parent, rather than the child. The philosophy behind this is that the parent is the child's primary teacher and therefore any help given to the parent on how to teach their children, benefits the children. A Home Visitor goes into the home for a one and one half hour weekly visit. The children also attend a three-hour classroom session on most Friday mornings. At the home visit, the Visitor demonstrates a session with the child, introduces a nutritious snack, and talks with the parent about teaching their child and about goals for themselves. The family also receives all the services afforded to the families in the Center-Based Programs. During the classroom time, children experience a typical pre-school program and gain socialization skills. Parents attend as well and can learn by observing other children and how the teacher interacts with them. They can volunteer to help in the classroom also.

Physical improvements

- Newark Valley: Radon mitigation was done to the building to bring it to a safe standard; and lattice was added to the ramp to increase safety by assuring children could not get body parts stuck in the opening between the rails.
- Owego: A large motor room was equipped and licensed at the site and is shared with Abide in the Vine Child Care.
- Waverly: New siding and insulated windows were added to the site.

Program highlights

Over the past year, a strong emphasis was placed on wellness through good eating and exercise habits. This was addressed through parent meetings, staff training, and curriculum with the children, and information shared with families through flyers, menus, and individual conferences.

- The body mass index (BMI) of all children was assessed and families alerted if it was high.
- Movement was incorporated into the child's day as often as possible and families were urged to enjoy quality family time in movement activities such as biking, walking, bowling, etc.
- Healthy Begins at Home was implemented as a community group's efforts to increase awareness about health through the media and community events. This group met frequently to network and form plans on how to continue health education to the community.

- A grant provided free resources for Eddie Eagle, a program on gun safety, (“staying away from,” not “using”) which is presented just before hunting season.

40th Anniversary

2007 was the 40th anniversary for Head Start in Tioga County and we celebrated throughout the year with several different events.

- A Bookmark Art Contest for young artists was held at each public library, winners were selected, and then their art submission was put on a bookmark and distributed through that library.
- We participated in the Memorial Day Parade by inviting veterans or current armed forces members of Head Start families or staff to ride on our Head Start bus in the parade. We passed out animal cracker packets to children watching the parade, and Head Start contact information and brochures to their parents.
- In September we held a family festival at TOI's Countryside Community Center on a Saturday and provided activities, photos, a John Simon concert, and lunch. Other community agencies were invited and we had fingerprinting from the Sheriff's office, health information from the Department of Health, and a nutrition game from WIC.

Head Start Policy Council

The Policy Council consists of at least fifty one percent current parent representatives. The remaining slots are filled by community representatives with expertise in the service areas or interest in services to low-income families. The Council meets monthly to discuss program plans, program options, recruitment and selection criteria for families, approves hiring and terminations of staff, and reviews and approves budgets and grant applications. The Council works in conjunction with the TOI Board of Directors to oversee the Head Start program.

Policy Council members:

Nicole	Brant
Richell	Brown
Judy	Cady
Erin	Evans
Donna	Gibson
Jo Ann	Gray
Eric	Larson
Tiffany	Resavy
Martha	Searle
Rebecca	Tuttle
Natasha	Waschezen

STATISTICAL DATA for Program Year 2006-2007

Funded Enrollment	127
Actual number of children served	136
3 year olds	45
4 year olds	91
Number of children enrolled for a second year	44
Type of Program	
Center Based Option	103
Home Based Option	24
Ethnicity	
American Indian/Alaskan Native	3
Asian or Pacific Islander	0

Hispanic or Latino	1
Black	1
White	108
Bi-Racial or Multi-Racial	5
Dominant Language	
English	135
Spanish	0
Asian Language	0
Native American Languages	0
European and Slavic	1
Other	0
Kindergarten	
Number of children who entered kindergarten the following fall	80
Staff Information	
Number of Staff	53
Number of Staff who are former or current Head Start parents	18
Volunteer Services	
Total number of persons providing volunteer services	214
Total number of volunteers, current or former Head Start parents	166
Health Information	
Number of children with health insurance	135
Number of children enrolled in Medicaid	99
Number of children enrolled in Child Health Insurance Program	11
Number of children with private insurance	19
Number who completed all medical screenings	135
Number who needed treatment	53
Number of Children Treated for the Following Conditions	
Anemia	8
High lead level	0
Hearing difficulties	2
Vision problems	25
Overweight	0
Asthma	13
Dental/Health Information	
Number of children who completed a professional dental exam	131
Number who needed treatment	47
Number who had treatment	43
Number of children who had received all possible mandated immunizations	136
Families receiving services	
Emergency crisis assistance	28
Transportation assistance	44
Mental Health services	38
Job training	21
Substance abuse prevention	3
Housing assistance	39
Education or literacy	47
Domestic violence services	12
Child support assistance	13
Health education	104
Assistance to families of incarcerated individuals	4
Parenting education	118
Marriage education services	37
Total number of families receiving at least one service	128
Employment Status	
2 parent families where both parents are employed	24
2 parent families, one parent employed	44

