



2017 - 2018

ANNUAL REPORT
Helping Communities Bridge Gaps



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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Dear Friends,

It is both an honor and privilege to serve as the Chief Executive Officer of Central Susquehanna Opportunities, Inc. ("CSO") - "A Community Action Agency". This role has provided me with an opportunity to lead a dynamic organization. As an agency, our primary goal is to empower individuals and families within our communities to achieve self-sufficiency. It is only through the tireless work of our dedicated staff, and the support of our board of directors, that we can reach this goal.

2017/2018 was a great year for CSO, full of change and progress. We welcomed new staff, new partners and new board members. Indeed, CSO has been constantly growing and learning through its involvement with community partners. We saw an increase in funding and services in our housing programs this year. We are actively involved in the Opioid Coalitions, striving to stay at the forefront of the epidemic. In addition, it was the first year for our Link Mobile Career Center, which has been well received within our communities.

This year has also been a transition year for our agency. This time of transition provided us with an opportunity to examine and consider where we can make improvements in our performance so that we are better able to service our stakeholders, partners and consumers in the communities. Serving our communities requires that we listen to what is needed, act on the input we receive about expectations and create services that fulfill the needs. We also must continually evaluate and determine if the community is satisfied with our efforts. We are committed to this endeavor and we have, and will continue to, work cooperatively to address our customer's need.

CSO is honored by the support we receive from our partners in our communities and we remain committed to our mission and vision. We continue helping families and the communities we serve prosper. Our success is the community's success. With the ongoing support of our funders, partners, board and volunteers, CSO is ready for the challenges and achievements ahead in the upcoming year.

It is with great pride and accomplishment that I present the Central Susquehanna Opportunities, Inc. year in review. This report highlights many notable achievements. I am proud to celebrate these achievements and the continued progress of our programs.

On behalf of CSO's Board of Directors and Management, I would like to thank our dedicated staff, our funders, and our sponsors.

Sincerely,

Gale Zalar, Chief Executive Officer

Board of Directors

Officers



Greg Sacavage
Chair



Kevin Varano
Vice Chair



Doug Diven
Secretary



Rich Kisner
Treasurer

LOCAL ELECTED OFFICIALS OR THEIR REPRESENTATIVE

Harold Hurst	The Honorable Kurt Masser, 107 th Legislative District Representative
Martha Milbrand	The Honorable John Gordner, 27 th Senatorial District Representative
Sandra Robbins	The Honorable David Millard, 109 th District Representative
Chris Grayson	Northumberland County Controller
Tyler Dombroski	Mayor of Washingtonville
William Cole	Magisterial District Judge

PRIVATE SECTOR/OTHER COMMUNITY REPRESENTATIVE

Mike Roberts	The Roberts Company
Lake Randall	Mid-Penn Engineering Corporation
Robert Garrett	Greater Susquehanna Valley Chamber of Commerce
Sandra Mattocks	Mifflinburg Area School District
Tracy Gillespie	Columbia/Montour Area Vocational Technical School
Kevin Varano	Varano's Warehouse

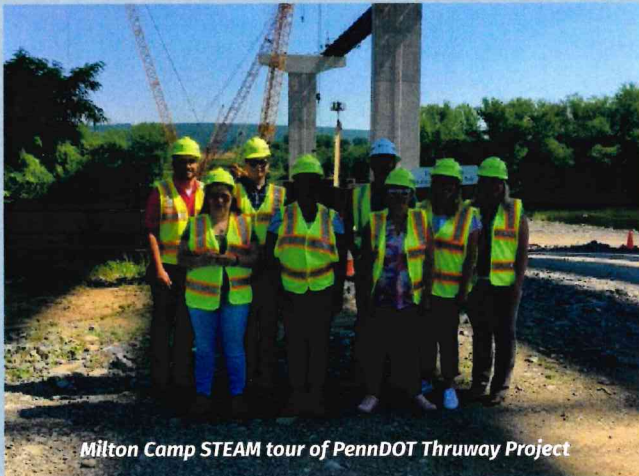
LOW INCOME REPRESENTATIVES

Greg Sacavage	Mount Carmel Area School District
Bryan Hagenbuch	CMSU Developmental Services
Wendy Herrold	Northumberland Borough Housing Corporation
Douglas Diven	HandUp Foundation
Rich Kisner	Community Strategies Group
Thomas Dougher	The Gate House

