



WHEN THE  
WORLD  
RETREATED,  
BCOC  
STEPPED UP!

# BUCKS COUNTY OPPORTUNITY COUNCIL

2020-2021  
ANNUAL  
REPORT



DRIVING  
COMMUNITY  
IMPACT



# Poverty Snapshot in Bucks County

The mission of the Bucks County Opportunity Council is to reduce poverty and partner with our community to promote economic self-sufficiency.

Our vision is to elevate the awareness of poverty, and to create and lead partnerships to make our community a "Bridges Out of Poverty" community.

We strive to be a model of seamless case management and to influence our community to make reducing poverty one of its priorities.

**646,538** people live in Bucks County.

**5.7%** of them live in poverty, including **8,843** children.

**47%** of Renters & **29%** of Homeowners spend more than **30%** of their income on rent/mortgage.

More than **30%** of SNAP benefits go unclaimed.

**34,913** residents don't have Health Insurance.

The Unemployment Rate in Bucks County is **5.7%**.



## Blanketing Bucks County with Services & Support

- ★ Upper Bucks:  
Ottsville - Fresh Connect  
Quakertown - Client Services Office
- ★ Central Bucks:  
Doylestown - Administrative Office, Client Services Office, Food Cooler  
Warminster - Fresh Connect, SBT Center
- ★ Lower Bucks:  
Bristol - Client Services Office, Fresh Connect, HELP Center



# **A Message from our Executive Director/CEO**



Last year, our Annual Report covered just how quickly BCOC pivoted to address the immediate needs in our community as the pandemic hit. We needed to re-organize staffing and resources, and find new ways of working that protected our staff, volunteers and clients.

The news of a rising number of homeless, and the threat of evictions for many during the pandemic, blanketed the national and local media. Here, in Bucks County, BCOC worked closely with the county to process and distribute federal funds to prevent evictions as quickly as possible.

In addition to the funds that came from the government, I am in awe of the tremendous support we received from individuals, businesses, and new partners throughout the county. For example, landlords stepped up in new ways and worked tirelessly with us to house the homeless and avoid evictions.

If we can say that there was a silver lining this year, it would be that, through creativity and ingenuity, we found new ways to connect with the community. We missed the face-to-face contact with many, especially our dedicated volunteers, but by re-inventing the way we do business, we also increased access to our programs and services.

For example, we exceeded the number of people we had projected to participate in our community education programs. New volunteers stepped up to support our VITA tax program because they could do the training online on their schedule. We created new partnerships in schools to distribute food, and volunteers made home deliveries of food to those who could not get to our food distribution sites. We learned to work differently--we made it work.

As our work increased, we added staff to meet new needs, and grew our infrastructure in fiscal, HR, program supervision and data management areas.

BCOC has some new and exciting things on the horizon in 2022. We joined a new partnership, Serving Bucks Together (SBT), with Habitat for Humanity Bucks, YWCA, and Bucks County Housing Group to offer comprehensive services to address homelessness, home ownership, and self-sufficiency. We will continue to work closely with these partners to close the racial wealth gap for minority populations.

I am also excited to share that BCOC will be opening a new Opportunity Center in Quakertown. The center will house our current client services, and will hopefully bring some new partners to the table so that we can work together to address poverty in the Upper Bucks region more effectively.

As I watched the heartache of families across the world who are suffering during the pandemic, I was so proud of our staff, board, volunteers, and all those in Bucks County who collectively touched the lives of 57,077 in our community who needed our help this year. With your support, we are truly making a difference in this very challenging time!

A handwritten signature in black ink that reads "Erin A. Lukoss".

Erin A. Lukoss,  
CEO/Executive Director



# HOUSING SERVICES

*Before we can begin to help families achieve stability for the long-term,*

## STREET OUTREACH

New funding and new partnerships helped BCOC staff house 106 previously homeless people this year, reducing the number of those experiencing homelessness in our community to approximately 283. This count is down from over 500 just a few short years ago.

