HELPING PEOPLE & CHANGING LIVES
1965-2018

SUPPORTING assistance seniors compassionate
sharing resources teamwork
dependence GIVING community
volunteering dedicated
families together educating
change

2018 Annual Report
Dear Friends,

Opportunities for Williamson & Burnet Counties continues to be committed to helping our communities thrive. Our mission, to eliminate poverty and promote self-reliance and self-sufficiency by combating its causes, is as relevant today as it was when we opened our doors more than a half-century ago.

While each year provides an opportunity to reflect on successes and new goals, this year gave us even more to contemplate. An evolving landscape, funding challenges and changes in services and among providers, required an even greater focus on our core objectives.

Despite the challenges, and thanks to the hard work and dedication of many, we continued to see positive results in the lives of those we serve. Early childhood programs, senior nutrition, housing programs and essential assistance programs have served thousands with supplemental education, food, housing and case management.

I want to thank all of our community partners and supporters. I want to thank our Board of Directors for providing guidance and faithfully representing their communities. I want to thank volunteers whose passion for community service helps sustain our agency. And, of course, I want to recognize Opportunities staff for carrying out our goals and objectives, and consistently serving above and beyond.

This year we will continue carry the same approach, optimism and confidence in the people who make it possible.

Marco Cruz
Executive Director
**Senior Nutrition**

- Home delivery of hot lunches
- Client well-checks
- Congregate meals and activities; every weekday.
- Year-round special engagements: Thanksgiving banquet, Valentine’s Day dances, Halloween costume parties...
- Health fairs
- Pet food, supplies, wellness support

**Affordable Housing**

- Managed Retirement Community
- 2 & 3 bedroom family apartments
- Family-oriented amenities (playgrounds)
- Health Fairs and Screenings
- Food Distribution
- Social Activities

**Head Start**

- No-cost child development
- Pre-K education
- Nutrition awareness and support
- Health resources and referrals
- Group engagement and social play
- STEM activities
- Science/nature fairs
- Family support

**Community Services**

**Energy Assistance**

**Case Management**

- Individualized coaching

- Support for:
  - Job Skills Training
  - Employment
  - Education
  - Referrals for Wrap-around services

- Life Management
  - Money management
  - Life balance
  - Self-advocating

- Referrals for wrap-around services

**WHAT WE DO**

- **900 CHILDREN**
- **123 RESIDENTS**
- **215,837 MEALS**
- **16 INDIVIDUALS OUT OF POVERTY**
Our “Style in Action” Luncheon and Fashion Show began in 2017 with a Spring show at the beautiful Lakeside Pavilion for Burnet County. We added a Fall/Holiday show in the Sun City Ballroom for Williamson County in 2018. Funds from these events are directed to operations exclusively for our Meals on Wheels programs in both counties.

These events include lunch, wine, raffles, silent auction and door prizes. We have received nothing but positive feedback from guests and these events have promoted outreach and awareness in the communities, resulting in new donors and volunteers. Local boutiques provide apparel, accessories and models for the entertainment portion and we have nurtured partnerships with caterers, chefs and local vendors for refreshments, decor and publicity.

We are also pleased to have created what has become a highlight of these events; a serving staff that includes “Distinguished Gentlemen” of both counties who visit with and serve our guests. These special volunteers include County Judges, Police and Fire Chiefs, Mayors, County Commissioners, other elected officials and prominent businessmen. These gentlemen also engage in a friendly competition for tips that garner us additional dollars at the end of the day.

These events would not be as successful, or even possible without many local volunteer groups, including WHO of Sun City and the Highland Lakes Service League, who assist us with planning, ticket sales and decorating.

2018 Style Shows
Revenue: $43,198 • Expenses: $13,644
Net: $29,554

Opportunities 2nd Annual “Pull, Shoot & Serve” clay shoot fundraiser was a great success; not just for the number of participants but for the continued support we received from many local businesses and donors who made the event possible.

The Sun City Gun and Rod Club, along with additional volunteers, really make this event possible. Revenue sources included raffle tickets for a donated full-size ATV and two dozen auction prizes and ticket sales. Our complement of sponsors enabled us to recoup more than half of our expenses for the event and we look forward to even greater returns in 2019.

Funds from the Clay Shoot are unrestricted and disseminated among all of our agency programs to support operations and special programs.

2018 Clay Shoot
Revenue: $36,490
Expenses: $24,225
Net: $12,265

We have some amazing programs, but we do not do it all alone. Collaboration with organizations like IKEA, Subaru, Austin Magic, and others; as well as volunteers from Women Helping Others, Highland Lakes Service League, Georgetown Running Club and many more. These partners are critical to our success because each of our programs, alone, is a patch for a quilt. Each has a purpose and is important but, when sewn with others from the community, we create a quilt of resources that blankets our community with needed services.