Workforce Development



CSO was awarded a grant to operate The Link, Mobile Career Center, effective July 1, 2017. The Link is equipped with seven computer workstations, internet access, printing and a presentation screen. It allows CSO to provide workforce development services to businesses and job seekers in underserved parts of our region. During its first year of operation, the Link served over 1,200 job seekers in the Central PA region.



Milton Camp STEAM tour of PennDOT Thruway Project

YOUTH PROGRAM

As part of the In-School Youth Bridges to the Future program, students complete a 2-week Camp STEAM the summer going into their Junior year of High School. During the two weeks, the students participated in a variety of STEAM focused activities including a bridge building competition, leadership development activities, job skill lessons, and tours of local businesses. Students learned about different careers and the skills needed for those careers. On business tours, employers offered insight into what a career at the work site looks like and what they look for in employees.

HALEY BLOOM

Central Mountain High School Senior Intern Haley Bloom provided a presentation during a PA CareerLink® Camp STEAM tour at her summer work site, Potter's Palette. Haley provided the group with a business tour and details on the activities, projects and classes offered. Haley completed her 8-week Paid Work Experience and was then offered employment with Potter's Palette!



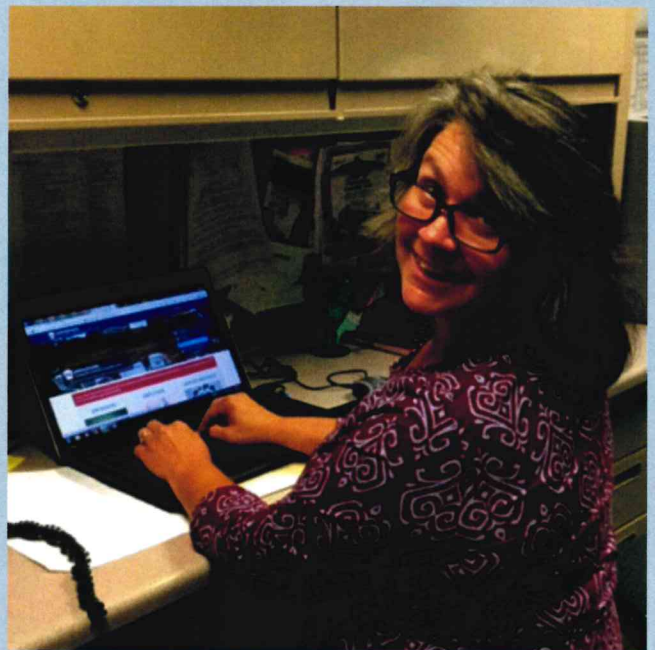
ADULT / DISLOCATED WORKER PROGRAM

DEAN FEDDER

Dean Fedder enrolled in the WIOA Adult program at the PA CareerLink® Columbia/Montour Counties with the goal of becoming a diesel mechanic. He was attending the Heavy-Duty Diesel Technology/Diesel Mechanics program at the Central PA Diesel Institute but also wanted to attain his Commercial Driver's License (CDL).

Dean worked with Workforce Specialist, Wendy Gearhart, and received financial assistance through WIOA for CDL training. He enrolled at SAGE Truck Driving School, completed his training and passed his CDL test on May 4, 2018. While attending both training programs, he obtained employment as a starting technician at Metropolitan Trucking working 30 hours a week earning \$13.00 an hour.

On June 7, 2018, he successfully completed his training and received an award of excellence for maintaining a high academic standing. He was promoted to full time employment at Metropolitan Trucking working up to 50 hours per week earning \$15.00 an hour with benefits.



Lori Dremel, Adult Workforce Specialist at the PA CareerLink® Clinton County, works in partnership with the Clinton County Prison to reduce recidivism by assisting customers with job searching and obtaining employment.



