



# COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, INC.

## 2019 ANNUAL REPORT



John P. DiEnna, Jr., President

Edward T. Coleman, Chief Executive Officer



## MESSAGE FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

This past year Community Action Agency of Delaware County, Inc. (CAADC) has been celebrating our 40<sup>th</sup> Anniversary. Since 1979 we have been helping the vulnerable and economically-disadvantaged residents of Delaware County to access the tools and resources they need to succeed and reach self-sufficiency. We are proud of our many accomplishments over this time including providing over 4.7 million units of service.

Everything we have done and will do would not be possible without our hard-working and dedicated staff, Board of Directors and volunteers. They have helped to strengthen our community through their tireless efforts. This Annual Report details some of their efforts including significant outcomes achieved, overall services provided, our Agency's economic benefit to Delaware County and a review of our clients' satisfaction with our programs from the past year.

The past year has been another strong year for the Agency. We are firmly established at our Boothwyn Office helping to create a One Stop Shop of available social services for low-income families in Delaware County. We continued to expand our services for Veterans including implementing our Veteran Employment Project and adding a new Mortgage Assistance Program for Veterans. CAADC also has partnered with Delaware County for a new housing initiative to support families affected by the Opioid crisis. We have continued our economic development initiatives including adding another County (Montgomery) to our Weatherization program.

We would also like to sincerely thank all of our partners who supported us last year. The accomplishments detailed in this Annual Report happened because of your support. We encourage new partners and funders to join with us in supporting the residents of Delaware County who will need our assistance in 2020. We are prepared to face the challenges that the next year will bring, and we will stay committed to our mission of assisting County residents in their goal of reaching self-sufficiency.

John P. DiEnna, Jr., President Board of Directors

Edward T. Coleman, Chief Executive Officer

## NOTABLE OUTCOMES

- 50 families successfully completed our Rapid Re-Housing and Transitional Housing Programs and were established in a permanent home.
- Through our Faith-Based Partnerships, provided over 44,000 meals to homeless persons and needy families at the Life Center valued at over \$600,000.
- 583 unemployed participants in our Workforce Development Initiatives, including many Welfare-to-Work clients, secured employment.
- Through our Financial Literacy Programs, CAADC helped 1,008 consumers file their income tax returns generating over \$1,140,000 in refunds.
- 52 Veteran families successfully exited our Supportive Services for Veteran Families program to a stable housing situation.
- Through our Homeless Prevention Programs, we enabled over 500 families to remain intact by providing them with safe, decent and affordable housing.
- 314 Senior Citizens and families retained and/or restored electric, heat and water through our Utility Assistance Programs.
- Through our Rental Assistance Program, CAADC helped 302 families to obtain and/or retain stable housing.
- 30 families were able to secure stable permanent housing through our new Housing Locator initiative which also recruited 29 new landlords.
- Through our Weatherization Assistance Program, we helped households save an average of \$283 per year on their utility bills with an estimated \$37,639 in savings overall.
- 202 families were diverted from the homeless system through landlord mediation, connection to natural resources, and utilizing financial assistance.

# SERVICES PROVIDED

## EMERGENCY SERVICES

	<u>Number Served</u>
• Emergency Shelter Program	267
• Fuel Assistance	41
• Utility Assistance	152
• Life Center Feeding Program (Meals)	44,477
• Temporary Housing—Hotel/Motel Program	131



## HOUSING

• Transitional/Rapid Re-Housing Program	117
• Rental Assistance	302
• Permanent Rentals	259
• Housing Locator	71
• Safe & Healthy Homes Program	47
• Lead-Based Paint Reduction/Healthy Homes	42

## SOCIAL SERVICES

• Childcare Program	50
• After School Programs	32
• Donation Warehouse Recipients	100
• SNAP/Food Stamp Participation Program	529
• Transportation Assistance	77
• Volunteer Income Tax Assistance Program	1,008
• Supportive Services for Veteran Families	88
• Information and Referral (Number of Calls)	37,717



## WORKFORCE DEVELOPMENT PROGRAMS

• Welfare-to-Work Programs	814
• Building Trades Training Program	12
• Pharmacy Technician Training Program	10

## ENERGY CONSERVATION

• Helping Hand Program (AQUA and DELCORA)	121
• Home Weatherization Services	627





## ECONOMIC BENEFIT TO THE COMMUNITY

Wages contributed to the local economy	\$ 4,272,524
Real estate and payroll taxes contributed to the local economy	\$ 1,155,297
Return on tax-based dollars	\$ 1,628,969
Purchase of goods and services from local vendors	\$ 3,823,327
Current balance on mortgages and lines of credit	\$ 2,331,483
Value of energy-related benefits as a result of weatherization	\$ 2,719,211
Value of non-energy-related benefits as a result of weatherization	\$ 3,095,717
Social services & direct assistance to clients/tenants	\$ 12,480,940
In-kind and volunteer services	\$ 1,912,006



## ANNUAL CONSUMER SATISFACTION REPORT

**Overall Average Score: 4.6 (out of 5)**

**Average Score by Program**

Safe and Healthy Homes 5.0

Utility Assistance 5.0

VITA—Boothwyn Site 4.9

Temporary Emergency Shelter 4.8

VITA - Boothwyn Site 4.8

Work Ready 4.8

Coordinated Entry 4.7

Rapid Rehousing 4.7

Rental Assistance 4.7

VITA - Sharon Hill Site 4.7

Weatherization 4.6

Pharmacy Technician Training Program 4.5

Transitional Housing 4.5

SNAP/Food Stamp Outreach 4.3

Wesley House 4.3

Family Management Center 4.2

Life Center 4.2

Supportive Services for Veteran Families 4.2

**THANK YOU TO EVERYONE FROM THE COMMUNITY THAT SUPPORTED  
COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, INC.  
THROUGHOUT THE YEAR AND MADE ALL THESE RESULTS POSSIBLE INCLUDING:**

**FEDERAL, STATE AND LOCAL GOVERNMENTS  
CHURCHES AND FAITH-BASED ORGANIZATIONS  
CORPORATIONS, BANKS AND LOCAL BUSINESSES  
FOUNDATIONS  
COLLEGES, HIGH SCHOOLS AND ELEMENTARY SCHOOLS  
VOLUNTEERS INCLUDING THE COMMUNITY OUTREACH PROJECT  
INDIVIDUAL DONORS  
AND OUR BOARD OF DIRECTORS**



Community Action Agency of Delaware County, Inc.

1414 Meetinghouse Road

Boothwyn, PA 19061

(610) 833-4442

[www.caadc.org](http://www.caadc.org)

