



# Annual Report 2015 - 2016

## Helping Communities Bridge Gaps



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# 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.*

# Executive Summary

*Community Members and Colleagues,*

*Throughout the past year CSO has successfully embraced many changes, including the implementation of the Workforce Innovation and Opportunities Act (WIOA), the Bridges to the Future Program and expanding our programming in Workforce Development to include WIOA In-School Youth and EARN services in Mifflin and Centre County. The one thing that remains unchanged however is CSO's ability to remain the premier leader in providing workforce development and community action agency services in the communities that we serve. CSO has developed a strong network of partnerships with local businesses, schools, training providers, service agencies, Chambers of Commerce etc. to create a comprehensive portfolio of services designed to meet the needs of our local communities. The results of these partnerships can be seen in the innovative services highlighted in this report such as the JOBS Center in Shamokin and the In-School Youth Camp STEAM program. The CSO Board, management, and staff remain committed to our mission of empowering the individuals and the communities that we serve. This commitment is exemplified by the comprehensive resources and services that we offer on a daily basis to individual and families in need. Furthermore, we at CSO continue to take pride in measuring the positive impact our joint efforts continue to have on individual lives and the overall community of which we are a part.*

*I am pleased to provide you with this report which will provide you with insight and detail about Central Susquehanna Opportunities and our accomplishments throughout the past year. We are also very proud and wish to especially highlight the client success stories that are included in this report. We continue to remain committed to helping families move from poverty to self sufficiency. It is also our sincere hope that the information found within this report will inspire you to join us in making a difference in providing a positive influence in changing people's lives.*

*Central Susquehanna Opportunities could not do this critical work without our dedicated committed staff and the support of many individuals and organizations. We are deeply gratified for the dedicated support of our board leadership, donors, sponsors, and the communities who help us serve others. On behalf of the many that we have served together, thank you!*

Regards,



Barry McLaughlin  
Chief Executive Officer



Barry McLaughlin

# Board of Directors

## Officers

Eric Rowe	Chair
Greg Sacavage	Vice Chair
Doug Diven	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
Sandra Robbins	The Honorable David Millard, 109th Legislative District Representative
Chris Grayson	Northumberland County Controller
Bernie Swank	Mayor of Danville
Paul Leshinskie	Coal Township Commissioner

## Low Income Representatives

Greg Sacavage	Mount Carmel Area School District
Bryan Hagenbuch	CMSU Service System
Wendy Herrold	Northumberland Borough Housing Corporation
Douglas Diven	HandUp Foundation
Rich Kisner	Columbia County Housing & Redevelopment Authority
Thomas Dougher	Gate House

## Private Sector/Other Community Representative

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
Kevin Varano	Varano's Warehouse



Eric Rowe, Chair



Greg Sacavage, Vice Chair



Doug Diven, Secretary



Bernie Swank, Treasurer



## All Staff Meeting & Staff Recognition

In October CSO, Inc. held our All Staff Meeting at the Silver Moon Banquet Hall in Lewisburg. Doug Diven, CSO, Inc. Board Secretary, (pictured lower left) made opening comments. Staff member presented information about their program. Steve Engle from Purdy Insurance discussed investing for retirement. A friendly game of Family Feud was held as a team building activity. Staff Member were recognized for years of service. (Back Row from left to right Elaine Kerr—5 Years of Service, Becky Stender—5 Years of Service, Lari Thomas—5 Years of Service, (front row from left to right) Megan Bair—15 Years of Service, Courtney Hamm—10 Years of Service, Melissa Bozza—10 Years of Service, Jenn Gotaskie—5 Years of Service, Michael Samson—5 Years of Service.





## Partnerships Keep Getting Stronger

The PA CareerLink® fostered regional collaboration with businesses, community agencies and partnering agencies located in PA CareerLink®. With a focus of on WIOA, we promoted and aligned workforce development programs with regional economic development strategies to meet the needs of local and regional employers.

Our Business Development Seminars offered solutions to some of the workforce needs identified from the businesses in our community. Unemployment Compensation Topics, New Hire Reporting Compliance, Federal Contracting Compliance, Social Media Platforms and Navigating a Multigenerational Workforce were a main focus over the past year.