EARN PROGRAM

CSO's Employment And Retention Network (EARN) program provided case management, skills training, work activities, job placement and retention services to over 300 low income families with barriers to gaining and maintaining employment throughout the nine-county region.



Trisha Bertin receives her award at the Annual Pennsylvania Workforce Development Conference in May.

Trisha Bertin is a single mother from Clinton County and a domestic abuse survivor. After leaving her son's father when her son was only 10 months old, she found herself living on a child support payment of \$276 per month. The longest she had ever held a job was for a year when she was a teenager. Trisha was not certain what her next step was, but she knew that she needed to make a change. She started her journey to a new life in August 2017 when she enrolled in CSO's Central PA EARN Program.

From the start, Trisha was eager for opportunities to make real changes in her life that would benefit her and her son. She actively participated in program activities, benefiting from one-on-one individualized support while taking advantage of group workshops and peer learning. When Trisha came to the EARN program, she reported that she wanted to obtain a position as a custodian. After completing the career readiness workshops, she learned that she had many skills to offer employers.

To gain office experience, Trisha completed community service onsite at the PA CareerLink® Lycoming County. She went above and beyond to assist EARN staff. In the process, she realized that she genuinely enjoyed working with the public and helping other people. When Trisha saw a job posting for the position of administrative assistant with CSO at the PA CareerLink® Clinton County, she recognized it as an opportunity to turn her passion for helping others into a career. She successfully interviewed

and was offered the position earning \$12.17 per hour.

Trisha is currently focused on her employment and on completing volunteer training with The Women's Center to be able to help other survivors of domestic abuse. She has been able to reinstate her driver's license and repair her vehicle and is looking forward to her future with renewed confidence. She recently volunteered to participate in a video designed to increase EARN enrollments because she wants to help others see EARN as an opportunity to gain stability and hope for their families.



CSO's EARN program provides services to meet the needs of the whole family. Last holiday season EARN staff coordinated a fun filled holiday party for customers and their children.

Community Action Agency

War on Drugs:

In 2018, many families were concerned with the rise in opioid and illegal substance abuse. The misuse of and addiction to opioids became a serious national crisis affecting social and economic welfare. CSO is actively participating with the Northumberland County Opioid Coalition and the Columbia/Montour United Way Recovery Coalition to help overcome the crisis. Both groups are led by a facilitator from the University of Pittsburgh School of Pharmacy's Program Evaluation and Research Unit (PERU) and to date, both groups have formulated 3-year plans and have begun putting goals and activities on their respective calendars.

We're #1!

In January 2018, CSO Community Action opened the first Coordinated Entry Access Site within the Central Valley Regional Homeless Advisory Board (RHAB). The Coordinated Entry System is mandated by the US Department of Housing and Urban Development (HUD) as part of its efforts to effectively reduce/end homelessness.

CSO serves homeless individuals in Bloomsburg, Milton, Shamokin, and Sunbury. Staff use a script questionnaire to assess them for prioritization of service. If determined homeless, they are placed on a "community que". Service providers registered to access the que outreach to the people listed to offer services.

More Housing News...

At the end of 2017, CSO was notified that our five-county collaborative grant application for the Emergency Solutions Grant (ESG) was approved with flying colors! Partners in the application include The Gatehouse (Montour County), Union/Snyder Community Action Agency, and Transitions of PA, a domestic violence agency. ESG provides rental arrears, security deposits, utility arrears, utility deposits, and other expenses to people with little or no income a population that does not qualify to receive services from other CSO programs. ESG is a perfect fit for CSO's mission of promoting self-sufficiency!

By the Numbers...

The end of the year provided an opportunity for bragging rights! Once again, CSO provided a bounty of services based on the needs of our communities. According to the Community Needs Assessment of 2015, four areas topped the list:

TOPIC OF NEED	INDIVIDUALS SERVED	# OF SERVICES PROVIDED
FOOD	3915	15131
HOUSING	1368	5027
UTILITIES	1049	2873
EMPLOYMENT	600	1372

CSO partners with Bloomsburg University to compile and analyze the results of Community Needs Assessment covering Columbia, Montour, and Northumberland Counties and will do so again to analyze the 2018 surveys. Other input will be gleaned from community partners such as Geisinger Health System (currently working on the Community Health Assessment), and the Columbia County Human Services Coalition.