Street Outreach staff are the first responders in the homeless system, meeting people experiencing homelessness on the street or in their cars, for example. The goal is to establish relationship, build trust, and assist people as they navigate into traditional housing programs. We must first address homelessness and the trauma it causes before we can move on to other issues that can help them lead stable and independent lives.

But change is possible. This year's Economic Self-Sufficiency Program's graduating class included David. Staff first met David at Fresh Connect. He was experiencing homelessness, had health issues, and was living in his van. He worked closely with Street Outreach staff and was referred to Rapid Rehousing. Today, David is housed, working, and supporting himself without any government subsidies. He volunteers with BCOC, and wants to give back whenever he can.



## HOUSING

The Housing Location team at BCOC was expanded this year, and now includes three full-time housing locators and a working supervisor who help clients find safe, affordable housing. This is not an easy task in a county where the cost of living is high, there is a vacancy rate of only about 1%, and almost half of renters are spending more than 30% or more of their income on rent. This high rate of spending is considered a "housing cost burden."

Housing locators are out in the community identifying possible units to be rented and developing relationships with landlords as partners.

When CARES funds were released for those affected by the pandemic, BCOC housing locators, landlords and clients worked together to secure funds so that landlords could be paid and clients could remain housed. Eviction hurts everyone and is never a solution; landlords do not get paid and those who are evicted begin a downward spiral that creates stress for the parents and children.

Two housing locators are dedicated to assisting persons who are literally homeless. A third locator is dedicated to referrals from Bucks County Mental Health and Development Programs and Children and Youth.





*it is imperative that their need for safe housing and adequate food is met.* 

## BUCKS LANDLORD INCENTIVE PROGRAM (BLIP)

BCOC administers the Bucks Landlord Incentive Program (BLIP), which was expanded to include incentives to encourage landlords to partner with the Bucks County Housing Link. BLIP provides financial assistance to incentivize landlords to lease and maintain safe, affordable rental housing capacity. Funds can cover continuity payments, bonus payments and finder's fees that encourage landlord participation.

This year, we experienced first-hand the generosity of landlords who believe in second chances, and value the expertise of our housing team. BCOC is actively looking for additional landlords to partner with in this program. Realtors who are interested in helping house our clients can earn a finder's fee. For more information, contact Kendra Transue, Housing Location Supervisor, at [ktransue@bcoc.org](mailto:ktransue@bcoc.org) or the Bucks County Housing Link at [www.buckshousinglink.org](http://www.buckshousinglink.org).

## PHFA FUNDING

Early on in the pandemic, the Pennsylvania Housing Finance Agency (PHFA) was the first to allocate funding, through its Rent Relief Program, for eviction prevention. PHFA and the County of Bucks designated BCOC to help with this program in Bucks County. BCOC assisted 93 households with rental assistance, totaling over \$400,000. As a result of this assistance, these households remained stably housed during a time of crisis.



## BUCKS COUNTY EMERGENCY RENTAL ASSISTANCE PROGRAM (BERA)

When federal COVID-19 funds were allocated to Bucks County to help renters who could not pay their rent and were threatened with eviction, BCOC, in partnership with the Bucks County Housing Link and the YWCA, created a new partnership to expedite funds to those in need.

The Bucks County Emergency Rental Assistance (BERA) Program has helped renters remain in their homes and assisted landlords to get the relief they needed to operate. The money is used to pay past-due rent and utility bills. Over \$9 million dollars passed through the county and onto clients and landlords.

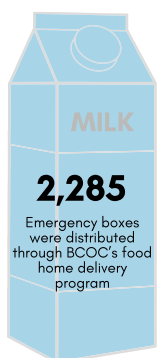
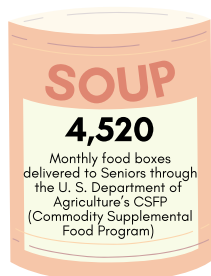
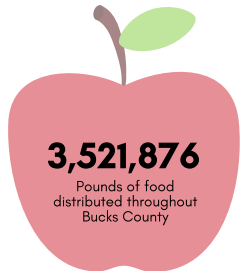
BERA is part of the Pennsylvania Department of Human Services' Emergency Rental Assistance Program, which is funded by nearly \$1 billion in federal aid. Bucks County is one of 18 counties that runs its own program, while the Commonwealth is administering the program in the other counties. (Nationally, the CDC moratorium helped to prevent 1.55 million evictions filings according to the Eviction Lab at Princeton University.)

