



2016 - 2017

ANNUAL REPORT
Helping Communities Bridge Gaps



*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.



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.

Table of Contents

Executive Summary.....	3
Board of Directors/CSO Staff	4
Workforce Development.....	5
Community Action Programs.....	7
Financial Statements.....	9
Opioid Crisis.....	10
Fundraising Initiatives.....	11
Central Susquehanna Opportunities, Inc. Locations	12

Dear Community Stakeholders,

Throughout the past year CSO has successfully embraced many changes, including the continued revisions and implementation of the Workforce Innovation and Opportunities Act (WIOA) and expanded 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 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 present 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.

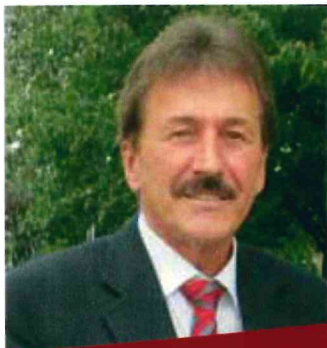
I announced my retirement effective June 30, 2017. It has been a rewarding and humbling experience leading this awesome organization over the past nine years. The CSO Board of Directors appointed Gale Zalar, Chief Executive Officer effective July 1, 2017. Gale has 34 years experience working in Workforce Development and Community Action Programs. She currently serves on the State Community Action Agency Association Board of Directors and has been in a leadership capacity with CSO since 2001. You can expect great accomplishments with Gale leading this organization in the future. She is a very knowledgeable, dedicated and professional individual with a passion to improve the lives of individuals and families in our communities.

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



Board of Directors

Officers



Greg Sacavage
Chair



Kevin Varano
Vice Chair



Doug Diven
Secretary



Bernie Swank
Treasurer

LOCAL ELECTED OFFICIALS OR THEIR REPRESENTATIVE

Harold Hurst	The Honorable Kurt Masser, 197 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
Bernie Swank	Mayor of Danville
Paul Leshinskie	Coal Township Commissioner

PRIVATE SECTOR/OTHER COMMUNITY REPRESENTATIVE

Mike Roberts	Keystone Staffing
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

All Staff Meeting & Staff Recognition

In October, 2016, CSO, Inc. held our All Staff Meeting at the Carriage Corner in Mifflinburg. Greg Sacavage, Board Chairman made opening comments. Staff members presented information about their program. Staff Members were recognized for years of service. Stacie Snyder was recognized for ten years of service.



Workforce Development

CAMP STEAM

During the 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 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. Students also studied various types of bridges and, in teams, built a model bridge to meet outlined specifications. They utilized Science, Technology, Engineering, Arts, and Math in addition to teamwork, presentation, and problem-solving skills in designing and building their bridges. CSO offered a stipend of \$250 to students during this two week activity as an incentive for participation.



ALEX KANAFANI NOMINATION



A chance for the American Dream and the desire for a better life for his family is what Aghlyad (Alex) Kanafani wished for as he and his family immigrated to the United States in 2013 to escape the frequent bombings and increasing violence that was fast becoming a part of daily life in war-torn Syria. Alex faced challenges and was having difficulty transitioning to employment. His Bachelor's degree from the University of Damascus was confusing

employers because they did not understand how his foreign credentials translated to the US workforce.

After rejection from multiple interviews, he obtained temporary employment in a warehouse with wages that were below self-sufficiency levels for a family of four. In December 2014, the warehouse suffered an economic downturn and Alec was laid-off. Alex needed assistance reaching his employment goal of utilizing his foreign Electrical Engineering credential in a professional setting. He outreached to the PA Careerlink®, attended a PREP session and enrolled in WIOA services. Alex received

individualized career services and worked closely with his Workforce Specialist who provided him with information on training opportunities and offered encouragement and support. He utilized Job Development services, used JobGateway, built a strong list of references and most importantly gained new confidence in his abilities. Focused on improving his ESL skills, Alex diligently practiced his reading and comprehension using WIN modules. He obtained a Silver Career Readiness Certificate. Alex attended training at Reading Area Community College funded through WIA in 2015, enabling him to upgrade his proficiency in electrical automation and industrial control. Jobs 1st funding provided additional training through Penn Maintenance Instructor position obtained through an OJT in March 2016. PA Careerlink® staff promoted Alex's newly acquired skills to employers, which led to an OJT opportunity at Triangle Tech. Triangle Tech was interested in Alex's Electrical Engineering Degree from Syria, and was impressed by his efforts to obtain further education in automation and industrial control and specifically noted that the training received through the PA Careerlink® made Alex an ideal candidate for their faculty position. Ultimately, Alex was referred to an Electrical Instructor position at Triangle Tech. Triangle Tech was willing to invest, train and teach the specifics required for a career in Education.