2 parent families, both not working	10
Single parent families, parent employed	25
Single parent families, parent not working	27
Number of families in which head of household is in training or school	5
Disabilities	
Number of children diagnosed prior to enrollment	24
During program year	23
Total number	47

UNIVERSAL PRE-KINDERGARTEN (UPK)

This program provides children with the opportunity to gain skills needed to ensure success in kindergarten the next year. Parents were involved in parent education sessions and were welcomed in the room at any time. Family Fun Nights were held several times a year. These were opportunities for parents to come with their children and enjoy a light dinner together, an informative presentation, and play in the classroom. The children and their families also gained an opportunity to become familiar with the school and personnel. When these children start kindergarten, they are in a familiar setting and ready to learn without the usual first year anxieties. The children's educational program was designed to develop pre-reading, pre-math, early science, gross and fine motor and social skills.

A Pre-K supervisor oversaw the program. The children came for two and one half hours each school day. At least one third of the enrollees were from families considered "at risk" by reason of their income level. Each district has consciously aimed for the population above the Head Start eligibility level so as to offer the most children in the district a pre-kindergarten experience through either the Pre-K state program or the Head Start federal program.

Newark Valley

In 2006-2007, TOI contracted with the Newark Valley Central School District for the seventh year to provide a Pre-Kindergarten program to that district using state Universal Pre-Kindergarten funds. It was housed in the Nathan T. Hall Elementary School. The program served 28 children who were residents of the Newark Valley Central School District and who were four years of age by December 1, 2006. The staff consisted of one teacher and one assistant. The School District provided the 9:00 and 3:30 busing, the families provided the mid-day transport, and the personnel at Nathan T. Hall provided support through the nurse, janitorial, and some office help.

The class at Newark Valley joined the kindergarten classes on field trips to the pumpkin farm and a visit from the fire station. They walked to the bus garage to learn about bus safety. In May, parents attended a presentation by a kindergarten teacher on Kindergarten Readiness.

Owego-Apalachin

TOI also contracted with the Owego Apalachin School District for the sixth year to provide the Pre-Kindergarten program in Owego Elementary and Apalachin Elementary Schools. 36 children were served in this district. The staff consisted of a teacher, assistant, and aide in each classroom. The district provided the busing at 9:00 and at 3:30 and families provided the mid-day transport. The Owego and Apalachin District provided support through the nurse, janitorial, and some office help. The Apalachin children enjoyed getting to know the school library with their weekly visits in the second half of the year. The Owego class was included in various school assemblies and parades.

The class at Owego Elementary School attended weekly music classes with the elementary school music teacher, Ms. Merches. She taught songs, movement activities, and introduced a variety of instruments. Both Owego and Apalachin programs had very successful "Family Fun Nights" in which the parents and children enjoyed a night of fun, food, socialization and information. The staff presented some topics on discipline, multicultural foods, literacy, science, and transitioning to kindergarten.

DEPARTMENT OF ENERGY SERVICES

Guy Caroselli, Director

The Department of Energy Services continues to provide quality energy related services to individuals and families who are low income, elderly, or disabled. The department services clients in both Tioga and Broome counties and creates partnerships with agencies in neighboring counties. At present the Department operates two programs, the Weatherization Assistance Program (WAP), and EmPower NY.

Energy Services focuses on community members demonstrating the greatest need. Reducing the energy burden for low income/high usage clients enables them to direct limited resources to other pressing necessities such as food, housing, transportation and medical expenses. For every weatherization dollar invested in these dwellings, more than two and a half dollars are returned back to the household and society at large.

Weatherization Assistance Program (WAP)

WAP is federally funded through the U.S. Department of Energy and the U.S. Department of Health and Human Services. It is administered locally by the New York State Department of Housing and Community Renewal (DHCR). Nationwide, WAP has weatherized over 600,000 households with 1.5 million left to be addressed. New York State remains a leader, annually leveraging over 10 million dollars in funds both from the public and private sectors. For every household weatherized, the annual energy impact can be measured at 30 million BTUs or an equivalent of 270 gallons of oil. The economic impact can correspondingly mean reduce a household's cost by \$600 - \$700 a year.

