



**Central Susquehanna
Opportunities, Inc.**
A Community Action Agency



2012-2013 Annual Report

Helping Communities Bridge Gaps



Mission, Vision, and Values

Mission

Central Susquehanna Opportunities serves as a catalyst for economic, educational, social, and workforce development in collaboration and cooperation with the entire community to provide diverse resources that promote self-sufficiency and community prosperity.

Vision

We will be the leader in advancing economic, educational, social, and workforce development opportunities.

Values

Central Susquehanna Opportunities believes:

- That each individual is unique and should be treated with dignity and respect.
- In developing partnerships in order to re-invest in the communities in which we live.
- In creating a work environment that empowers employees to make a difference.
- In providing services to the public in the most effective and efficient manner.

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Executive Summary


Dear Community Colleagues,

As a Community Action Agency, our core mission at Central Susquehanna Opportunities, Inc. is to provide resources that promote self-sufficiency and community prosperity. Over the past year, grant funding from the state and federal government has been on the decline impacting the services we deliver to individuals and families in our communities. CSO continues to explore other funding opportunities, including fund-raising and developing community partnerships to share valuable financial resources.

Central Susquehanna Opportunities, Inc. is the premier agency delivering workforce development services in the seven county areas. The region is going through a transformation with the current workforce delivery system that will reduce infrastructure costs while maintaining a level of basic job search assistance in each community. As our geographical locations, program requirements, and funding continue to transform, CSO is committed to providing the highest level of service to our customers in the region.

We are sincerely grateful for the support of our stakeholders, financial donors, volunteers and dedicated employees. On behalf of the Central Susquehanna Opportunities, Inc. Board of Directors, management and staff, we sincerely thank you for entrusting your resources to us and will continue working to improve our communities.

Regards,



Barry McLaughlin, CEO



Barry McLaughlin

2012-2013

Board of Directors and CSO Staff

Officers

Eric Rowe	Chair
Greg Sacavage	Vice Chair
Leanne Kline	Secretary
Bernie Swank	Treasurer

Local Elected Officials or Their Representative

Harold Hurst	The Honorable Kurt Masser, 107th Legislative District Representative
Martha Milbrand	The Honorable John Gordner, 37th Senatorial District Representative
Chris Yacina	The Honorable David Millard, 109th District Representative
Tony Rosini	Northumberland County District Attorney
Gerard Waugh III	Coal Township Commissioner
Gene Welsh	Coal Township Commissioner

Low Income Representatives

Greg Sacavage	Mount Carmel Area School District
Susan Blake	Danville Area Head Start
Wendy Herrold	River Front Apartments
Douglas Diven	HandUp Foundation
Rich Kisner	Columbia County Housing & Redevelopment Authority

Private Sector/Other Community Representative

Bernie Swank	Swank's Salon and Hair Replacement
Mike Roberts	Keystone Staffing
Lake Randall	Mid-Penn Engineering Corporation
Eric Rowe	Wood-Mode
Sandra Mattocks	Mifflinburg Area School District
Tracy Gillespie	Columbia/Montour Area Vocational Technical School

Staff Recognition 2012



In 2012, ten staff members celebrate anniversaries with CSO, Inc. From left to right, Dorie Murty (10 years), Sarah Hockenbrocht (5 years), Sandy Winhofer (5 years), Dan Klebon (15 years), Peg Demko (5 years), Lori Dremel (15 years) Jill Walter (5 years), Carolyn Drees (10 years) John Naradko (5 years) and Melissa Farrow (5 years).

Workforce Development Case Management Staff



During this program year CSO implemented quarterly staff trainings for Workforce Development case management staff. These trainings provided staff development, team building, and training on topics relevant to case management and customer service. As staff work in offices across a seven

county region, the quarterly meetings provide the opportunity for staff to network with each other and share best practices. Training topics over the past year included cross training on program requirements, working with ex-offenders, social media, resume writing review, and serving clients with mental health issues.