Alex began his instructor position in March and successfully completed the OJT in September of 2016 earning \$17.99 per/hour. As part of his ongoing training and professional development, he is currently working toward completing his Competency Based Teacher Education Modules. Alex loves his new career path and the employer stated that they "couldn't be more thrilled with his performance". They both feel that it is a perfect fit. Alex's story is truly an example of hard work, determination and perseverance that demonstrates that the workforce system works for both employers and job seekers.



Kristen Liberati presented at the PA Career and Technical Conference in Hershey about the ISY program and her role in supporting the Milton School District. Exciting things going on at CSO!

CAREER EXPLORATION DAY

The PA Army National Guard and the PA CareerLink® partnered to offer this event to High School students in Lycoming County. There were 27 participating vendors and four schools attended. Students chose 1-2 industry speakers to learn about their careers, and also spent time visiting vendors within the Career Fair.



MILLVILLE CAREER DAY

CSO's Bridges to the Future program assisted with the coordination of this annual event at Millville High School. Presentations to 103 freshmen and sophomores included Social Media and Your Job Search. Juniors and seniors learned about Civil Service employment and were registered on Job Gateway®. In the gymnasium, a Career Fair was held and students got a chance to visit the employers in attendance. There was also an Employer Panel discussion for students and various employers discussed their career pathways and expectations. Prior to the Career Day, CSO staff conducted mock interviews with the senior class at Millville High School.



Mifflinburg Career Day:

The entire high school participated. students in grades 9-11th hear from three of 33 different career speakers, while the entire senior class participated in panel mock interviews. Approximately 600 students were in attendance.

Line Mountain Employer Panel:

CSO coordinated two panel discussions back-to-back, splitting the school's 562 students between the two presentations. Employers who attended included: Geisinger, Seven Mountains Media (radio station), Northumberland County Housing Authority, International Paper, and two authors.

EARN

At the annual PWDA Annual Employment, Training and Education Conference held in May 2017, Hope Enterprises the recipient of the Governor's Employer Honor Roll Award for their partnership with CSO's EARN Program. Hope Enterprises is built upon a mission to enhance the lives of people with developmental disabilities by recognizing their abilities and providing them with caring support and responsive programs and services. Founded in 1952 by Dr. Max E. Miller and his wife, Leona, Hope Enterprises has been a front-runner in providing community services to people with developmental disabilities. Their involvement with EARN has taken Hope's commitment to helping people one step further, enhancing the lives of our participants by offering career opportunities (not just jobs) ranging in scope from janitorial, transportation, job coaching, and support aides.

Hope Enterprises is a fully engaged business partner with the EARN Program and the PA CareerLink®. Hope attends job fairs, holds recruitments on site and provides EARN customers with targeted opportunities. Hope staff are regular speakers at Job Connections, weekly sessions that provide EARN participants and other PA CareerLink® customer's opportunities to network with businesses and learn skills important to employers. Hope staff have presented to EARN participants on topics such as employability or soft skills, networking skills and mock interviewing. Hope Enterprises has played a significant role in empowering EARN participants by providing guidance and encouragement, helping to strengthen their soft skills, assisting them in emphasizing their abilities and becoming more confident by obtaining the knowledge of what employers are seeking.

Community Action

If it seems like there is an obsession with “The Numbers”, you are correct. For an agency who prides itself on serving “You”, how can we be so focused on statistics? One word – Accountability.

Community Action initiatives are designed to meet the needs identified in our area. Funds are competitive and hard to come by, so we would like to demonstrate how a social services agency can be all things to all people - a true advocate for those in need, and 100% accountable to our funders.

Below, we will show you the numbers and tell you the story. Each section reflects one of the four main areas of concern facing our communities: employment, nutrition, housing & utilities.

Employment:

Employment, or the lack of employment opportunities, is often a sore subject in Central PA. However, JOBS opened for business in January 2015. JOBS has been a tremendous addition to the CSO Community Action catalog. JOBS provides individual services: help with resumés, computer assistance as needed, a direct link with local employers, and much more.

On the employer side, JOBS has been instrumental in providing a venue as well as staff support for many recruitments. The fact that many employers have been at the site multiple times is a testament to the excellent service that they receive at the JOBS Center. **Job Opportunities Boost Self-sufficiency** (JOBS).

Description of Service	# of Services
Job seeker assistance	1266
Recruitments events	52
Individuals hired	375



Nutrition:



This year, CSO took a greater, more pro-active approach to combat local food insecurity by opening an emergency pantry in our Shamokin office.

Based on an identified need, the pantry makes food available to any resident of Northumberland County facing a crisis. CSO's pantry differs from other Central PA Food Bank sites in two ways:

- The food bank is open during CSO office hours, typically Monday through Friday from 8am-4pm.
- Recipients receive enough food to last for a few days, or until the household is able to secure other resources.