WIOA contributes to economic growth and business expansion by ensuring the workforce system is job-driven by matching employers with skilled individuals. Recognizing that the local workforce area has high priority positions to be filled for our employers, we have developed workshops that connect employers to job seekers in these fields. These workshops include Transportation Tuesday, Careers in Caring, Building your Career in the Construction Business and Manufacturer's Day events.



## Career Fairs Attract Record Numbers

In partnership with Backyard Broadcasting and iHeart Media, career fairs in our region reached an all-time high in job seeker and vendor attendance. Advertising provided, promotion by PA CareerLink® staff appearing as guests on live morning shows and broadcasts live on location enhanced the quality of the career fairs and helped to make the events bigger and better than ever. Recognizing that the beginning of the year is the busiest at the Lycoming County site, for the first time, their career fair was held in February and it led to record attendance of 775 job seekers. In October, the first annual career fair was held in Union County and reached maximum capacity of over 50 vendors in attendance. Many employers provided positive feedback on PA CareerLink® Career Fairs stating they attracted quality applicants and helped them to reach their hiring goals.

## Manufacturing ROCKS!

Manufacturing isn't what it used to be. This industry is often thought of as dangerous, dark, and dirty but in reality modern manufacturing is highly technical. Manufacturing Day is an annual national event in October that provides an opportunity for manufacturers to open their doors for tours, meet with job seekers, and get out in the community to showcase modern manufacturing technology and careers. This is the second year that the PA CareerLink® sites have hosted MFG Day events to highlight local employers. This past October, the Sunbury site organized a manufacturing job fair, Bloomsburg promoted local manufacturers by showcasing their business and the Lock Haven site scheduled multiple tours for local students. The Williamsport site hosted a community event themed "Rock MFG". These events along with daily discussions with employers and job seekers are in efforts to address the anticipated skills gap by changing the public's perception of manufacturing and encouraging students to pursue manufacturing careers.



# Workforce Development



An employee-owned fabrication company that started with a small group of employees about 50 years ago, PMF Industries now

employs 105 workers and manufactures more than 500 products for a variety of prime aerospace corporations from engineering concept to completion. Finished products range from frozen beverage dispensers to engine housings for commercial and military aircraft.

This company expanded into a 150,000-square-foot facility where 20 percent of its 105 workers are veterans. Its AS/ISO certified program applies Six Sigma principles to their manufacturing processes, which include: flow forming, rotoforming, electromagnetic forming, hydroforming, laser cutting, machining, heat treating and press forming. PMF remains a pioneer in the manufacturing markets by continually expanding their expertise and capabilities to a broad array of industries, including aerospace; defense; pharmaceutical; filtration; food and beverage; micro-electronics; medical; pulp and paper; environmental; nuclear; and power generation.

PMF's partnership with the PA CareerLink® since 2003 includes the posting of job openings on JobGateway® and participation in career fairs, Office of Vocational Rehabilitation events, and the PA CareerLink® "Rock" Manufacturing Day. Recently, the company worked with the PA CareerLink® career pathways team to map careers for occupations within the company.

PMF invests time and resources in the development of the next generation of workers and promotes manufacturing as a rewarding and in-demand occupation at local schools and colleges, offering tours, speaking in classrooms, and serving on boards or committees for the Loyalsock School District, HOPE Enterprise, and Pennsylvania College of Technology. PMF's management is also active in Lycoming College and involved with its Innovative Manufacturers' Center. PMF's forward thinking has enabled the company to grow through programs, philosophies and community leadership that include developing a pipeline and continuing to provide rewarding careers in manufacturing.



## Local Employer Partners Recognized for their Workforce Development Efforts

With two employer nomination awards, a career pathways workshop, and an employer roundtable, our region's strong employer relationships were highlighted at the annual PA Workforce Development Association conference in Hershey this past May. The PA CareerLink® Columbia/Montour and PA CareerLink® Lycoming both submitted winning employer nominations for PWDA awards. Berwick Offray was awarded the PA Hall of Fame of Champions of Older Workers 2016 Outstanding Employer and PMF Industries, Inc. received the 2016 Governor's Job Creation Award. The Lycoming Business Services Team and PMF Industries conducted a presentation "Working with Employers to Enhance Career Pathways Strategies". This workshop focused on creating career pathway maps with local employers which aligns with WIOA requirements. PMF also participated in an employer roundtable on employer needs and the future of workforce.