Workforce Development

PA CareerLink Staff Work to Successfully Re-employ Worker Affected by Lay-off

Jeffrey Hansel enrolled in WIA services as a Dislocated Worker in April 2013. Jeffrey was laid off from his previous employer in March 2013 and enrolled in WIA services for job placement assistance. On-The-Job-Training is offered through WIA program funding to assist Adult and Dislocated Workers in obtaining new skills. On-The-Job-Trainings are attractive to employers as up to 50 percent of a participant's wages can be reimbursed to employers using WIA program funds. It encourages an employer to provide the necessary training to a participant and for the participant to learn new job skills. Jeffrey was specifically interested in On-The-Job-Training opportunities; the Job Developer was able to market Jeffrey to Stone Construction, Inc. for an On-The-Job-Training position as a Sales/Project Manager. He started the On-The-Job-Training position in May 2013 and has been using the A&S Building Systems curriculum to learn the details of construction techniques and application of materials. Jeffrey is learning code requirements in relationship to building size and fire suppression systems. Jeffrey continues to study manuals for insulation types, applications and installation details as part of his On-The-Job-Training at Stone Construction, Inc. Jeffrey also sets up computer hardware, installs software updates and other necessary programs. Jeffrey studies pricing reports supplied by A&S Buildings. Jeffrey reviews design criteria used by engineers for product selection and pricing report used to determine the cost of a steel building packages. Jeffrey makes trips to job sites to follow-up on estimates and manages the company's website.



“Workforce Development Programs are made possible through the support of the Central Pennsylvania Workforce Development Corporation, the leader and active partner in workforce development efforts.”

Workforce Development

CSO's EARN Program is Working to Help Customers Transition from Public Assistance to Employment

Anne enrolled in EARN with the goal of obtaining employment in an office setting. Despite lacking any formal training, Anne took advantage of the services of the EARN program to meet her goal. Anne participated in the initial skills training program at the EARN program to build on her basic computer and job search skills. Anne demonstrated commitment to improving her situation by regularly attending classes and completing all assignments. Anne entered job search and worked closely with her EARN Workforce Specialist and Job Developer to help her gain employment. She was able to secure part-time seasonal employment at Bath and Body Works on September 17, 2012. While Anne was committed to obtaining employment quickly so that she could close her TANF benefits, she was also willing to continue to take advantage of the EARN services to help her find a job in her preferred field of office work. Anne and her Workforce Specialist agreed she would benefit from completing Community Service at the PA CareerLink® Lycoming County to help her build her office and clerical skills. Anne took advantage of every training opportunity available to her at the PA CareerLink® by learning how to use office equipment, answer phones, greet customers, and build her computer skills. The staff at the PA® CareerLink were impressed by Anne's ability to learn new skills quickly and desire to learn. Anne was working the front desk answering phones when Axeman Anderson called to place a job order for a temporary receptionist. In discussing the job order with the employer, the Employer Service Representative realized that the skills Axeman Anderson sought were in line with the skills Anne had learned while working at the PA CareerLink®. The Employer Service Representative mentioned to the employer that Anne who had answered the phone call was seeking employment in an office setting. The employer was so impressed with Anne's professionalism and friendly phone voice that he offered to interview her on the spot. EARN staff worked with Anne to help her prepare for the interview. Anne was offered the job as a receptionist and started at Axeman Anderson on January 4, 2013 at \$10/hour. Anne's employer reports that she is a great employee with a strong work ethic and high level of skills. Axeman Anderson has promoted her to a permanent position as a receptionist. Anne loves her job at Axeman Anderson and has met retention in March.

Anne always maintained a positive attitude and took full advantage of the EARN services. She was committed to the "work first" approach of EARN while also using the program to help her meet her long term goal of working in an office setting. Anne not only worked towards her own success, she also mentored and encouraged other EARN customers towards achieving their goals.



Erica Kastner, EARN Workforce Specialist, and Elaine Kerr, Program Job Developer, assisted Anne with meeting her goals.

Workforce Development

PA CareerLink Supports Employer as Business Re-opens

Much to the delight of area residents, ACF Industries, Milton, announced in early 2013 that the business would re-open. The employer closed its doors in 2009, dislocating 320 workers who lost family sustaining wages. At the time, ACF built railcars to transport ethanol and biodiesel. The current natural gas boon is credited with helping to resurrect the need for rail tank cars.

In March, ACF contracted with WorkForce Temps to handle the initial acceptance of applications and they partnered with CareerLink in Sunbury to provide that service. At the Sunbury recruitment, 663 people applied at the CareerLink for general labor positions including experienced welders, painters, forklift operators, planers, millwrights and electricians. Previous employees were recalled to employment, but the need remained for an additional 200+ employees, with over half requiring skilled welding experience.