Keep Our Kids Warm

Since its inception in 2011, Brewer's Sports Grille has generously dedicated a week each year to fundraising for CSO by donating \$1.00 from each check over \$20.00 to CSO's "Keep Our Kids Warm" project. The money raised is used toward the purchase of winter outerwear and blankets for hundreds of kids throughout Shamokin, Coal Township, Kulpmont and Mount Carmel.

The Salem United Church of Christ of Shamokin congregation donated hats, gloves, and scarves. St. Michael's Orthodox Church in Mount Carmel and the Pennsylvania Department of Transportation in Sunbury donated cases of warm coats. Last, but certainly not least, a big "hats off" must be given to the Knit Wits, a group from Nottingham Village in Northumberland which has knitted with love and donated, hundreds of hats, scarves and mittens to the "Keep Our Kids Warm" project!



Salem United Church of Christ of Shamokin



Lorrie Kaminsky, PennDOT Representative



Father Ignatius Hunter, Rector of St. Michael's Orthodox Church in Mount Carmel



In 2009, Melchora Kurtz moved to the United States from the Republic of the Philippines with hopes of living the American Dream. She had recently married her husband John and was anxious to begin a life with him here in Pennsylvania. During the first few years, life was good, and they were blessed with two children a daughter Chloe and a son John, Jr. Melchora was a stay at home mother while her husband was the provider for their family.

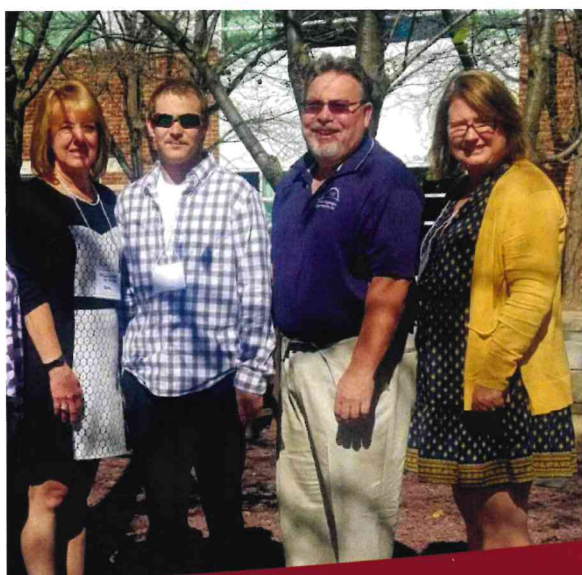
In December 2017, when her husband was incarcerated, she found her life crashing down around her and they lost their home. Until this point in her life, Melchora never had to worry about paying bills or having money for food and clothing. Now she was faced with being a single mother and providing for her two children.

Melchora first came to CSO on December 27, 2017. During the first few months of working with CSO, she developed a sense of trust and gratitude for the staff. It was not uncommon to see Melchora and her children visiting the office for any number of reasons. She met with her case manager numerous times and received a plethora of services. CSO helped her apply for and obtain SNAP benefits, public housing, child care, and employment. She received supportive services to pay for a

security deposit on an apartment, her driver's permit and she received gift cards for food until her SNAP benefits began. She and her children were connected to counseling services to help cope with their emotional needs.

In a short time, Melchora found part-time employment in housekeeping at Geisinger-Shamokin Area Community Hospital. CSO assisted her with getting fingerprinted for the job and by giving her a gift card to purchase uniforms. She received her first pay check on March 9, 2017. It wasn't much, but it was hers and she earned it. Remember, she had been out of the workforce for quite a while. In fact, she had never worked in the United States before.

In speaking with Melchora recently, she became emotional while talking about her experience with CSO. She thanked CSO for the support and friendship that was extended to her. She admits that there are still some bad days, but she keeps working and tries to stay strong for her children, teaching them the value of hard work and integrity. She hopes to clear another hurdle as she plans to take her driver's test soon. Her ultimate goal is to find employment that will enable her to be self-sufficient. CSO wishes her the best!



