COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, INC.

2018 ANNUAL REPORT

Patrick G. Tomlinson, President
Edward T. Coleman, Chief Executive Officer
This year, Community Action Agency of Delaware County, Inc. (CAADC) is celebrating 39 years of assisting economically disadvantaged families in Delaware County to access the tools and resources they need to succeed and reach self-sufficiency. Our hard-working and dedicated staff, Board of Directors and volunteers have helped to strengthen our community through their tireless efforts. CAADC is very proud of the fact that CAADC was selected as one of “The Top Workplaces 2018” for the Philadelphia Region. 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.

This was an exciting year for CAADC as we continued to consolidate many of our services and operations in one location. In February our Administrative Offices joined our Social Service Programs at our Boothwyn Office. Also, in August our Weatherization Program moved there as well. CAADC is creating a One Stop Shop of available social services for low-income families in Delaware County. The Agency will be able to operate more efficiently and effectively with these moves.

We continue to make significant efforts to add new programs and services and to secure new funding. We have expanded our efforts as the lead Coordinated Entry provider in Delaware County. CAADC secured funding through the Delaware County Office of Workforce Development for a Veteran Employment Project. The Agency added a Housing Locator position to support our clients to find and establish affordable housing. CAADC was just 1 of 10 Agencies in the State to participate in a new LIHEAP Pilot Program which eliminated barriers so residents could receive Weatherization services. CAADC helped Delaware County reach the status of having “ended Veteran homelessness” as determined by the U.S. Department of Veteran Affairs.

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 2019. 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.

Patrick G. Tomlinson, President Board of Directors
Edward T. Coleman, Chief Executive Officer

NOTABLE OUTCOMES

- 71 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 51,000 meals to homeless persons and needy families at the Life Center valued at nearly $700,000.
- 510 unemployed participants in our Workforce Development Initiatives, including many Welfare-to-Work clients, secured employment.
- Through our Financial Literacy Programs, CAADC helped 889 consumers file their income tax returns generating over $1,190,000 in refunds.
- 70 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.
- 351 Senior Citizens and families retained and/or restored electric, heat and water through our Utility Assistance Programs.
- Through our Rental Assistance Program, CAADC helped 313 families to obtain and/or retain stable housing.
- 1,221 pieces of donated furniture and appliances were delivered to homeless families re-establishing housing by our Donations Warehouse.
- Through our Weatherization Assistance Program, we helped households save an average of $283 per year on their utility bills with an estimated $25,470 in savings overall.
- 120 families were diverted from the homeless system through landlord mediation, connection to natural resources, and utilizing financial assistance.
SERVICES PROVIDED

EMERGENCY SERVICES
- Emergency Shelter Program 239
- Fuel Assistance 63
- Utility Assistance 154
- Life Center Feeding Program (Meals) 51,005
- Temporary Housing—Hotel/Motel Program 137

HOUSING
- Transitional/Rapid Re-Housing Program 137
- Rental Assistance 313
- Permanent Rentals 259
- Housing Locator 21
- Safe & Healthy Homes Program 63
- Lead-Based Paint Reduction Program 12

SOCIAL SERVICES
- Childcare Program 51
- After School Programs 57
- Donation Warehouse Recipients 101
- SNAP/Food Stamp Participation Program 424
- Transportation Assistance 300
- Volunteer Income Tax Assistance Program 889
- Supportive Services for Veteran Families 76
- Information and Referral (Number of Calls) 40,647

WORKFORCE DEVELOPMENT PROGRAMS
- Welfare-to-Work Programs 814
- Building Trades Training Program 12
- Pharmacy Technician Training Program 10

ENERGY CONSERVATION
- Helping Hand Program (Partnership with AQUA) 134
- Home Weatherization Services 554
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

ECONOMIC BENEFIT TO THE COMMUNITY

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Wages contributed to the local economy</td>
<td>$4,272,524</td>
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<td>Real estate and payroll taxes contributed to the local economy</td>
<td>$1,155,297</td>
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<td>Return on tax-based dollars</td>
<td>$1,628,969</td>
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<td>Purchase of goods and services from local vendors</td>
<td>$3,823,327</td>
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<td>Current balance on mortgages and lines of credit</td>
<td>$2,331,483</td>
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<td>Value of energy-related benefits as a result of weatherization</td>
<td>$2,719,211</td>
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<tr>
<td>Value of non-energy-related benefits as a result of weatherization</td>
<td>$3,095,717</td>
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<td>Social services &amp; direct assistance to clients/tenants</td>
<td>$12,480,940</td>
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<tr>
<td>In-kind and volunteer services</td>
<td>$1,912,006</td>
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<td>Current value of real estate held</td>
<td>$34,769,361</td>
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ANNUAL CONSUMER SATISFACTION REPORT

Overall Average Score: 4.6 (out of 5)

Average Score by Program

- Temporary Emergency Shelter: 4.9
- Utility Assistance: 4.8
- SNAP/Food Stamp Participation Program: 4.8
- Supportive Services for Veteran Families: 4.8
- VITA - Boothwyn Site: 4.8
- VITA - Wesley House Site: 4.8
- Rental Assistance: 4.7
- Coordinated Entry: 4.7
- Pharmacy Technician Training Program: 4.7
- Building Trades Training Program: 4.6
- Rapid Re-Housing: 4.6
- Wesley House: 4.5
- VITA - Sharon Hill Site: 4.5
- Life Center: 4.5
- Work Ready: 4.5
- Weatherization: 4.4
- Safe and Healthy Homes: 4.2
- Transitional Housing: 4.0

Community Action Agency of Delaware County, Inc.
1414 Meetinghouse Road
Boothwyn, PA 19061
(610) 833-4442
www.caadc.org