The Department weatherized 148 units during the past 12 months as documented below.

WAP STATISTICAL DATA	Tioga	Broome	Total
Number of houses weatherized	27	74	101
Number of mobile homes weatherized	14	16	30
Number of rental units	4	13	17
DEMOGRAPHIC DATA			
Individuals (total)	362		
Children	87		
Elderly	78		
Handicapped	40		
2006 Flood Victims Served	28		

EmPower New York

The EmPower NY program is one of several program developed by utilizing the Systems Benefit Charge monies freed up after the deregulation of the electric industry in the 90's. New York State Energy Research and Development Authority (NYSERDA), and Honeywell International administer EmPower NY. EmPower NY offers no cost energy services to income qualified households within designated utility territories. The focus is on cost electric reduction measures including efficient lighting, refrigerators, freezers, and hot water heater repair or replacement, and a large client education component.

EmPower STATISTCAL DATA	Tioga	Broome	Total
Number of families served	85	147	233
Total Investment	\$81,921	\$131,276	\$213,197

BPI Certification

Many of the Department's field staff recently became certified by the Building Performance Institute, Inc. An advanced certification status in building science has also enabled TOI to become an accredited BPI agency. Our trained technicians are certified to diagnose and correct health and safety issues as they relate to heating, cooking, and drying activities. Indoor air quality issues are also addressed along with internal and external sources of moisture and resultant building performance issues. Some field staff have also been EPA trained and certified to ensure that weatherization work can proceed without disturbing lead paint, a common characteristic of Broome and Tioga County's older housing stock.

Partnerships

The department continued to work with other agencies including, but not limited to: First Ward Action Council, Opportunities for Broome, Jewish Federation of Broome County, the SEPP (Serving Elderly through Project Planning, Inc.) Group, etc. We are also involved in problem solving collaborations with other agencies such as Home Dollars with Opportunities for Chenango.

This department worked with landlords of 1-24 unit buildings in Broome and Tioga counties and performed pre- and post- audits providing cost effective weatherization schemes.

Other

Weatherization improvements were made at the Department's the main office. The heating system was replaced in October 2006 with a natural gas fired condensing boiler, and a Buderus water heater was installed.

Assistance was provided to help perform an energy audit at the Countryside Community Center so that TOI may take advantage of NYSERDA's Energy Smart Loan.

DEPARTMENT OF FAMILY HEALTH SERVICES

Nancy Glasgow, Director

The Department of Family Health Services, located at 110 Central Avenue, Owego was responsible for the operation of grants totaling \$677,494.

FAMILY PLANNING PROGRAM

Clinic

The Family Planning Program continues to be the only provider of dedicated, subsidized reproductive health care in Tioga County.

Dr. Cherilyn White continues as the Medical Director.

The program administers several other income-generating contracts, which provide health-related services within the community. These include:

- Sexually Transmitted Disease (STD) Diagnosis and Treatment, funded by the Tioga County Health Department; \$16,397 was generated from this contract and deposited as service fees;
- Breast and Cervical Cancer Screening Program for women who meet the income guidelines and are under or uninsured, funded by the Broome County Health Department; \$10,777 was generated from this contract and deposited as service fees;
- Physical assessment and tuberculosis screening was provided for TOI's Head Start employees.

FAMILY PLANNING	Funding
Title X	\$290,362
Medicaid	\$ 50,704
Service Fees	
Client Payments	\$ 17,968
Insurance Payments	\$ 41,819
Tioga Co. Health Dept.	\$ 16,397
Breast & Cervical Grant	\$ 10,777
WIC	
Food Dollars*	\$816,208
Farmers Market Coupons*	\$ 12,672

* Represents dollar value of WIC checks and Farmers Market coupons distributed through this department.

Individual patient fees (sliding fee scale), private insurance, and Medicaid reimbursement supplement grant funds and contractual income.

Client Services

938 unduplicated family planning patients were provided services totaling 2,181 visits; 61 of these patients were male. There were 273 "pill pickup (or supply only)" patient encounters that are not counted as "Family Planning Visits." Additional "other than family planning" visit totals were:

- 55 for the Breast and Cervical Cancer Grant program,
- 44 for Head Start employees and
- 157 patients were served through the STD contract with Tioga County Health Department.