CareerLink hosted a “Welder’s Day” to attract the area’s talent to these opportunities and advertised the event to 700 jobseekers through a weekly newsletter and also placed a press release in the newspaper. Staff screened past applicants for welding experience and called them to invite their attendance.

The CareerLink Administrator was recognized at the introduction to the Governor’s speech at ACF’s Grand Opening Celebration, as were staff of the Governor’s Action Team, the Workforce Investment Board and the PA Chamber of Commerce.

An On-the-Job placement coordinated by CareerLink staff and hired by ACF in Human Resources contacted CareerLink to post openings directly. Efforts continue to support ACF’s hiring needs.



ACF’s Grand Opening Celebration.

Youth Programs

CSO’s In School Youth Workforce Specialists were welcomed this fall into the school districts they serve. Each staff person set up an office space within the schools to serve all students. Staff are available each day during regular school hours, as well as before and after school hours, to help students with job search assistance, career exploration, and help with job or training applications. In School Youth Workforce Specialists have offices set up within the following school districts within the high schools: Berwick, Milton, Keystone Central, Williamsport, Shamokin, Mt. Carmel, and Midd West.

CSO received funds in July 2012 to serve Out-of-School Youth who reside in Columbia, Montour or Northumberland counties up to age 24 and do not meet WIA eligibility guidelines. The funding is primarily designated to provide career-relevant paid work experiences for youth with limited work history. Participants also receive basic skills instruction as necessary to improve their reading and math skills, and 7 participants have had this instruction supported through a customer service curriculum designed using Highmark funds. CSO will continue to provide access to the customer service curriculum to OSY. As of June 2013, Highmark funds have supported 36 youth; 19 youth have had a paid work experience, 1 youth successfully completed an On-the-Job training, and 15 youth obtained unsubsidized employment.



Mike Samson, Youth Workforce Specialist, meets with one of his program participants during a Youth focused job fair held at the PA CareerLink® in Lycoming County.

Community Action

CSO Community Action has been working hard to change lives and communities. Families often struggle to make ends meet. Single parents and single-income families can't stretch their paycheck far enough to cover their basic needs. Low income workers can't always provide for their families. CSO Community Action strive to make Columbia, Montour and Northumberland counties a better place to live by helping our families improve their standard of living and become more self-sufficient. Below is a snap shot of some of our programs.

New Housing Initiative

On August 29th, 2011 CSO Inc. was successful in obtaining a single house at the Northumberland County Judicial Sale at 1605 West Lynn Street, Coal Township, Pennsylvania.

CSO, Community Action partnered with CSIU to propose Pinnacle Place, a Maternity Group Home for teen mothers (18 to 22 years of age) and their children from five rural north central Pennsylvania counties: Columbia, Montour, Northumberland, Snyder and Union. Pinnacle Place will shelter four teen mothers and their children and provide them with the long-term, supportive, trauma-informed assistance they need to establish their own stable and nurturing home and become self-sufficient. There will be full time supervision at the home with a housemother and other supervisory staff around the clock. This federal grant is written for five years.

Pinnacle Place will open November 1st, 2013 through the efforts of many volunteers and numerous donations.



2013 Recognition of Self-Sufficiency Program Recipient—Heather Smith

In May of 2009, Heather Smith was recovering from substance abuse, had extensive debt from court costs, delinquent utility accounts and partial custody of her son. She was working on getting her life back in order and sought some additional assistance from Central Susquehanna Opportunities Inc. (CSO), the Community Action Agency of Columbia, Montour, and Northumberland counties.

CSO enrolled Heather in their financial literacy workshops and bi-weekly budgeting classes. Over the next year, Heather was able to maintain her bills, disciplined herself to stay on task with payment arrangements she had made with her creditors and alleviated over \$1,000 of her past due debt. She participated in CSO's free tax preparation through VITA and used her refund as a down payment for a car. CSO was able to assist her in paying for the tax, title and tags. She was getting her life back in order.



Heather maintained her sobriety and in June 2010 was awarded full custody of her son. She also became a great advocate for the Community Action Agency, presenting information to her support groups. "CSO helped teach me what I needed to do," said Heather, wanting to pass that knowledge onto others.