PANO CONFERENCE AUGUST 2017

CSO's quality work was recognized state-wide this year at the Pennsylvania Association of Non-profit Organizations (PANO) Collaborative Conference in State College. CSO's Self-Sufficiency Winner for the 2016 program year was honored. Former client David Britton and his family were guests at the annual Recognition Ceremony.



CAAP/DCED ANNUAL COMMUNITY ACTION SYMPOSIUM 2018

In April, staff attended the Annual Community Action Association of PA (CAAP) Conference in Harrisburg. Project Coordinator and Nationally Certified ROMA Implementer Melissa Farrow was invited to participate in a panel discussion about new program reporting practices. CSO was among the first agencies who implemented community initiatives ahead of the required 2019 date.



COMMUNITY ACTION DAY 2018 Community Action Day at CSO in Shamokin and Bloomsburg



May was National Community Action Month, a time when Community Action Agencies across the country tell their stories and share their successes! National Community Action Month was created by the Community Action Partnership to reinforce Community Action Agencies' role in helping low-income families achieve economic stability. During National Community Action Month, Community Action Agencies make the community action promise to help people and change by hosting events that help put a "face" on the families living in poverty and the dedicated individuals who are helping them escape it.

CSO held a Community Action Day celebration "What Can CSO Do for You?" on Wednesday, May 23rd at the CSO JOBS Room. Participants learned about case management, SNAP, housing solution options, financial literacy, and food pantries. Local human service vendors attended, and several local employers held on the spot interviews.

The following vendors attended Northumberland County Area Agency on Aging, Office of Vocational Rehabilitation (OVR), VNA/ Visiting Nurses, CSIU/GED, PCC-Corner of Hope, Summit Behavioral Health, Geisinger Health System. Plus, local employers, Tyson Foods, Great Dane, Integrity Staffing (Amazon), Universal Forest Products and Keystone Human Services, Community Resources for Independence (CRI), Age in Place Home Care and the PA CareerLink(R) Northumberland, Snyder and Union Counties.

FROZEN

CSO helped to coordinate a Winter Shelter in the Shamokin, Coal Township area during the Winter of 2017. The 24-hour shelter at the Shamokin-Coal Township Senior Action Center received monetary donations to provide overnight housing, pillows, blankets, food and clothing to 15 walk-ins including a displaced couple.

The outpouring of generosity displayed by volunteers and donors once again proved that residents and businesses care about their less fortunate neighbors and strangers.

The winter shelter was sponsored and manned by personnel from CSO the Northumberland County Area Agency on Aging, and State Representative Kurt Masser's office.

GSVUW Impact Award Kathie O'Grady 2018

Congratulations Kathie O'Grady for your Case Management skills! Kathie's services are one of the reasons CSO was selected as the recipient of the Mission United Award from The Greater Susquehanna Valley United Way (GSVUW). The Mission United Award is awarded to a community partner that facilitates or oversees a program that demonstrates positive measurable outcomes for residents in the valley and shows a clear mission that aligns with that of United Way and its Priorities for Impact.



SUCCESS STORY

CSO worked diligently with Deb from Milton to help her obtain employment. Deb said: "When I had nowhere to turn, I called CSO and agreed to accept case management. Staff helped me file for unemployment and I was approved for a partial claim. This gave me some money to help with my bills. They assisted me with updating my resumé, helped me apply for jobs online, referred me to places close to where I live, and even printed flyers to distribute for house cleaning. I got a quick response and picked up some part-time work. Since I started working with CSO, I have made connections with people who genuinely care about me and want to see me succeed, much like a family. I can't thank CSO enough for all the help they provided for me during this difficult time."