Diagnostic and Screening Data	
Pap Smears	506
Chlamydia testing	619
Gonorrhea testing	220
HIV counseling	698
HIV testing	217
Pregnancy testing	1,167

Source of payment for services	
No charge	663
Medicaid	341
Private insurance	446
Partial fee	166
Other (Breast Grant, Head Start, STD Contract)	173
Full fee	79
Family Planning Benefit Program	313

Number of patients by age	
5	Less than 15 yrs
131	15-17 yrs
141	18-19 yrs
335	20-24 yrs
154	25-29 yrs
51	30-34 yrs
74	35-44 yrs
44	45 + yrs

Number of patients that are students	
516	Full time and part time students; Includes college students

Patient gender	
877	Female
61	Male

Adjunct Services Data

The Family Planning program advertised clinic services on a routine basis in the local Pennysaver twice a month. Advertising was also aired approximately twenty-five times a week on WILD 104 radio throughout the year.

The number of patients tested for HIV increased by nearly 50 percent to 217 this past year. The Rapid HIV test was implemented in the clinic in April 2006. The results of this test are available in twenty minutes. Patients prefer this test since the results are available in the same visit.

The clinic staff continues to accept applications for the Family Planning Benefit Program providing Medicaid coverage for family planning services to all persons of childbearing age with incomes at or below 200% of the federal poverty level. This is another source of revenue for the clinic.

The clinic continues to be open one Saturday morning per month to provide patients with appointments outside of the traditional work hours.

The staff continues to publish a quarterly newsletter "The Family Planner." Each one is printed with articles relating to contraceptives, STD's and/or health related topics along with information concerning services provided by the clinic.

The clinic continues to accept credit card payments.

Education & Outreach

The objective for the education and outreach component of the program is to conduct in-reach/outreach activities to historically under-served populations including: adolescents, substance abusers in and out of treatment facilities, the homeless, individuals engaged in criminal justice system, minorities, and males.

The objectives for attaining this goal were achieved through the following education programs or services:

- | | |
|-----------------------|--|
| A New Hope Center | • 15 sessions presented with 15 men on domestic violence issues, sexuality, HIV/STD's, pregnancy prevention, sexism, and racism. |
| A New Hope Center | • 8 girls attended a weekend retreat at Sky Lake with 6 sessions were provided on dating relationships and building healthy peer relationships. |
| Broome County College | • Presented 2 sessions at OFA to 54 Sociology students. Programs presented "Incidence of STD's and Teen Pregnancy in Our County" and "Are You at Risk for STD's." All students |

Candor Central School	<ul style="list-style-type: none"> received Family Planning Clinic information and safe sex kits. An average of 14 students attended the weekly Teens Etc. Topics of discussion have been on sexual harassment, dating violence, sexually transmitted diseases and teen pregnancy.
Finger Lakes Parenting Network Kids Café	<ul style="list-style-type: none"> “Communication with Pre-Teens” was presented to 16 parents. Waverly teens received 38 sessions of programming called “Positive Messages,” a 10-week program on Abstinence and Refusal Skills. The Educator was at the café on a weekly basis presenting programs to teens.
Mothers and Babies Perinatal Network	<ul style="list-style-type: none"> Teen Summit, with 8th grade students representing 9 schools from Tioga, Delaware, Tompkins, Broome and Chenango counties. Students were sent through a maze in which they might become pregnant, contract a sexually transmitted disease, or graduate from high school. The teens learn the symptoms and consequences for their particular situation that developed during the trip through the maze.
Newark Valley Central School Rotary Club	<ul style="list-style-type: none"> “The Risky Business of STD’s” was presented to 9 students. 43 members attended a MYspace.com presentation. Two college students were involved with this presentation to give their perspective on the website.
Spencer Van Etten Central School	<ul style="list-style-type: none"> 8 sessions were given to the two Special Needs classes at the Spencer School. 16 teens received information on hygiene, healthy relationships, teen pregnancy, and STD information. Discussed Family Planning Clinic services, distributed pens and pencils to teens.
Tioga Chemung Schyler BOCES	<ul style="list-style-type: none"> 3 pregnant teens from Tioga County received 2 sessions on STD’s, pregnancy prevention, and Family Planning Clinic information.
Tioga County Boys & Girls Club Tioga County Cornell Cooperative Extension	<ul style="list-style-type: none"> An average of 9 girls attended programming at the SMART GIRLS every Thursday between October and April. Independent Living Skills: 12 training sessions with 11 teens and 3 adults in the foster care system to develop Life Skills. They received a program on “Risky Business of STI’s.” All received information on “ABC’s (Abstinence, Being Faithful and Condom Use), Family Planning Clinic services and safe sex kits.
Tioga County Cornell Cooperative Extension Tioga County Cornell Cooperative Extension	<ul style="list-style-type: none"> An 8-session program, “Parenting Teens: Dealing with Tough Topics” was co-facilitated with the Extension’s parent educator. A 17-week program on reunification was co-facilitated. This was an intense parenting/communication class for parents whose children are in foster care.
Tioga County Department of Social Services Tioga County Drug and Alcohol	<ul style="list-style-type: none"> 24 teens attended the Computer Camp for area teens. A session on internet safety, focusing on myspace.com, was provided. The Adolescent Program had 6 programs. Topics were “Risky Business of STI’s,” “HIV and Hepatitis Overview,” and “The Impact of Drug and Alcohol Use and STD’s.” All received information on Family Planning Services, safe sex kits and our confidentiality policy.
Tioga County Drug and Alcohol	<ul style="list-style-type: none"> Adult groups received 16 sessions for the year. Participants received information on HIV/AIDS and the benefits of testing. The Waverly adult group received information on “The Impact of Drug Use and STD’s.” All received information on Family Planning clinic services and hours, and safe sex kits.
Tioga County Jail	<ul style="list-style-type: none"> “Relationships and Sexuality” an intensive 18-hour educational