Heather is now a full time student, majoring in Human Services at Luzerne County Community College. She is the Treasurer of the local chapter of Narcotics Anonymous and is now married. In May 2013, Heather will celebrate five years sobriety.

"I am headed on the right path and nothing is holding me back from achieving my dreams."
— Heather Smith

Community Action Programs

Hurricane Irene and Tropical Storm Lee

From September 2011 through the present, CSO Community Action has been very influential toward the success of helping local survivors of Hurricane Irene and Tropical Storm Lee. CSO has been assisted in these efforts by the United Methodist Committee on Relief (UMCOR), under the direction of Pastor Larry who has provided the Shamokin area and surrounding communities with over 142 volunteers for approximately 5,508 hours. In terms of estimated value of time, this is equivalent to \$188,750.00. The CSO flood staff and UMCOR staff have collaborated on aiding a total of 241 clients to date with an additional caseload of approximately 50 active flood victims still in need of home repairs. Over 452 home inspections and follow-up assessments have been completed and of these 221 were cleaned out and sprayed for mold; 16 were provided with dehumidifiers/heaters; 19 were assisted with heating oil/gas; 64 were assisted with the purchase of supplies and materials and 139 were provided with skilled labor teams.

In addition to providing volunteers, UMCOR has worked with CSO to keep case management in Northumberland County for flood relief. The donated monies have helped maintain a crew of case managers to oversee the local clean-up and recovery for an extended period of time. Through the efforts of Pastor Larry additional donations have been made available to purchase re-building supplies directly from UMCOR. The other groups contributing to the re-building process included: Northumberland County Area Agency on Aging, Northumberland County Behavioral Health and Intellectual Disabilities and the Presbytery of Northumberland as well as private donors.

The success of the Northumberland County Long Term Recovery Committee could not have been possible without the on-going help and guidance provided by Pastor Larry Siikanen, the Susquehanna Conference Disaster Response Coordinator.

Pastor Larry has provided on-going help since the beginning of the flood clean-up in September, 2011, not only by scheduling volunteers for this region, but by volunteering his own time on week nights and weekends. He has coordinated local recovery efforts utilizing volunteer groups ranging from three to thirty and involving volunteers from in Shamokin and to Canada. Pastor Larry is instrumental in assessing homes, determining the materials and resources needed, then scheduling crews to complete the repairs. Pastor Larry Siikanen, if fondly known as "Disaster Pastor".



Pastor Larry Siikanen, if fondly known as "Disaster Pastor".

Community Action Programs

CSO, Inc. Community Action Programs—At A Glance

Case Management

- Clients will receive intensive guidance and counseling to help address current needs, set goals, develop an action plan, and move to self-sufficiency.

CSO C.A.R.E.S.

- This program provides help for paying home-heating costs to eligible households during the winter months only.

CSO C.A.R.E.S. Savings Program

- Client enrolls to save up to \$300 in 6 months to receive 100% match to purchase heating fuel.

No Cost Electronic Income Tax Preparation

- CSO, Inc. will help you file your tax return for free and also help you claim the Earned Income Tax Credit (EITC) on your tax return. This service is available to those families and individuals having \$50,000 or less in total earned income per year. CSO, Inc. only files basic tax returns.

SNAP / Food Stamp Outreach Program

- Food Stamp Program helps people with little or no income buy nutritious food. CSO, Inc. provides education and assistance with eligibility, the process for applying, and the benefits of the program.

Rental Assistance

- CSO, Inc. can provide assistance paying rent for eligible individuals in emergency situations.

Referrals to Other Programs

- CSO, Inc. will provide referrals to programs and services run by other area agencies and organizations and help guide individuals through the network of available resources.

SafeLink Wireless

- CSO, Inc. can complete online applications to provide eligible individuals with a free pre-paid cell phone including 68, 125 or 250 free minutes a month.

HealthTrans Access Discount Prescription Card

- CSO, Inc. has HealthTrans Access discount prescription drug cards that could save you 10%-85% on the cost of your prescriptions at participating pharmacies. Everyone is eligible to receive and use the card.

PPL E-PowerWise Program

- CSO, Inc. distributes energy conservation kits with more than \$50 in energy-saving tools including Compact Fluorescent Lights, a thermometer, and a Limelight Night Light. Eligible individuals also attend a conservation workshop to “reduce energy use and save money”.