*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.*





# Camp Steam

During summer following 10th grade, Bridges to the Future students participated in a two week integrated learning experience called Camp STEAM (Science, Technology, Engineering, Arts and Math). Students had the opportunity to explore STEAM careers in more depth during the camp. Camp STEAM activities focused on career exploration through the use of business tours and employer guest speakers. Other activities included soft skills workshops, financial literacy training, entrepreneurial skills sessions, and leadership activities. CSO will offer a stipend of \$250 to youth during this two week activity as an incentive for participation.



## Camp Steam Wood-Mode Tour

Mid-West's Camp STEAM wrapped up their two week camp with a tour of Wood-Mode, Inc. TStudents had a in depth experience with the opportunity to explore STEAM careers during the camp. The Wood-Mode, Inc. facility is over one million square feet and provides the ideal setting to demonstrate career pathways in a workplace setting.

They produce 25,000 custom parts per week and are unparalleled in the industry. Their cabinets combine state-of-the-art technology with fine craftsmanship by experienced artisans. Cabinets and various other components such as countertops, trim, beadboard, etc. are meticulously crafted per order specifications, with infinite possibilities for customization.

Wood-Mode attracts the best workforce by offering an excellent benefits package and generous starting wages with weekly attendance bonuses, as well as offering opportunities for continued training and education and advancement opportunities. They place much value on safety, improving processes, streamlining procedures, and maintaining a green facility.



## Paid Work Experience



During the summer following 11th grade, students enrolled with Bridges to the Future had the opportunity to participate in the Paid Work Experience component of the program. After completing career exploration and self-discovery activities in 11th grade, students were placed with local employers to work for eight weeks. They received an increase in pay from last summer, earning \$8 an hour during this experience. Employment ranged from childcare and nursing to construction and landscaping with many interests in between. Students were able to gain insight into the workforce and their interests. Some students remained involved with their employer, as they continue to provide volunteer services and with one student even gaining permanent employment.

# Workforce Development

## Success Stories!

Daria Datsenko is an extraordinary young lady. She moved from Ukraine to the United States in 2010 to create a better life for herself. In 2011, Daria gave birth to her first child, a son. She worked very hard to establish residency and in 2012 obtained her driver's license. In 2013, Daria gave birth to her second child, a daughter. It was not until 2014 that Daria acquired her green card, allowing her to legally find employment in the United States and provide a stable life for her family. In the meantime, Daria worked very hard pursuing her ultimate career goal of becoming a Registered Nurse. Daria's passion for health care was the driving force behind her motivation, mainly because she knew that a career in health care would create job security and would be able to provide for her family. Daria aspired to be a nurse from a young age and knew she would reach her goal one day. Daria completed her Certified Nursing Assistant training and achieved her CNA Certificate while enrolled in the Adult Program (WIA) at Williamsport where she received funding for training. Daria continued her education in the Health Care field in 2014 by applying to the WATCH program through the Central Susquehanna Intermediate Unit. Daria was accepted to the WATCH program when she began her training for Licensed Practical Nurse at the Central Susquehanna LPN Center in Lewisburg. While completing her LPN training, Daria found employment at Geisinger Health System in March 2014. Daria was hired for interim staffing and did mostly clerical work. This employment was a perfect opportunity for Daria to balance employment and training. Daria completed her LPN training in August 2015 and enrolled in the EARN program, sponsored by Central Susquehanna Opportunities at Sunbury PA CareerLink®, in October.

At the time of enrollment, Daria was studying to take her Licensed Practical Nurse exam. She was also working at Geisinger Health System. The EARN program at PA CareerLink®, Sunbury, provided her the time and support to study for her exam. Daria utilized the Milton Literacy Center, as well, to help study for her LPN exam. Daria worked with her Workforce Specialist to create and update her resume as well as create a cover letter and reference page. In just a short time, Daria was offered employment with Evangelical Community Hospital as a Medical Assistant making \$11.35 per hour. Daria continued to work at Geisinger Health System, as well as accepted the employment offer from Evangelical Community Hospital. Also in October, Daria took her LPN State Board test and passed. She is now a Licensed Practical Nurse in the state of Pennsylvania. Daria was promoted to a Licensed Practical Nurse position with Evangelical Community Hospital and is now making \$14.34 per hour.