- program is offered to men and women; and had special guest speakers from Tioga County Health Department and A New Hope Center.
- Waverly Central School
- 102 teens received information on Family Planning Clinic services during a Health Fair through an abstinence display. Distributed pens and pencils to teens.

Outreach to the community included:

- Owego Street Fairs – two times
- Lockheed Martin Health Fair
- Tioga County Fair
- ACT dinner at Owego Methodist Church
- Spencer Picnic
- Richford Potato Festival
- TOI's Senior Health Fair

Statistics:

- 2,994 individuals in 214 sessions received educational programs.
- 4 schools received sexuality education: Newark Valley, Waverly Central School, Spencer-Van Etten Central School, and Candor Central School.
- 685 individuals received promotional items, flyers, and brochures through mailings, health fairs, street fairs, etc.

WIC (Women, Infants, Children) PROGRAM

The WIC Program is a supplemental and nutrition education program designed to serve Women, Infants and Children (WIC) who meet income and nutritional criteria. The income guidelines are based on 185% of the national poverty guidelines. WIC checks are given on a monthly, bi-monthly, or tri-monthly schedule depending on the situation. The goal is to provide as many families with three months worth of checks as often as possible, reducing the barriers to program participation. WIC checks provide supplemental amounts of milk, cheese, juice, peanut butter, cereal, eggs, dried beans, tuna fish, carrots, infant formula, and infant cereal. The amounts and types of supplemental foods are determined by the category an individual qualifies for WIC, i.e., women (pregnant, breastfeeding, or post-partum), infant or child, and the age of the infant or child as prescribed by the nutritionist. Each time a WIC check is given to a participant it is expected that a nutritionist will provide nutrition education pertinent to the individual or family receiving the WIC checks. WIC checks are cashed at stores that have contracted with the New York State Department of Health as a WIC vendor. The WIC Vendor Management Unit out of the Syracuse WIC Office monitors the vendors. Currently, there are 11 vendors located in Tioga County and two vendors in Sayre, Pennsylvania.

Tioga County's WIC eligible population has remained steady at 2,248 over the past year. However, Tioga County continues to struggle with caseload retention. Over the past year the average number of clients receiving checks has decreased 1.5% (20 individuals). Even though participation rates fell, TOI's WIC Program continues its outreach efforts on a daily basis and continues to strive to provide services to 100% of the people eligible for WIC within Tioga County.

Outreach and participant retention is a high priority for the WIC staff who are constantly maintaining, planning and implementing strategies to reach WIC eligible families. Efforts included extended clinic/office hours offered in Waverly and Owego, the continued use of the auto dialer (automated phone messages for appointment reminders); and Saturday morning appointments continue to be offered once a month. These combined efforts were instrumental in keeping the no-show rate at a minimum. The 6.9% no-show rate for TOI's WIC is the second lowest rate of the 11 WIC Programs in this region.

Additional efforts to promote WIC included participation in both community health fairs in Owego and Waverly, Lockheed Martin Health Fair, Tioga County Fair, and Head Start's 40th Anniversary celebration.