Utility Bills:

One of the most common requests received by Community Action Case Managers is assistance with utility bills. While the numbers show that there are numerous assistance programs that are designed to remedy the immediate which is usually to

stop a shut-off, the bigger need is to show consumers how to make positive changes in their household income and spending. Two Community Action Programs specifically address this need: CSO CARES for Saving, and Financial Literacy Workshops.

As the name implies, CARES for Saving is a 100% match saving program. The participant may receive up to \$400 to match his or her contribution to the account, paid directly to the home heating vendor. This initiative helps to enforce the habit of saving and planning ahead.

Financial Literacy helps individuals to rethink their overall spending and, hopefully, to make better financial choices. Any individual who requests financial assistance is required to attend at least two workshops, one of which is Basic Budgeting.



Housing:

Housing and homelessness are hot-button topics among agencies serving individuals in need.

This past year, CSO has become actively engaged in learning more about how we can make a difference in our communities. Staff members regularly attend meetings and trainings to learn how our resources may be used to adequately assist individuals in crisis, especially the homeless. As with every other need, funding is key to providing service. CSO is diligent in seeking opportunities that will bolster our ability to serve vulnerable populations.

Some of our collaborative partners include: County Coalitions; Continuum of Care; Rural Homeless Advisory Board; county Opioid Coalitions; housing authorities; regional United Way Chapters; school districts; and any others who are working toward the goal of eliminating homelessness in the area.

Self-Sufficiency:

Now, since we are in the proverbial "seventh inning stretch" of the Major League Baseball season, consider this: a hitter who has a batting average in excess of .400 (4 out of 10) is considered prolific, worthy of all-star status.

In the world of social services, we tend to take our shortcomings to heart. Are we ever satisfied with a .400 average? Probably not, but the reality is that we will not be able to have a positive outcome with every customer.

What makes us come to work every day and give 100%? Those people who thrive and make meaningful changes in their lives with our assistance. When we come upon such an individual, we are batting a thousand!

CSO is proud to share this story of our nominee for a Community Action Association of Pennsylvania Self-sufficiency Award.

David Britton, or Davey as he is familiarly known, had his first experience with CSO in 2008 when he was enrolled in Bridges to the Future, CSO's Workforce program for out-of-school youth. Davey was a high school drop-out with no prospects for employment or the future. At the time, those things were not high on his list of priorities.

Davey's Case Manager could see his undeveloped potential as well as a great capacity for "paying it forward". Even at his lowest, Davey was always interested in helping others. Being a member of his local volunteer fire company meant a lot to him.

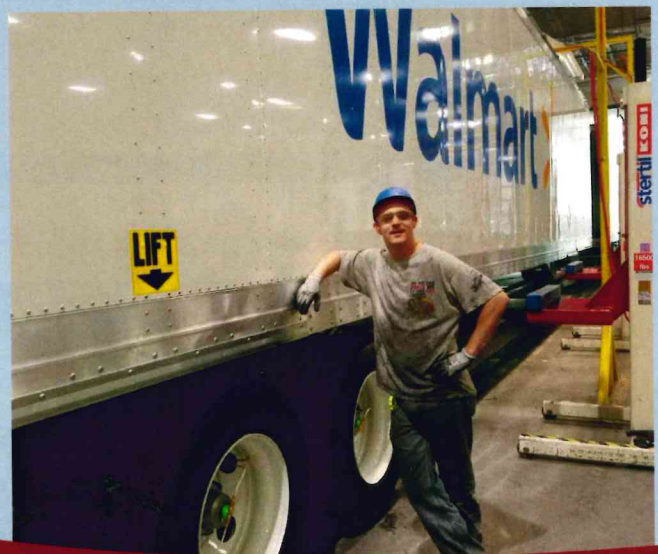
In 2010, CSO was awarded a YouthBuild grant. That initiative was a paid training program for at-risk youth who did not have a diploma or GED. The participants received GED preparation as well as training in carpentry, electrical, and other skills. YouthBuild seemed like a perfect fit for Davey, so his Case Manager referred him to that program, where

he earned his GED and thrived. The next few years proved to be difficult for Davey, as he lost his mother to cancer. However, even through that challenging time, Davey was able to maintain his employment. Today, Davey is employed full-time at Great Dane LLC, where he also serves as mentor to new hires. He is still active with the fire company, and has assumed the position of 2nd Lieutenant at Liberty Hose Company.

Davey has grown by leaps and bounds. Getting a driver's license and purchasing a vehicle were two milestones. Added to that is the purchase of the house where he grew up, and is now making a home for his growing family. Davey and his partner, Courtney, are the parents of David, Jr. and are expecting their second child at the end of this year.

In a time when the daily news focuses on negative headlines, Davey exemplifies that our youth can be - an integral, productive part of the communities where they live. Davey not only works to support his family, but he volunteers his time to help those in distress.