Together, we are all better.”

Lauren McAndrews, Director of Development
OPPORTUNITIES REVENUES $15,125,480

- Grants & Contracts ..... $10,738,970
- In-Kind Donations ........... $2,501,413
- Program Services .......... $1,611,536
- Individual Donations ...... $273,561

Cash ................................................................. $962,195
Accounts Receivable ................... $674,280
Pre-paids ....................................................... $145,004
Property held for re-sale (none in 2017) .............. $141,600
Property & Equipment ................................... $9,760,640

Total Assets ........................................ $11,683,719

Current Liabilities ........................................ $978,972
Long-Term Liabilities ................................. $7,908,024

Total Liabilities ........................................... $8,886,216

Net Assets .................................................... $2,797,503

Total Liabilities & Net Assets ....................... $11,683,719

OPPORTUNITIES EXPENSES $15,099,591

- Head Start ....................... $9,221,752
- Meals on Wheels .......... $1,306,283
- Affordable Housing .. $1,517,578
- Community Services ...... $882,721
- General & Admin .......... $2,171,257

STATEMENT OF FINANCIAL POSITION*

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*Audited Numbers
As the official local area Senior Nutrition Program, we provide hot, fresh-cooked nutritious meals to seniors in need.

We offer meals at select Opportunities for Williamson & Burnet County centers as well as home-delivered meals to those whose mobility is limited — thanks in large part to our faithful volunteers.

In 2018, our volunteers managed 6,663 tasks and operations, drove more than 86,000 miles across Williamson and Burnet Counties and/or donated 17,849 hours to help serve, deliver and engage with our clients at centers and in their homes.

Nearly all of our 182,474 meals delivered also represent a well check for a client. Daily visits mean, at the very least, a friendly smile and a little company; for some it’s the only contact they have all day. But it is also an opportunity to survey the home and the client’s general health to ensure they are not in need of additional support or services.

We continued to serve those seniors who have companion animals. Our Senior PETS program provides food, money for vaccinations and supplies to keep pets happy and healthy. Animals are proven to enhance emotional health and reduce stress and loneliness at any age. We collect and distribute funds and supplies throughout the year to help facilitate and maintain these bonds.

PROGRAM SUPPORT

In addition to local and regional fundraising efforts; e.g., Subaru’s Share the Love event, Applebee’s Short Stack for a Tall Cause and many others, we held two “Style in Action” luncheon events to raise funds for operations and special programs. Local boutiques contributed apparel and volunteers for a fashion show. Private and business donors contributed auction and raffle items. We also enlisted many county and state VIPs to participate as Servers. These events were only possible with the help of many local volunteer groups; WHO of Sun City, Highland Lakes Service League and others.

We plan to continue these shows as our signature events in both counties. We are pleased that this unique outreach has brought more awareness to our communities as well as new donors and volunteers. With sponsorships, partners and community support, we expect these events to bring $30,000 in new revenue to our program in 2019.

PROGRAM IMPACT

One in six seniors struggles with hunger. We can provide one home-bound senior meals for one year for roughly the same cost as a single day in the hospital.

We served 215,837 meals to 1,808 seniors from five local senior centers located in Round Rock, Georgetown, Taylor, Leander, Burnet and Marble Falls. Our centers provided congregate meals for 559 seniors and deliveries to 1,249 home-bound clients.

Our meals account for one-third of the US Recommended Daily Allowances, served hot and fresh, five days per week, 52 weeks a year. During holiday weeks when our volunteers spend time with family, we deliver healthy, shelf-stable meals ahead of time, so clients don’t go a day without at least one full meal.

I heard of Meals on Wheels for years but really never thought I’d have the pleasure of having those delicious meals serve to me every day. Well, my son-in-law and daughter signed me up and I must say it really saved me. I was a caregiver for my late husband and very neglected; not eating correctly. Now I’m eating a good balanced meal and getting my strength back and feeling much better. My donation is small but my son and daughter are donors and my granddaughter provides the wheels! And thank you for the cheerful delivery people also. ~Ann D.
DID YOU KNOW: A family with one full-time worker earning the minimum wage cannot afford the fair-market rent for a two-bedroom apartment anywhere in the United States? Now imagine someone out of a job.

HIGHVIEW RETIREMENT VILLAGE

Our seven tree-covered acres in Marble Falls include 51 one- and two-bedroom apartments for individuals 62 years and older or disabled who qualify for low-income housing. The Village provides services to residents, including informative health programs and screenings, food distribution, and social activities to 61 seniors. Residents pay a percentage of the rent based on income, assets, and out-of-pocket medical expenses.