WIC operates out of 9 clinic sites, 6 of which are operational at least once a month in each town of Tioga County, with the exception of the Nichols, Richford, and Berkshire which are open every other month. The breakdown for the average number of individuals served monthly by each WIC site in the county over a 12 month period is as follows:

SITE	INDIVIDUALS	FAMILIES
Apalachin	38	21
Berkshire	12	8
Candor	19	14
Newark Valley	45	29
Nichols	4	4
Owego	777	621
Richford	19	13
Spencer	85	56
Waverly	315	201
TOTAL	1,314	967

	Unduplicated Individuals Served
Women	451
Infants	406
Children	988

In addition to participation rates, the staff never loses sight of the nutrition education component of the program. This year the focus has been on childhood obesity as well as the continuation of the Eat Well, Play Hard Initiative. WIC continues to focus on the childhood obesity epidemic faced by, not just their clients, but the nation as a whole. The WIC Program has risen to the challenge of combating this epidemic by offering families with children at risk for childhood obesity a "FITWIC" backpack. The backpack is full of activities for the children and parents to complete together to promote physical activity. Also, the nutrition staff offered foods made with vegetables, fruits, and whole grains to promote the anticipated changes in the WIC Food packages. Those who participated in the food taste testing receive a gift pack with cooking utensils.

The commitment to breastfeeding is also a major component of the nutrition segment of the program. The percentage of infants breastfed during their first 48 hours of life increased 9 percent (approximately 30 infants) over the past year indicated by the May 2007 Breastfeeding Initiation Report. Staff work together to promote and support breastfeeding at both the main site as well as the off site clinics. Staff are continuously attending breastfeeding training/seminars to ensure that the most up-to-date information is given to WIC clients as well as offering caring support to help make the best breastfeeding experience possible for the WIC moms. WIC is also involved in the community; facilitating a support group at the Cornell Cooperative Extension's Family Resource Center once a month, participating in the Southern Tier Breastfeeding Coalition, and attending quarterly Breastfeeding Coordinator meetings in Syracuse.

The Breast Pump Program has been instrumental in supporting moms who are returning to work or school. Over the past year 36 manual pumps have been given to breastfeeding moms and 22 electric hospital grade pumps have been loaned, free of charge.

Farmer Market Coupons continued to be offered June through September. 528 coupon booklets, a value of \$24 per booklet, were issued to eligible WIC families, on a first come, first serve basis in 2007. This translated into a \$12,672 boost to the local economy as well as added nutrition benefits for families.

Vegetables and fruits are a very important part of anyone's diet and WIC was again there to help support the consumption of these foods. Children two years of age and older were given one WIC check worth \$5 to be used for fruits and vegetables for each month January thru March 2007. The WIC vendors accepted these checks during the winter months.

DEPARTMENT OF HOUSING SERVICES

Robert Hildebrand, Jr.

The Department of Housing Services serves Tioga County residents by providing rental assistance, housing rehabilitation assistance, and management services for safe, affordable units in Tioga County.

Efforts and accomplishments are detailed below.

SECTION 8 RENTAL ASSISTANCE

The Department was in the 28th year of providing rental assistance to residents by way of the Section 8 Program. On a monthly average, 274 households containing 523 persons are assisted. TOI was authorized to assist residents of eastern Broome County, who had been displaced by the flood, with Section 8 Rental Assistance of Broome County; four households who had been affected or displaced by the floods were assisted.

During 2006 – 2007, DHCR completed a review and there were no significant findings. The Program provided the following Section 8 assistance:

Program	Unit Months of Assistance Provided
Tioga County Vouchers	3,288

A total of 326 households containing 657 persons were assisted during the course of the year. There were 47 households containing 98 persons brought into the program while 59 households containing 145 persons left the program.

The total amount of funds spent on rental assistance during the year and the administrative fees earned were as follows:

Program	Rent Payments	Administrative Fee	Total
Tioga County Vouchers	\$946,139.00	\$119,369	\$1,065,208

All apartments receiving assistance through the Section 8 Program must be inspected at least annually and must pass the basic Housing Quality Standards. A total of 416 inspections were completed during the last year with the following results:

Type of Inspection	# Of Inspections	Pass	Fail
Initial	91	54	37
Recertifications	236	178	58
Rechecks	85	78	7
Special	4	0	0
Total	416	310	102

RURAL PRESERVATION PROGRAM

On June 30, 2007, the Housing Department of Tioga Opportunities, Inc. completed 29 1/2-years as a funded Rural Preservation Program (RPP) agency.

During the past NYS legislative session, the Rural Preservation Program received a funding increase from \$65,000 to \$87,000 for the program year July 1, 2007 to June 30, 2008. The condition placed on the additional funding was that a serious evaluation of the program was to take place and changes made; the State is in the process of that review at this time.

- Funds of the Rural Preservation Program allowed the Department to submit an application for an

additional \$400,000 in Small Cities Community Development Block Grant (CDBG) funding for the Town of Barton and the Town of Newark Valley. Unfortunately, neither project was selected for funding.