Daria has succeeded at a new life in a new country. She has two beautiful children and a successful career. Daria attributes her successes to wanting to set a good example and be a great role model for her children. Currently, Daria is still working at Geisinger Health System making \$12.50 per hour in an interim clerical staffing position as well as working at Evangelical Community Hospital as a Licensed Practical Nurse. Daria is not finished pursuing her career goal of becoming a Registered Nurse. Daria is working closely with her Workforce Specialist in the EARN program to explore educational providers as well as funding options and hopes to return to school at Penn College of Technology in the upcoming Fall or Spring Semester.





***"Do something. If it works, do more of it.  
If it doesn't, do something else."***  
Franklin D. Roosevelt



FY 2015 proved to be a challenge for many agencies across the Commonwealth. The state budget impasse required exceptional fiscal diligence on the part of Community Action staff. Coupled with prudent long-term planning, CSO Community Action Agency was able to weather the economic storm and emerge with renewed vitality. While some agencies were forced to suspend programs or borrow funds, CSO continued providing services to those in need.

Beginning in July, 2015, CSO became the administrator of the Northumberland County Adult Services Department. A natural fit for our agency, this program enabled us to continue providing emergency housing assistance through the Homeless Assistance Program (HAP) and the Human Services Development Fund (HSDF). The Home-Delivered Meals and Food Pantry Programs were also added to our menu through this partnership with Northumberland County.



Moving through the fall into winter, CSO was prepared for the home heating season. Beginning in November, Case Managers were busy helping customers with LIHEAP applications. We were also ready to field requests for additional heating services if needed. Funds were available through our own CSO CARES program as well as the Central Susquehanna Community Foundation Program.

For the 5th year, CSO teamed with Brewser's Sports Grille and numerous other donors to "Keep Our Kids Warm" 2015 was a record year for this annual initiative that provides new coats for children in need. CSO received over 350 requests for coats from throughout the service area. The need exceeded our resources this year, but we were able to secure enough donations to fill all requests.

CSO was a distribution point for the annual Toys for Tots program. This year, we disbursed a literal truckload of toys to area families in need. In addition, CSO staff "adopted" several children in our service area and purchased clothing and other gifts. This is just one example of the personal generosity of our staff members, who are always willing to go the extra mile.

CAA staff members are active volunteers in the communities where they live and work. They participate in a wide variety of activities and serve on numerous boards and committees like United Way, faith-based organizations, and fire companies, to name a few. As you can see, Community Action does not end when we leave the office- it is a lifestyle.



# Community Action

## Justice Bridge Housing Program

*"We were born to succeed, not to fail."*

Henry David Thoreau



A common thread shared by many Community Action clients is past criminal offenses. Depending on the charges, finding housing and employment are often huge obstacles. CSO provides a non-judgmental approach to helping these individuals, hoping that self-sufficiency will prevent recidivism.

Let's talk about "Jim".

Jim is 34 years old and was released from prison on August 1, 2015. Jim was identified as a good prospect for the Justice Bridge program, which would provide him with housing assistance until he could provide for himself. In addition to his criminal background, Jim was also a former drug user. Maintaining sobriety was yet another hurdle for him to clear.

Before Jim was even released from prison, CSO's Housing Coordinator (who works in conjunction with Northumberland County Behavioral Health/Intellectual Development Services) identified a decent rental unit and obtained furniture donated by a local store. Other household items were collected and the apartment was ready for its new tenant.

CSO was the first stop for Jim on August 1. He was introduced to a Case Manager who helped him apply for SNAP and gave him a Weis gift card to purchase some food items. He was also given a list of free food resources in the area, and a schedule of AA/NA meetings that he could walk to. Once Jim was settled into freedom, his job search began. Through visits to CSO's JOBS Center, Jim created a resume' and applied for numerous jobs. He was turned down numerous times until finally, one day, he knocked on the right door. Since then, Jim has been working and paying a portion of his rent and utilities. Soon, his year in the Justice Bridge program will end and he will be responsible for all of his expenses aside from his Section 8 subsidy.