CEDAR RIDGE APARTMENTS

Cedar Ridge in Leander is a two-phase development that offers 152 two- or three-bedroom apartments with family-oriented amenities. With our assistance:

• 12 resident families increased financial stability and were able to purchase their first home.
• 55 special needs (senior and disabled) individuals continue to live independently and comfortably.

It is my pleasure to thank Pamela Gilliam, and Opportunities for their superior management of Highview Retirement Village. I have been a resident of Highview for almost 14 years and during that time, I have had the opportunity to be aware of the management decisions regarding conditions of the property and for the residents’ benefit. These decisions have improved since Pamela became manager and Marco Cruz became Executive Director. I was a real estate broker for 40 years and I was a property manager several times. However, I never exhibited the skills of Pamela or Marco.

~Jo Ann Morris

I have enjoyed living at Highview for six years this July. Our manager and maintenance men are very professional; courteous, helpful and always on top of every situation, no matter how big or small. Whenever there is a problem; a burned out bulb or water overflow, the problem is resolved as soon as possible.

We have beautiful grounds and wonderful landscapes. We have lovely green bushes, grass and roses. The super-plus is how clean my home is—before Highview, I had never lived in an apartment where there wasn’t a bug roaming somewhere inside.

We also have a nice community room and monthly potlucks, which are a highlight for many of us; lots of fun and good food. We play bingo, win great prizes and recognize birthdays together. Thank you!

~Janet Smiley
Opportunities Community Services provides energy assistance, critical life coaching, support, advocacy, and partnerships with other social service agencies to remove barriers to becoming gainfully educated, employed and empowered. Services are provided to residents throughout Williamson and Burnet Counties.

We work hard to stay attuned to the needs of our community’s low-income neighbors. We monitor and vet current resources, and create and maintain partnerships in local and surrounding areas. Through active outreach, we are able to work side by side with other organizations to establish and maintain wrap-around services that enable clients to help themselves on a path to independence.

16 individuals completed the case management program by transitioning out of poverty.

In February 2018 I was laid off from my job due to the business closing. I was at a loss because I had no warning. I am the sole provider for two children and I wasn’t prepared for this.

I filed for unemployment but there were a lot of requirements. Texas Workforce told me Opportunities could help me with things I would need to get back on track. I called and signed up for services right away.

When I first met with Donna Wheeler I had no idea how much she could help me; it seemed like a lot of commitment and more stress but I was so wrong. Donna helped me sign up for utility assistance, get clothing for interviews, gas for job interviews, and even referred me to food banks. She was a great coach and excellent listener. I found a job with Austin Sonic as a General Manager and have been with them one year. Donna has been there for me and my family through everything and has been very supportive and encouraging.

She helped me get my work uniform and shoes so I would be prepared for my first day and was very flexible with our meetings. Donna even came to see me at work to make sure I was doing well and was always very supportive. If it weren't for Donna I would not be where I am today — working, successful, loving my career and able to support my family again. I just want you to know how grateful I am to have had you in my corner and anyone else who has been in circumstances similar to mine. I am happy to share my experience and let people know about this amazing organization that is able to help.

Thank You, sincerely, Nicole Schlosser

Dear Mrs. Wheeler,

I wanted to say thank you for all that you have done for me. I was in dire straits when I first met you concerning my electric bill and asking for assistance. Unbeknownst to me, your help would be so much more than that. Not only did you help me with my electric service, but you helped me get back on track with the tools I needed to get started.

I had not worked in some time and had no health insurance. You guided me to accomplish small goals instead of climbing what felt like a mountain. I was able to go to a clinic to get my much-needed medications. You were able to arrange for me to see my eye doctor and then also ordered the glasses I needed. I was motivated to get my resume created and felt encouraged and supported in my goals. Without your kindness, encouragement and positivity, I would have struggled and possibly not be working at this time.

You truly change lives. I will always be greatful for everything you have done for me, financially and mentally, to get me back to work to support my family.

Sincerely, Christina Ford
One Family’s Impact

Being a part of the Opportunities Head Start program has changed my life, in many ways, for the better.

I have had many wonderful people helping me. I was able to build up the strength and confidence I needed to face my struggles. I passed the math test I had been having trouble with for over a year and also passed my algebra class. I was able to get my driver’s license for the first time, with many rules and regulations.