BERA is a lifeline for not only the people facing homelessness, but also for many landlords who need timely rent money to keep up with their mortgage payments. While a federal eviction moratorium was recently extended and impacts Bucks County, the county courts have also implemented an order that holds evictions for late payments at bay for those applying for BERA.

The BERA helpline is 888-50-BUCKS.

# FOOD PROGRAM

*Families deserve access to nutritious foods, made from high quality, fresh, and local ingredients.*



As many in our community continued to suffer food insecurity that was exacerbated by the pandemic, BCOC increased its partnerships and distribution networks to provide over 3.5 million pounds of food—quite a substantial increase from the 2.4 million pounds distributed just a year ago.

Many individuals and organizations stepped up to help us meet the increased need, and we couldn't have added the volume we did without tremendous support throughout the county. Programs were added to identify and reach those most vulnerable, and volunteers were the lifeline, delivering food to the homebound, sorting and packing food at the HELP Center, and organizing food drives.

New partnerships with the Central Bucks, Centennial and Bristol Township School Districts helped us develop relationships with families in school districts with a high number of students eligible for free or reduced meals. Meeting parents in the school setting provided a comfort level for them that enabled us to begin building relationships that helped us to identify and provide links to other resources for the families. Our goal is to increase the number of schools we can serve next year.

Federal funds supported the purchase of USDA food boxes—a life-saving new offering. With funding from the United Way of Bucks County, produce boxes were distributed monthly to over 150 seniors who reside in subsidized apartment complexes. Volunteers provided home delivery services to seniors, individuals with disabilities, and others who were not able to get to our Fresh Connect sites. With a grant from the United Way of Bucks County, our Street Outreach program was able to purchase and distribute nonperishable meal bags for the homeless.

Carversville Farm Foundation committed to donating 50,000 pounds of food to BCOC this past year. Building on this partnership creates a great impact within our community.



*We met and maintained that standard even as we increased our volume and distribution capabilities this year.*



BCOC added two 2020 Ford vans to our "Food Fleet" this year thanks to generous funding by the Department of Environmental Protection and United Way of Bucks County.

BCOC's Food Program supports 74 food distribution sites throughout the county. Details can be found on our website at: <https://www.bcoc.org/i-need-help-with/food>. Many pantries are run by volunteers, places of worship, senior centers, and local community groups. With the opening of the HELP Center in Bristol last year, we improved distribution capabilities that enabled 36 of our emergency food providers in the Lower Bucks area to access food at the HELP Center

## HEALTHY EATING AND LIVING PARTNERSHIP (HELP) CENTER

The HELP Center, a partnership of BCOC, St. Mary Medical Center, and the United Way of Bucks County, with generous support from Penn Community Bank, became the central hub for food collection and distribution last year. With many new groups of volunteers stepping up to help, BCOC was able to provide over 379,000 pounds of food at a value of just under \$600,000 to the community. Monthly "Buddy Bags" that included 6-8 nonperishable items with protein, fruit, and healthy snacks, spurred new giving from groups county-wide. The HELP Center has been a catalyst for community engagement and support to end hunger in Bucks County.

69,880  
Food Pantry  
Network  
Visits

31,547  
Fresh Connect  
Visits

9,437  
School  
Visits

## FRESH CONNECT

The quantity of fresh fruits and vegetables distributed through the Fresh Connect Program more than doubled this year, from 619,464 to 1,319,244 pounds. The number of families in need grew as the pandemic hit, and the number has remained high. Weekly fresh food distribution is available in Bristol, Ottsville, and Warminster. Fresh Connect is a collaboration of BCOC, Philabundance, Rolling Harvest Food Rescue and St. Mary Medical Center, with generous funding from the United Way of Bucks County. Surveys and informal conversations have indicated that families who regularly receive our healthy, fresh fruits and vegetables are experiencing better health. Fresh Connect patrons feel better and have reported weight loss, improved blood work, and more stamina. They are trying foods they never have before and expanding their healthy eating menus.