During the past year, Jim has remained sober and is building a loving and nurturing relationship with his 4-year old son, whom he sees on a regular basis. Jim tells us that he learned several things throughout this experience:

"No one can help you if you don't truly want to help yourself!"

"There are many people who are willing to help- surround yourself with those people."

"Try to help someone else when you can."

## Poverty Simulation

*"Anyone who has struggled with poverty knows how extremely expensive it is to be poor."* - James Baldwin

At CAA, we see the effects of poverty every day. In fact, we see it so often that at times, we become impervious to it. As professionals, we must show equal parts of sympathy, objectiveness, and practicality.

In order for "lay people" to understand the struggles of the needy, CSO Community Action staff have facilitated Poverty Simulations at locations throughout the tri-county service area. Participants are often humbled by the experience, which is an excellent educational tool.

## CSO Cares For Saving

*"A penny saved is a penny earned."* - Benjamin Franklin

CSO's mission is to promote self-sufficiency. Our popular CARES for Saving Program encourages frugal economic practice by matching customer savings 100% up to \$400 during a six-month period. The proceeds of the savings account are payable to the home heating vendor.

Through the course of the saving period, clients attend four financial literacy workshops. The concept of saving is constantly reinforced. During 2015, 26 households received savings of \$10,320.24 plus matching funds. That's almost \$800 per household!

# Financial Literacy

*"The next best thing to being there..."*

Bell Telephone c.1965

CAA's Financial Literacy Program implemented the Poly-Com Real Presence Group System this past year. This system allows our instructor to facilitate workshops at three sites simultaneously: Shamokin CAA, Sunbury the PA CareerLink®, and Bloomsburg the PA CareerLink® satellite.

The benefits of using the Poly-Com are significant: workshops may be delivered to more customers at one time; travel expense for the instructor and clients is reduced. Since consumers must complete the workshops before requesting supportive services, use of the Poly-Com cuts down on the time required for clients to receive financial assistance. It's a win-win for staff and customers alike.

During the past fiscal year, 605 individuals increased their financial acumen by attending workshops. Basic Budgeting is still a required workshop for CSBG; other popular topics include PPL E-PowerWise, Identity Theft & Grocery Getter.



**"Our partnership with CSO Community Action Agency has been invaluable, allowing us to maximize resources in a way that creates the ultimate impact while providing the best return on investment. Most importantly, I've seen first-hand how case management has changed people's lives."**

Joanne Troutman / President & CEO / Greater Susquehanna Valley United Way



## Jobs Center

*"Work is Victory."* -Ralph Waldo Emerson

CSO's JOBS (Job Opportunities Boost Self-Sufficiency) Center began its sophomore year in January, 2016. The success of this innovative program did not go unnoticed. CSO was cited in the WIOAA Draft State Plan for a DCED Best Practice, and was also awarded additional discretionary funds from DCED.

Sustainability is our goal. CAA is working to identify and secure various avenues of funding so that we may continue to provide this vital service. During fiscal year 2015, 1,657 employment-related services were provided at the Shamokin site.

## Job Shadowing

*"A moment's insight is sometimes worth a life's experience."*

Oliver Wendell Holmes

Sophomore students from Lourdes Regional, Mt. Carmel and Shamokin Area High Schools had a chance to participate in job shadowing with the STEAM Program.

STEAM is an acronym for Science, Technology, Engineering, Art and Math. CSO joins forces with the Central Susquehanna Intermediate Unit (CSIU) to provide this invaluable educational program to area students each year.

Job shadowing is rewarding for students and mentors alike. Positive feedback from all involved indicates that the program is an annual success!





# Organizational Standards

*"Discipline is just doing the same thing the right way whether anyone's watching or not." - Michael J. Fox*

At CSO, that's how we roll. When the federal Office of Community Service (OCS) set forth formal organizational standards in 2012, we already had a huge head start.

The 58 standards of accountability address three broad categories: Maximum Feasible Participation, Vision and Direction, and Operations and Accountability. Our staff has met all requirements, which are now formally a part of the CSBG contract.