Shayla Nowakoski, HR Generalist at Great Dane, commented "David Britton has proven himself to be an excellent addition to our team here at Great Dane, Elysburg. His positive attitude, and his initiative to improve himself and his career have given us reason to have high expectations for David and his future here at Great Dane Trailers."



Statement of Financial Activity - Fiscal Year Ended June 30, 2016

REVENUE		
Federal, State and Local Grant funding	\$ 3,728,616	95.11%
Fundraising	\$ 112,575	2.87%
Fees, contracts and other revenue	\$ 78,985	2.01%
TOTAL REVENUE	\$ 3,920,176	100.00%
OPERATING EXPENSES		
Program Services:		
Workforce Invest. Act - Adult	\$ 703,015	18.13%
Workforce Invest. Act - Youth	\$ 895,294	23.09%
Workforce Invest. Act - Dislocated Worker	\$ 439,032	11.32%
Dept. of Public Welfare - EARN program	\$ 608,570	15.70%
Dept. of Public Welfare - Work Ready program	\$ 133,264	3.44%
Special Workforce Programs	\$ 40,826	1.05%
Community Service Block Grant (CSBG)	\$ 404,676	10.44%
Food Stamp Participation program	\$ 74,656	1.93%
Community Action Programs	\$ 413,520	10.67%
School to Work	\$ 3,957	0.10%
CSO CARES - Emergency Energy Assistance program	\$ 10,053	0.26%
Volunteer Income Tax Assistance (VITA) program	\$ 4,612	0.12%
Other	\$ 36,089	0.93%
TOTAL PROGRAM SERVICES	\$ 3,767,564	97.17%
General and Administrative	\$ 76,771	1.98%
Fundraising	\$ 32,896	0.85%
TOTAL EXPENSES	\$ 3,877,231	100.00%
CHANGE IN UNRESTRICTED NET ASSETS	\$ 42,945	
TEMPORARILY RESTRICTED NET ASSETS		
Contract Fees	\$ 2,802	
Net assets released from restriction	\$ (3,957)	
Change in temporarily restricted net assets	\$ (1,155)	
INCREASE IN NET ASSETS	\$ 41,790	
NET ASSETS - BEGINNING OF YEAR	\$ 226,754	
NET ASSETS - END OF YEAR	\$ 268,544	
ASSETS		
Cash and cash equivalents	\$ 419,886	58.07%
Accounts receivable	\$ 240,669	33.28%
Land	\$ 2,031	0.28%
Construction in Progress	\$ 21,049	2.91%
Buildings	\$ 39,482	5.46%
TOTAL ASSETS	\$ 723,117	100.00%
LIABILITIES AND NET ASSETS		
Liabilities		
Accounts payable	\$ 25,606	3.54%
Accrued expenses	\$ 307,390	42.51%
Accrued leave	\$ 121,577	16.81%
TOTAL LIABILITIES	\$ 454,573	62.86%
Net Assets		
Unrestricted	\$ 76,956	10.64%
Temporarily restricted	\$ 191,588	26.49%
TOTAL NET ASSETS	\$ 268,544	37.14%
TOTAL LIABILITIES AND NET ASSETS	\$ 723,117	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.

Opioid Crisis

Headlines about opioid-related deaths have been all too common throughout the service area. Almost daily, we hear of an incident that affects the lives of many people, whether directly or through “six degrees of separation”, the theory that each person on the planet is only six introductions away from any other person on the planet. Simply put- the crisis affects us all.

CSO has been proactive in the regional fight against opioid addiction. Education and outreach play large parts in the battle.

Beginning in-house, CSO provided staff with naloxone training. Naloxone, or the brand-name Narcan, is the first line of defense for someone experiencing an overdose. Naloxone reverses the effects of the heroin (or other opioid) and gives the individual valuable time to access further treatment. The training was provided to Community Action Staff members as well as other tenants at the Shamokin site. For completing the training, each agency was given a kit to have on hand in the event of an emergency.

CSO staff members actively participate in the Columbia/Montour and Northumberland County Opioid Coalitions. These ad hoc groups meet monthly and bring a wide variety of disciplines and interests to the table, including non-profits, law enforcement, health agencies, school districts, and other interested parties.

CSO, Inc. is committed for as long as it takes.



Thank You!



2016 CSO SPORTSMAN RAFFLE

Every year the CSO Sportsman Raffle gets bigger and better! For the last 6 years, CSO has been attending local events to sell the raffle tickets, and after six years the tickets sell themselves. We have ticket purchasers looking for CSO's booth in order to take a chance and support CSO!



GOLF CLASSIC

The 12th Annual Golf Classic was held on July 11, 2016 at Frosty Valley Country Club in Danville, PA. The sun was shining on the 20 plus teams that participated in the event!





**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



Helping Communities Bridge Gaps