# ECONOMIC SELF- SUFFICIENCY PROGRAM

*Moving people from poverty to self-sufficiency*

"I didn't feel like I was succeeding at anything; I wanted more for my family."



**JESSICA**

"I worked steady jobs my whole life. But then I lost a job. One month led to another, and people judged me. I was desperate for help, and BCOC gave it to me. They gave me focus."



**WILLIAM**

Despite additional challenges created by the pandemic, 14 ES clients completed the requirements and graduated from the program in 2020, bringing the total of ES graduates to 359.

"I just needed some support and someone to believe in me and BCOC did."



**ANA**

This year's graduates began the program with an average income of \$23,305; by graduation, they were earning on average, \$46,539, almost double. When they came to BCOC, some had lost their jobs, were recently divorced, had left abusive relationships, were homeless, or were unable to support their families working minimum wage jobs without health insurance. To achieve their financial independence, they worked tirelessly with a coach and created an action plan. For most, that plan included acquiring the additional training and education to be competitive for jobs that pay a living wage.

Upon completion of the program, graduates had raised their salary and were able to support their families independent of government assistance. They live in safe, affordable housing, have health insurance for the entire family, reliable transportation, and live within a balanced budget.

**\$23,305**

Average income  
at the start of  
ES

**\$46,539**

Average income  
by Graduation

*through education/training, and one-on-one coaching.*

"I had no support system. BCOC supported me as I got through school. I have more opportunities now, more open doors."



"Life throws you some curveballs, and I gave up. Today, I am proud to have a job, and a useful place in society. I couldn't have done it without BCOC."



## ES VIRTUAL ORIENTATION

As a result of COVID-19, the pivot to virtual services afforded BCOC the opportunity to reach a broader audience. Also, traffic increased on our website, affirming that these virtual tools were effective. During the orientations, potential ES clients were given the opportunity to learn about the program and ask questions. Orientation sessions are now available twice a month. A sign-up schedule is on our website.

"I attended the Getting Ahead class online and couldn't wait to get home and turn on the computer to hear how everyone else was doing. Friendships formed along the way. We didn't miss a beat in sharing our struggles and solutions." - Ryan



Ryan is a BCOC client who recently was appointed to BCOC's Board of Directors

## GETTING AHEAD IN A JUST GETTIN' BY WORLD

This is a 8-week program that supplements the one-on-one coaching each ES participant receives. BCOC moved this program online. Although we were concerned that it would be difficult to maintain the camaraderie that on-sight classes enabled, in fact, we discovered some plusses. Enrollment in the program increased because those interested in participating could do so from home without consideration of travel, child care, etc. Participants seemed comfortable as the weeks went on and they shared their stories and offered support to one another. Twenty-six ES clients participated.

## LISTENING TO UNDERSTAND

This is a new course offered jointly with Bucks County Community College. It helped ES participants understand how important effective communication and listening skills are as they worked toward economic independence and increased job skills. Twenty ES clients participated.



# WHEELZ2WORK PROGRAM

*"That car, it was my lifeline. It got me back and forth to my job, it helped me find new opportunities." - Elaine, BCOC 2020 ES Graduate*



In 2020, United Way of Bucks County helped us give three of our ES participants Wheelz cars, right in time for the holidays.



The car Elaine received was part of BCOC's Wheelz2Work Program. Eleven cars were donated to the program this year, bringing the total number of cars donated to 71.

In a county of 622 square miles that lacks adequate public transportation, a car can be the difference between poverty and opportunity; lack of a car creates additional challenges for clients working on self-sufficiency who need reliable transportation to get to work, school and essential appointments. BCOC accepts used cars in good, working condition, has them inspected, and awards them to clients in our ES Program who are working hard to achieve economic independence, but lack reliable transportation to get to school or work.