- Assistance was provided to A New Hope Center for the submission of an application to the Office of Temporary and Disability Assistance for a new shelter for domestic violence victims in Tioga County.

HOUSING REHABILITATION

During the course of the year there were five different housing rehabilitation programs and an emergency furnace replacement program administered by this Department. A total of 132 contracts were signed at a total cost of \$394,382. In addition, a total of \$78,337 was earned in administrative and program delivery fees that brought the total funds utilized to \$472,719.

HOME Program

The HOME Program was funded at \$400,000 and the contract was scheduled to expire on August 31, 2006. With the awarding of an additional \$250,000 for flood repairs, the contract was extended to August 31, 2007, and again extended to March 31, 2008. During the 2006 - 2007 reporting period, a total of 13 contracts were executed valued at \$92,513 and an additional \$12,697 was used for administrative and program delivery purposes.

Program utilization was as follows:

Category	Funds	Spent/Obligated 10/06 – 09/07	Previously Spent	Balance
Rehab.	\$312,000	\$22,570	\$289,292	\$137
Flood Repairs	205,000	92,513	0	112,487
Lead Testing	18,000	8,541	0	9,458
Program Income	0	0	0	0
Admin. & Delivery	115,000	12,597	74,734	27,668
Total	\$650,000	\$136,221	\$364,027	\$149,750

Town of Newark Valley Community Development Block Grant Program

The Town of Newark Valley was notified in August 2005 that a \$400,000 Community Development Block Grant Award had been made to the Town to undertake an owner occupied housing rehabilitation program. During the course of this reporting period a total of 22 contracts were awarded at a cost of \$142,485 and an additional \$50,415 was generated for administrative and program delivery purposes. This grant was formally closed out on August 31, 2007.

Program utilization was as follows:

Category	Funds	Spent/Obligated 10/06- 09/07	Previously Spent	Balance
Rehab.	\$328,000	\$142,485	\$185,515	\$0.
Program Income	0	0	0	0
Admin. /Delivery	72,000	50,415	18,457	\$3,127
Total	\$400,000	\$192,900	\$203,972	\$3,127

Emergency Furnace Replacement Program

This Department continued as a vendor for the Tioga County Department of Social Services for the emergency furnace replacement program. The Department of Social Services accepted applications and determined eligibility before referring the households to Housing Services for repair or replacement of inoperable heating systems. A total of 47 referrals and cases were received and completed during the

year. As of September 30, 2007, \$88,798 had been billed for furnace replacements and \$7,725 had been billed for delivery costs.

Weatherization Referral and Packaging (WRAP)

The Department administered the WRAP Program under an agency contract with the Tioga County Department of Social Services. A total of \$23,902 was spent to assist 22 households with repairs ranging from a roof replacement to the replacement of windows and doors. Referrals for assistance for this program came from TOI's Department of Aging.

HOUSING OPERATIONS

58 - 60 North Avenue

The management of 58-60 North Avenue is entering its 20th year with full commercial occupancy and stabilizing occupancy for the residential units.

Unit Type	Number of Units	Unit Months Available	Unit Months Leased	Occupancy Rate	Receipts
Residential	8	96	88	92%	\$39,165
Commercial	2	24	24	100%	16,200
Total	10	120	112	93%	\$55,365

County Farm Apartments

We are completing the 19th year of managing the County Farm Apartments and maintained an 87.5% occupancy rate for the reporting period.

Project occupancy and income generated for the October 1, 2006 to September 30, 2007, period was as follows:

Project	Number of Units	Unit Months Available	Unit Months Leased	Occupancy Rate	Receipts
County Farm Apartments	12	96	84	88%	\$13,906

Project Step Ahead

Project Step Ahead was completed and opened for occupancy in early 2002.

Number of Units	Unit Months Available	Unit Months Occupied	Occupancy Rate
6	72	62	86%

Tenant Rent	Laundry	Other Income	Total Income
\$12,485	\$976	\$0	\$13,461

Long Meadow and Springview Apartments

Housing Services is in the 27th year of managing Long Meadow and Springview.

The replacement of the roofs at Long Meadow and Springview was contracted at a base price of \$30,625 for Springview and \$61,250 for Long Meadow. The work began during the past reporting period and was completed during this reporting period. Funds from the reserve accounts were used to pay for the work.