The benchmarks cover areas such as leadership, governance, financial management, human resources, strategic planning, customer input, community engagement, community assessment, and statistical analysis. While compliance with the standards seemed like a daunting task at first, we realized that we were "doing the same thing the right way whether anyone 's watching or not"

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## Needs Assessment

*"Public opinion is the thermometer a monarch should constantly consult." - Napoleon I*

In essence, it is public opinion that directs the flow of CSBG dollars in our area. In September, 2015, CAA submitted our comprehensive Needs Assessment data to Bloomsburg University for analysis. The result is a 2-inch binder chock full of information pertaining to the education, employment and economics of Columbia, Montour and Northumberland Counties. A synopsis of the report was presented to the CSO Board of Directors for review and approval. It is also available to any interested parties who wish to have an accurate look at the state of our region.

The purpose of the Needs Assessment is two-fold: to examine the success (or failure) of existing programs and to determine what services are needed moving forward. CAA's Annual Work Plan is written using the results of the survey so that we may better serve our communities.

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## Home Ownership Opportunity

*"People usually are the happiest at home." - William Shakespeare*

In 2015, CSO Community Action Agency acquired a property in Shamokin through the Wells Fargo.... Today the home is ready for a new owner.

## Urban Community and Stabilization Program

During the past year, extensive renovations were completed at 819 E. Sunbury St. including new siding, carpeting, bathroom fixtures, furnace, hot water heater and fresh paint throughout. The work was accomplished through our partnership with the Hand-Up Foundation, which provided materials and labor. CSO staff also chipped in with some elbow grease and a few finishing touches.

The intent of the Wells Fargo's Community and Stabilization Program is to rehabilitate a house that will become a home for a low-income family. CSO is proud to offer this "home" for sale in the community.



## Success Stories

*"In their own words.."*

*When I was awaiting an SSD appeal date, I was living on a quickly dwindling bank account. I searched the internet thinking there had to be help out there for people in my situation. What I found were many sad stories on message boards saying there is no help. I'm glad I researched further and found CSO.*

*Calling them proved that there is help in this area. My Case Manager Kathie helped me many times in various ways. Sometimes it was a one-time thing but it got me through until the next month or next challenge. CSO has resources that the average person wouldn't be aware of.*

*I recently got a favorable SSD verdict! I am very grateful to CSO and the help I received from them that helped me get through the long waiting period. Thanks CSO!*

**Lisa Zartman**



*I wanted to write to you to thank you for the interesting and informative classes that are available at CSO. Your presentations are very professional and my Brother Robert has enjoyed attending and learning how to handle everyday issues that come before him.*

*Also, I'd like to let you know how helpful the programs are to assist him in covering his heating needs. He has had 2 caseworkers since we've discovered and both have done a great job on giving him advice on the opportunities available to him.*

