



# COMMUNITY ACTION AGENCY of DELAWARE COUNTY, INC.

## 2021 ANNUAL REPORT



John P. DiEnna, Jr., President

Edward T. Coleman, Chief Executive Officer



## MESSAGE FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

As we recognize our Agency's 42<sup>nd</sup> year anniversary and reflect on the accomplishments and challenges of 2021, we would like to acknowledge the dedication and hard work exhibited by our staff during these challenging times.

We also sincerely appreciate Delaware County Council and the various County Departments as well as local municipalities, our State and Federal funders and other private sector partners that support our mission.

As our Board of Directors continues to assess community needs and determine what role CAADC should have in addressing those needs, we encourage new partners to join us in supporting the residents of Delaware County.

CAADC remains committed to our Mission of assisting County residents to move toward economic self-sufficiency and to strengthen the community through innovative approaches to programs including: housing, workforce development, energy conservation, social services and community and economic development. Community Action Agency of Delaware County, Inc. strives to prudently but creatively utilize all available resources and to develop community collaborations to reach our goals.

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Edward T. Coleman, Chief Executive Officer

## NOTABLE OUTCOMES

- CAADC was able to maintain operation of its three homeless shelters during the COVID-19 Pandemic.
- 33 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 10,000 meals to homeless persons and needy families at the Life Center valued at nearly \$150,000.
- 269 participants in our Workforce Development Initiatives, including many Welfare-to-Work clients, maintained or secured employment.
- Through our Financial Literacy Programs, CAADC helped 308 consumers file their income tax returns generating over \$565,974 in refunds.
- 148 Veteran families participated in our Supportive Services for Veteran Families program with 31 households successfully exiting to a stable housing situation.
- Through our Homeless Prevention Programs, we enabled over 1,000 families to remain intact by providing them with safe, decent and affordable housing.
- Through our Rental Assistance Program, CAADC helped over 900 families to obtain and/or retain stable housing.
- 33 families were able to secure stable permanent housing through our Housing Locator initiative which also recruited 17 new landlords.
- Through our Weatherization Assistance Program, we helped households save an average of 30% per year on their utility bills.
- 1,231 individuals were diverted from the homeless system through landlord mediation, connection to community resources, and by utilizing financial assistance.

# SERVICES PROVIDED

## EMERGENCY SERVICES

	<u>Number Served</u>
• Emergency Shelter Program	157
• Fuel Assistance	90
• Utility Assistance	84
• Life Center Feeding Program (Meals)	10,277
• Temporary Housing—Hotel/Motel Program	310



## HOUSING

• Transitional/Rapid Re-Housing Program	110
• Rental Assistance	929
• Permanent Rentals	259
• Housing Locator	47
• Supportive Services for Veteran Families	148
• Finally Home Program (Opioid Use Disorder)	60
• Lead-Based Paint Reduction/Safe & Healthy Homes	13



## SOCIAL SERVICES

• After School Programs	23
• Recreational Therapy Assessments	39
• SNAP/Food Stamp Participation Program	355
• Transportation Assistance	178
• Volunteer Income Tax Assistance Program	308
• Information and Referral (Number of Calls)	38,678

## WORKFORCE DEVELOPMENT PROGRAMS

• Welfare-to-Work Programs	137
• Allied Health Youth Training Program	13
• Veterans Employment Project	26

## ENERGY CONSERVATION

• Helping Hand Program (AQUA and DELCORA)	134
• Home Weatherization Services	343
• Crisis Heating Assistance Program	387



### Board of Directors

President - John P. DiEnna, Jr.  
Vice President - Albert J. Melfi, Jr.  
Secretary/Treasurer - Paul Durkin

Edward Hastings  
Mayor Barbarann Keffer  
Karen Kozachyn  
Mark Schreiber  
Diane Simon  
Nolan Woodland

Delaware County Council  
City of Chester  
Township of Upper Darby

### Affiliated Boards and Advisory Committees

#### *Audit and Risk Management Committee*

Mark Schreiber - Chairman  
Ralph Cicalese  
Albert J. Melfi, Jr.  
Phil Travaglini

#### *Affordable Housing Board*

Edward T. Coleman  
Kathleen G. Dawson  
William J. Tyson

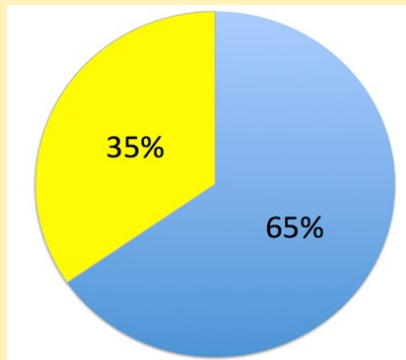
#### *Shelter Board*

Edward T. Coleman  
Kathleen G. Dawson  
William J. Tyson

## FINANCIAL REPORT

### Funding Sources

Over 35% of CAADC's funding comes from private sources and economic development activities thus reducing our dependency on the government.



### Financial Position

Community Action Agency	\$16,021,000
Cobbs Creek Housing Services	\$1,140,089
Wesley House Comm. Corp.	\$2,872,640
Sharon Hill Commons	<u>\$4,452,000</u>
	\$24,485,729

### Resource Percentages