Project	Number of Units	Unit Months Available	Unit Months Leased	Occupancy Rate
Long Meadow	64	768	722	94%
Springview	35	420	386	91%
Total	99	1,188	1,108	94%

The following table represents the gross receipts for the past twelve months:

Project	Tenant Rent	Rental Assistance	Laundry	Other Income	Total Funds
Long Meadow	\$165,021	\$195,964	\$4,860	\$22,034	\$387,879
Springview	93,603	70,507	3,522	1,347	168,979
Totals	\$258,624	\$266,471	\$8,383	\$23,381	\$556,859

Nichols Schoolhouse Apartments

This was the 10th anniversary of operations at the Nichols Schoolhouse Apartments. As of September 2007, there was 100 percent occupancy at the thirteen-unit project. The following tables reflect our occupancy and income for the year.

Number of Units	Unit Months Available	Unit Months Occupied	Occupancy Rate
13	156	150	96%

Tenant Rent	Rental Assistance	Laundry	Other Income	Total Income
\$33,004	\$19,104	\$1,147	\$396	\$53,652

PROPERTY MAINTENANCE

The objective of the maintenance component is to maintain the physical structures and the living and work environment of many of the properties owned by TOI. Maintenance staff also act as consultants for other agency owned properties.

During the past year there was a physical inspection by USDA of Long Meadow and Springview. The apartments were found to be in good shape, but for a few items minor items. The maintenance requests by project were as follows:

Project	2006 – 2007 Maintenance Requests
County Farm Apts.	14
North Avenue	27
Long Meadow	142
Springview	133
Nichols Apts.	41
Project Step Ahead	29
Community Center	60
Other	0
Total Requests	446

SERVICE LOCATIONS

ADMINISTRATION and FINANCE

Countryside Community Center
9 Sheldon Guile Blvd.
Owego, NY 13827
607-687-4222
Fax: 607-687-4236

AGING

Countryside Community Center
9 Sheldon Guile Blvd.
Owego, NY 13827
607-687-4120
Toll-free: 866-352-3680
Fax 607-687-4147

Dinner Bell Sites

Countryside Community Center
9 Sheldon Guile Blvd.
Owego, NY 13827
607-687-4120

Presbyterian Church
459 Park Ave.
Waverly, NY 14892
607-565-4034

COMMUNITY SERVICES

Countryside Community Center
9 Sheldon Guile Blvd.
Owego, NY 13827
607-687-4222
Fax: 607-687-4236

ENERGY SERVICES

9 Sheldon Guile Blvd.
Owego, NY 13827
607-687-0944
Toll-Free: 877-786-2419
Fax: 607-687-0170

EARLY CHILDHOOD SERVICES

Main Office
1277 Taylor Rd.
Owego, NY 13827
607-687-5888
Toll-free: 866-687-5888
Fax: 607-687-5904

Head Start Sites

Candor Head Start Center
Academy St.
Candor, NY 13743
607-659-3260

Newark Valley Head Start
Center and Home Base
117 Whigg St.
Newark Valley, NY 13811
607-642-5362

Owego Head Start Center #1
1277 Taylor Rd.
Owego, NY 13827
607-687-5888

Owego Head Start Center #2
1277 Taylor Rd.
Owego, New York
607-687-5888

Waverly Head Start Center and
Home Base
12 Cooper St.
Waverly, NY 14892
607-565-7319

Pre-K Sites

Nathan T. Hall Elementary
86 Whigg St.
Newark Valley, NY 13811
607-642-8799

Owego Elementary School
Christa McAuliffe Lane
Owego, New York
607-687-6261

Apalachin Elementary School
405 Pennsylvania Ave.
Apalachin, NY 13832
607-687-6289

FAMILY HEALTH SERVICES

Family Planning

110 Central Ave.
PO Box 70
Owego, NY 13827
607-687-5333
Fax: 607-687-4899

WIC

110 Central Ave.
PO Box 70
Owego, NY 13827
607-687-3147
Fax: 607-687-9566

Clinic Sites: Waverly, Candor,
Owego, Newark Valley, Spencer,
Apalachin, Nichols, Berkshire,
Richford

HOUSING SERVICES

Tioga County Farm
1023 State Route 38
PO Box 600
Owego, NY 13827
607-687-0707
TDD: 607-687-5905
Fax: 607-687-2017

58-60 North Avenue
Owego, New York

County Farm Apartments
1023 NYS Route 38
Owego, New York

Step Ahead Apartments
State Route 38
Owego, New York 13827

Long Meadow Senior Housing
5 Browns Lane
Owego, NY 13827
607-687-5554

Nichols School House Apartments
84 Cady Ave.
Nichols, NY 13812
607-699-0524

Springview Senior Housing
80 Spring St.
Waverly, NY 14892
607-565-4812