*I look forward to future classes with you.*

*Thanks again, CSO has been very helpful for my Brother.*

*Sincerely,*

**Carl J. Maus**

# Statement of Financial Activity

## Fiscal Year Ended June 30, 2015

<b>REVENUE:</b>		
Federal, State and Local Grant funding	\$ 3,467,452	92.92%
Fundraising	\$ 115,365	3.09%
Fees, contracts and other revenue	\$ 148,719	3.99%
<b>TOTAL REVENUE</b>	<b>\$ 3,731,536</b>	<b>100.00%</b>
<b>OPERATING EXPENSES:</b>		
<i>Program Services</i>		
Workforce Invest. Act - Adult	\$ 531,223	14.27%
Workforce Invest. Act - Youth	\$ 1,121,207	30.11%
Workforce Invest. Act - Dislocated Worker	\$ 642,776	17.26%
Dept. of Public Welfare - EARN program	\$ 553,399	14.86%
Dept. of Public Welfare - Work Ready program	\$ 109,308	2.94%
Special Workforce Programs	\$ 13,214	0.35%
Community Service Block Grant (CSBG)	\$ 458,395	12.31%
Food Stamp Participation program	\$ 80,750	2.17%
Community Action Programs	\$ 70,177	1.88%
School to Work	\$ 5,209	0.14%
CSO CARES - Emergency Energy Assistance program	\$ 13,443	0.36%
Volunteer Income Tax Assistance (VITA) program	\$ 6,638	0.18%
Other	\$ 17,837	0.48%
Total program services	\$ 3,623,576	97.31%
General and Administrative	\$ 75,605	2.03%
Fundraising	\$ 24,633	0.66%
Total supporting services	\$ 100,238	2.69%
<b>TOTAL EXPENSES</b>	<b>\$ 3,723,814</b>	<b>100.00%</b>
Change in Net Assets	\$ 7,722	
Net Assets - Beginning of Year	\$ 219,032	
Net Assets - End of Year	\$ 226,754	
<b>ASSETS:</b>		
Cash and cash equivalents	\$ 158,458	26.24%
Accounts receivable	\$ 384,376	63.66%
Land	\$ 2,031	0.34%
Construction in Progress	\$ 17,112	2.83%
Buildings	\$ 41,804	6.92%
<b>TOTAL ASSETS</b>	<b>\$ 603,781</b>	<b>100.00%</b>
<b>LIABILITIES AND NET ASSETS:</b>		
<i>Liabilities</i>		
Accounts payable	\$ 24,331	4.03%
Accrued expenses	\$ 247,106	40.93%
Accrued leave	\$ 105,590	17.49%
<b>TOTAL LIABILITIES</b>	<b>\$ 377,027</b>	<b>62.44%</b>
<i>Net Assets</i>		
Unrestricted	\$ 148,643	24.62%
Temporarily restricted	\$ 78,111	12.94%
<b>TOTAL NET ASSETS</b>	<b>\$ 226,754</b>	<b>37.56%</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 603,781</b>	<b>100.00%</b>

**CSO, Inc. Current Ratio: 1.60**

What does this mean? Current Ratio equals assets divided by total liabilities. It is a measure of a company's ability to meet short-term debt obligations; the higher the ratio, the more liquid a the company is. A current ratio greater than one is desirable.



## **CSO Central and Community Action Agency**

2 East Arch Street  
Shamokin, PA 17872  
Phone: 570-644-6575



## **CSO Community Action Agency**

16 Sherwood Drive  
Bloomsburg, PA 17815  
570-412-2830



## **PA CareerLink® Clinton County**

8 North Grove Street, Suite F  
Lock Haven, PA 17745  
Phone: 570-893-4022  
TTY: 570-893-2989



## **PA CareerLink® Lycoming County**

329 Pine Street  
Williamsport, PA 17701  
Phone: 570-601-5465  
TTY: 570-601-1754



## **PA CareerLink® Columbia/Montour Counties**

415 Central Rd Suite 2  
Bloomsburg, PA 17815  
Phone: 570-387-6288  
TTY: 570-387-4294



## **PA CareerLink® Northumberland/Snyder/Union Counties**

225 Market Street  
Sunbury, PA 17801  
Phone: 570-988-7300  
TTY: 570-268-8293



# Thanks for your support!

## 2015 Sportsman Raffle!

Every year the CSO Sportsman Raffle gets bigger and better! For the last 5 years CSO has been attending local events to sell the raffle tickets, and after five years the tickets sell themselves; we have ticket purchasers looking for CSO's booth in order to take a chance and support CSO!

**WE PUT THE  
FUN  
IN FUNDRAISING**

CSO continues to add new fundraiser each year. This year there were hoagie sales, Bacon Coffee Sales, Community days at local restaurants were held where a portion of the bill is donated to CSO, the restaurants who participated were Brewsters Sports Grille, Sweet Frog, and Hoss's Steak House. Five Below held a week long event where a portion of sales was donation. Thanks to everyone who took time to attend these events or purchase items for sale to support CSO, Inc.!

## 2016 Raise the Region

The Raise the Region event held in early March is a 30 hour online fundraising event.

Raise the Region was a huge success, raising a total of \$1,300,723 for 295 nonprofits across north central Pennsylvania. CSO won the Wal-Mart Green Flag Prize of \$1000 and raised \$2980.

Dedicated staff members attended the early morning kick off event. Pictured from left to right are Carolyn Adrian, Jamie Mercaldo, Harry Morgan, Chase Higgins, Richard Higgins, Andrea Kehler, Michele Brosius and Kathie O'Grady



### Golf Classic

The 11th Annual Golf Classic was held on July 13, 2015 at Frosty Valley Country Club in Danville, PA. The sun was shining on the 20 plus teams that participated in the event.



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](http://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.





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*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