UGI CAP (Customer Assistance Program)

- Individuals who are struggling to pay their natural gas charges may be referred to CSO, Inc. by UGI Central Penn Gas to enroll in an affordable payment plan.

UGI Operation Share

- CSO, Inc. can help you submit an application to the UGI Operation Share Program to receive a one-time payment toward UGI Central Penn Natural Gas service.

Dollar Energy Fund

- CSO, Inc. can help you submit an application to the Dollar Energy Fund to receive a one-time payment toward specific utility bills. This program begins October 1st of each year.

Aqua Pennsylvania’s Helping Hand Program

- Aqua Pennsylvania customers who are struggling to pay their water charges may be referred to CSO, Inc. by Aqua Pennsylvania to enroll in a payment plan.



Brush Valley Regional Chamber of Commerce

The Organization Offers an Ideal Combination of Member Benefits

The Brush Valley Chamber of Commerce offers an ideal combination of member benefits. We dedicate our time and energy to assuring the success of our members. All of our 230 businesses play a role in improving our economy, support local initiatives and make this area a place we can live, work and play. Being a member of the chamber gives our members the following benefits:

- Business after Hours
- Chamber Choice Energy Program
- Factbilt Credit Reporter
- PCI Insurance
- Internet Promotion
- Member to Member Benefits
- Networking
- Online Newsletter
- Notary Services
- Publications, Lists and Information
- Referrals
- Representation
- Ribbon Cuttings
- Sponsorship Opportunities

During the year of 2012, The Brush Valley Chamber hosted a wide array of events. Some of those events included:

- Luncheons
- Annual Awards Dinner
- Annual Dinner
- Annual Golf Tournament
- Community Wellness Duck Drop
- Job Fair
- Career Symposium



Career Symposium 2013

The Chamber's Goal

This Chamber's goal is to strive and help preserve and strengthen The Brush Valley's business environment. Every year we continue to work vigorously to do just that. Please view our Chamber website www.brushvalleychamber.com for meetings, member and community events to be held in the future. The Brush Valley Chamber of Commerce can thank its members and dedicated Board of directors for its continued success.



The Brush Valley Chamber of Commerce Board of Directors



Financial Statements

Statement of Financial Activity - Fiscal Year ended June 30, 2013

REVENUE:		
Federal, State and Local Grant funding	\$ 3,139,192	91.65%
Fundraising	\$ 64,534	1.88%
Fees, contracts and other revenue	\$ 179,445	5.24%
Restricted Grant revenue	\$ 42,030	1.23%
TOTAL REVENUE	\$ 3,425,201	100.00%
OPERATING EXPENSES:		
<i>Program Services:</i>		
Workforce Investment Act - Adult	\$ 510,417	14.38%
Workforce Investment Act - Youth	\$ 868,849	24.48%
Workforce Investment Act - Dislocated Worker	\$ 627,530	17.68%
Department of Public Welfare - EARN program	\$ 403,819	11.38%
YouthBuild program	\$ 7,707	0.22%
ShaleNET	\$ 16,081	0.45%
NEG Flood/NEG OJT	\$ 268,704	7.57%
Department of Public Welfare - Work Ready program	\$ 117,132	3.30%
Community Service Block Grant (CSBG)	\$ 429,543	12.10%
Food Stamp Participation program	\$ 64,585	1.82%
PSU-PDE GED	\$ 15,796	0.45%
School to Work initiatives	\$ 63,771	1.80%
CSO CARES - Emergency Energy Assistance program	\$ 4,604	0.13%
Volunteer Income Tax Assistance (VITA) program	\$ 16,864	0.48%
Other Community Action Initiatives	\$ 355	0.01%
	\$ 57,092	1.61%
Total program services	\$ 3,472,849	97.85%
General and Administrative	\$ 54,751	1.54%
Fund-raising	\$ 21,678	0.61%
TOTAL EXPENSES	\$ 3,549,278	100.00%
Change in Net Assets	\$ (124,077)	
Net Assets - Beginning of Year	\$ \$259,116	
Net Assets - End of Year	\$ \$135,039	
EXPENSE BREAKDOWN:		
Program services	\$ 3,472,849	97.85%
General and Administrative	\$ 54,751	1.54%
Fund-raising	\$ 21,678	0.61%
TOTAL EXPENSES	\$ 3,549,278	100.00%
ASSETS:		
Cash and cash equivalents	\$ 166,076	44.70%
Land	\$ 2,031	0.55%
Construction in Progress	\$ 15,966	4.30%
Accounts receivable	\$ 169,088	45.51%
Prepaid client expenses	\$ 18,340	4.94%
TOTAL REVENUE	\$ 371,501	100.0%
LIABILITIES AND NET ASSETS:		
<i>Liabilities:</i>		
Accounts payable	\$ (56,575)	-15.23%
Accrued expenses	\$ 180,443	48.57%
Line of Credit	\$ 175,000	47.11%
Accrued leave	\$ 84,065	22.63%
TOTAL LIABILITIES	\$ 382,932	103.08%
Net Assets	\$ (11,432)	-3.08%
TOTAL LIABILITIES AND NET ASSETS	\$ 371,501	100.00%