My daughter has many medical appointments and it was hard for me to get her to them without a vehicle and driver’s license. Medicaid does not provide transportation for siblings unless they have an appointment. Seasons of Caring and Opportunities Head Start spared me the stress because they provided full transportation for me and my family. My daughter is getting the extra therapy that she needs and, overall, my children are in a safer vehicle and we are all together.

I would love to thank Seasons of Caring, Opportunities for WBC and everyone who has spent time with me one on one. Thanks to Head Start for caring and teaching my three children. I have learned to let go of the past, fix mistakes, ask for help, and handle business in a timely manner.

I thank everyone and most of all I thank Gloria Roberson for seeing my struggle, passion, love and hurt, and witnessing my ups and downs. She took a young girl who was lost, lonely, afraid but strong single mother who was falling behind and introduced me to something we never imagined would take me so far. Thank you for jumping out on faith and hope for me. I’m now a single young lady who has much more to learn, but now I have more confidence, hope, faith and understanding.

They say it takes a village to raise a child thank you all for being that village—my family.

~Jazmyne Johnson
OUR FAMILIES

PERCENTAGE OF THE TOTAL: 809

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<tr>
<th>Total Enrollment</th>
<th>296</th>
<th>513</th>
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<tr>
<td>Children with Disabilities</td>
<td>29</td>
<td>57</td>
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<tr>
<td>Spanish as Primary Language</td>
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<td>169</td>
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<tr>
<td>Non-Hispanic or Latino</td>
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<tr>
<td>Hispanic or Latino</td>
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<td>345</td>
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<tr>
<td>Prenatal Mothers</td>
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<td></td>
</tr>
</tbody>
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STUDENT PROFILES

HEAD START COMMUNITIES

- BARTLETT
- BURNET
- FLORENCE
- GEORGETOWN
- GRANITE SHOALS
- HUTTO
- LEANDER
- LIBERTY HILL
- MARBLE FALLS
- ROUND ROCK
- TAYLOR

Opportunities Head Start program, in collaboration with local school districts, operates 31 Early Head Start classrooms in infancy through three years old, and 36 Head Start classrooms with children aged 3 to 5 years in Williamson and Burnet Counties. Eligible families are enrolled based on their level of need.
NOVEMBER 30, 2018

Since 1968, local community action agencies have been required to have **tripartite** governing boards to gain and retain designation as eligible entities and receive Community Services Block Grant (CSBG) funding.

Our board is one-third democratically-selected representatives of the low income community, one-third local elected officials (or their representatives), and members from major groups and interests in the community.

Effective tripartite boards reflect and promote the unique anti-poverty leadership, action, and mobilization responsibilities assigned by law to community action agencies. Our board is responsible for assuring we continue to assess and respond to causes and conditions of poverty in our two counties, achieve anticipated family and community outcomes, and remain administratively and fiscally sound.

The three fiduciary responsibilities of all Directors are the duty of care, the duty of loyalty and the duty of obedience, as mandated by state and common law. Thanks to the tripartite structure, each member has distinct responsibilities and unique challenges.

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### EXECUTIVE COMMITTEE

- Frank Reilly, Chair  
  Burnet County  
  Potts & Reilly, LLP;  
  Municipal Judge
- Kelly Dix, Vice-chair  
  Burnet County  
  City of Burnet,  
  City Secretary
- Valerie Covey, Treasurer  
  Williamson County  
  Williamson County  
  Commissioner
- Tracy Waters, Secretary  
  Williamson County  
  Mel’s Food & Beverage, Director
- Sandy Anderson  
  Member-at-Large  
  Early Childhood Rep  
  Williamson County  
  NCI-WFS Rural Capital  
  Area Director

### PRIVATE SECTOR

- Nina Stancil  
  Williamson County  
  Georgetown
- Susie Rodgers  
  Burnet County  
  Bertram
- Paul Emerson  
  Williamson County  
  Round Rock
- Lenwood Nelson  
  Burnet County  
  Marble Falls

### PUBLIC SECTOR

- Mark Tummons,  
  Williamson County  
  City of Leander,  
  Parks & Recreation Director
- Sandy Anderson  
  Member-at-Large  
  Early Childhood Rep  
  Williamson County  
  NCI-WFS Rural Capital  
  Area Director
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- Cassandra Ibarra, Harris Ross  
  cass__ibarra@yahoo.com

### TARGET AREA

- Allison Milliorn  
  TX Housing Foundation  
  Burnet County  
  Bertram
- Rhonda Mundhenk  
  Lone Star Circle of Care CEO  
  Williamson County  
  Georgetown
- Jennifer Herman  
  Head Start Policy Council Chair  
  Williamson County  
  Cedar Park

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2018 HEAD START POLICY COUNCIL

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