Statement of Financial Activity - Fiscal Year Ended June 30, 2017

REVENUE

Federal, State and Local Grant funding	\$ 3,398,190	92.6%
Fundraising	\$ 124,860	3.4%
Fees, contracts and other revenue	\$ 144,941	4.0%

TOTAL REVENUE	\$ 3,667,991	100.00%
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OPERATING EXPENSES

Program Services:

Workforce Invest. Act - Adult	\$ 476,482	13.5%
Workforce Invest. Act - Youth	\$ 745,557	21.1%
Workforce Invest. Act - Dislocated Worker/Rapid Response	\$ 467,792	13.2%
Dept. of Public Welfare - EARN program	\$ 758,238	21.5%
Dept. of Public Welfare - Work Ready program	\$ 125,436	3.6%
Special Workforce Programs	\$ 20,434	0.6%
Community Service Block Grant (CSBG)	\$ 334,786	9.5%
Food Stamp Participation Program	\$ 74,778	2.1%
Community Action Programs	\$ 330,203	9.3%
School to Work	\$ 19,190	0.5%
CSO CARES - Emergency Energy Assistance program	\$ 63,564	1.8%
Volunteer Income Tax Assistance (VITA) program	\$ 3,797	0.1%
Other	\$ 37,557	1.1%

TOTAL PROGRAM SERVICES	\$ 3,457,814	97.9%
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General and Administrative	\$ 43,828	1.2%
Fundraising	\$ 31,516	0.9%

TOTAL EXPENSES	\$ 3,533,158	100.00%
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NON-OPERATING EXPENSES

Loss on Disposal of Assets	\$ 8,268
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Change in Unrestricted Net Assets	\$ 126,565
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INCREASE IN NET ASSETS	\$ 126,565
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NET ASSETS - BEGINNING OF YEAR	\$ 268,544
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NET ASSETS - END OF YEAR	\$ 395,109
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Statement of Financial Position - Fiscal Year Ended June 30, 2017

ASSETS

Cash and cash equivalents	\$ 368,049	57.2%
Accounts receivable	\$ 269,132	41.8%
Prepaid Expense	\$ 5,988	1.0%
TOTAL ASSETS	\$ 643,169	100.00%

LIABILITIES AND NET ASSETS

Liabilities		
Accounts payable	\$ 25,933	4.0%
Accrued expenses	\$ 137,469	21.4%
Accrued leave	\$ 84,658	13.2%
TOTAL LIABILITIES	\$ 248,060	38.6%
Net Assets		
Unrestricted	\$ 395,109	61.4%
TOTAL NET ASSETS	\$ 395,109	61.4%
TOTAL LIABILITIES AND NET ASSETS	\$ 643,169	100.00%

CSO, Inc. Current Ratio: 1.59

What does this mean? Current Ratio equals total 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 the company is. A current ratio greater than one is desirable.



Thank You for Your Support

2018 CSO GOLF TOURNAMENT



The 13th Annual CSO Golf Tournament was held on July 10, 2017 at the Frosty Valley Country Club. The event included golf, themed basket raffle, 50/50 raffle, and a fantastic meal! Attendance for the event surpassed expectations, and a great summer day was enjoyed by all.



Thank You for Your Support

2018 SPORTSMAN RAFFLE



During the 2018 holiday season, CSO partnered with Bigfoot Radio to provide toys and clothing donated from local businesses and residents to children in need.



Our first CSO Spring Gala, held on April 28th was a hit. We are excited to have this fundraising event again in 2019!

ALL STAFF MEETING & STAFF RECOGNITION

October 9, 2017 • Front Street Station



Staff were recognized at our annual All Staff Meeting for their years of service with CSO. Congrats staff for all of your hard work and thank you for your dedication to CSO!



5 Years: Kathie O'Grady

10 Years: Pam Pesarchick
Jill Walter
Melissa Farrow
John Naradko

15 Years: Carolyn Adrian
Ralph Schenewerk

20 Years: Lori Dremel
Dan Klebon





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570-412-2830



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CSO Community Action Agency

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Sunbury, PA 17801
570-644-6575 ext. 174



PA CareerLink® Clinton County

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



PA CareerLink® Lycoming County

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



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415 Central Rd Suite 2
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**PA CareerLink®
Mifflin**

MCIDC Plaza, Bldg, 6395 SR 103 N
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814-548-7587



CSO
**Central Susquehanna
Opportunities, Inc.**



*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