Fund-raising Initiatives

Thank You!

The 8th Annual Golf Classic held on July 16, 2012 at Frosty Valley Country Club was a great success raising over \$17,000 to support the CSO CARES program. This fund-raising event provides a platform for companies to network with other community leaders from the Central Susquehanna Valley while providing financial support for our Community Action Agency. If your business or organization is interested in participating please contact CSO, Inc.



2012 CSO Sportsman Raffle

The CSO Sportsman Raffle was held for the second year with sales soaring to new heights! Tickets were sold by employees and board members, many prizes were awarded to the lucky ticket holders. Look for CSO at events in the Community to purchase this years Sportsman's Raffle tickets!



Thank you to all of our partners who have financially supported our agency! Your contributions have enabled us to serve our communities to further our mission to serve as a catalyst for economic, educational, social, and workforce development in our communities. Thank you for your support and sharing in our vision. If you would like to support CSO, Inc. please visit www.censop.com and click on the 'donate' button or contact our corporate office at (570) 644-6575 for more information on how you can help.

Central Susquehanna Opportunities, Inc. Memorial Gift Program

Give back to the community that gave you so much.

A memorial gift ensures the continuation of CSO's outstanding work in community assistance, individual empowerment, and workforce development.

Please consider making a financial gift or donation in honor or in memorial of an individual, group, or special event.

leave a legacy...

Please contact CSO, Inc. at 570-644-6575

Central Susquehanna Opportunities, Inc., a Community Action Agency, is a private non-profit 501 (c) (3) organization that relies on the generous support of individuals, corporations, foundations, churches, civic organizations and the community in order to serve and assist those in need. All contributions to CSO, Inc. are eligible for Federal tax deductions. To make a financial contribution or to participate in the Memorial Gift Program visit www.censop.com or contact the corporate office at 570-644-6575.

Central Susquehanna Opportunities, Inc. Locations



2013 has proved to be a busy year, sites have re-located in order to reduce the footprint but continue to give quality services.



CSO Central Office and Community Action Agency
2 East Arch Street
Shamokin, PA 17872
(570) 644-6575

Community Action Agency
1000 Market Street
Bloomsburg, PA 17815
(570) 412-2830

The CareerLink Hubs continue to offer full services to Customers five days a week.



PA CareerLink® Northumberland/Snyder/Union Counties at Sunbury
225 Market Street
Sunbury, PA 17801
(570) 988-7300



PA CareerLink® Lycoming County
329 Pine Street
Williamsport, PA 17701
(570) 601-5465

The CareerLink Affiliates offer core services to customers.



PA CareerLink® Affiliate—Columbia/Montour Counties
415 Central Road, Suite 2
Bloomsburg, PA 17815
(570) 387-6287



PA CareerLink® Affiliate—Clinton County
8 North Grove Street
Lock Haven, PA 17745
(570) 893-4022



**Central Susquehanna
Opportunities, Inc.**
A Community Action Agency



This Project was financed in part by a grant from the Commonwealth of Pennsylvania,
Department of Community and Economic Development.

The official registration and financial information of Central Susquehanna Opportunities,
Inc. may be obtained from the Pennsylvania Department of State by calling toll free, within
Pennsylvania (1-800-732-0999). Registration does not imply endorsement.

Helping Communities Bridge Gaps