BBack Car Care in Doylestown has been a valuable partner for this program, inspecting many of the cars that are donated and making repairs, if needed, so that clients are getting a car in good condition. Owner Bobbie Hicks explained that it was her father, Bob Back, who originally came to BCOC to offer his help in the community. "We work here, we live here, and we think it is important to be involved," she explained.

There are more than 20 ES clients on the wait list who hope to receive donated cars. Donors receive the maximum allowable tax deduction. For more information, contact Eileen Albillar at [ealbillar@bcoc.org](mailto:ealbillar@bcoc.org).



Pictured is BB Car Care owner, Bobbie Hicks, with a grateful Wheelz car recipient



**\$2.7  
MILLION**

in refunds, credits  
and more!

**1,157**

Tax  
Returns

Filing income taxes became more complex for many low-income workers this year: where did unemployment income fit? How do you show gig work income? What if I cashed out retirement funds to live on? At the same time, the pool of eligible clients increased this year because many more workers lost wages.

Volunteer tax preparers experienced new challenges as well. How do you work remotely, communicate to get the work done, make copies, deliver paperwork... On a deadline? Yet volunteers continued to step up to support VITA this year. With enhanced safety precautions, the work continued.

All volunteers undergo training, and the upside of this year was that the training was moved to a virtual platform, making it more convenient for volunteers to be trained on their own schedule.

For the 2020 tax season, 1,157 returns were completed by volunteers; the value of VITA Program services exceeded \$2,727,486. This figure includes tax refunds, saved filing fees, credits, property tax and rent rebates.

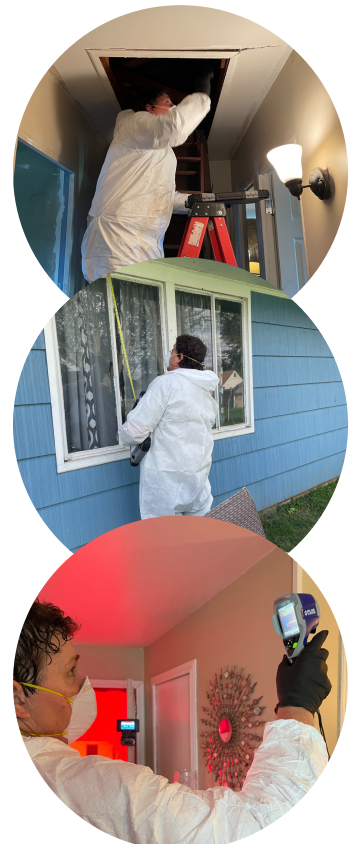
## **WEATHERIZATION PROGRAM**

After a brief halt in weatherization projects due to safety concerns at the start of COVID-19, the weatherization team suited up to help renters and homeowners with low incomes save money on their utility bills and live more comfortably and safely. Entering homes was an enhanced risk and staff worked to implement critical safety measures. During visits, staff also reviewed safety issues within each home and corrected hazards.

In FY2020-21, 253 households were assisted with home repairs and energy conservation projects that reduced the utility costs for people on fixed and low incomes.

During visits, an energy auditor inspects the home and recommends specific measures such as caulking windows, weather-stripping doors, insulating the attic, or tuning the heater. Clients see reduced energy bills and often feel more comfortable in the winter and cooler in the summer.

The weatherization program is free to eligible, low-income applicants. Funding streams may include the U.S. Department of Energy, the U.S. Department of Health and Human Services, The Commonwealth of Pennsylvania, as well as BCOC.



# NEW PROGRAM UPDATES

*Expanding our programming to serve new populations*



## HOUSING OPPORTUNITIES FOR RE-ENTRY POPULATION (HORP) PROGRAM

Last year, BCOC was part of a successful pilot project designed to assist clients, post-incarceration, to establish permanent, stable housing, find employment and/or training opportunities, and access resources. It is a program of second chances. Prior to HORP, inmates at the Bucks County Correctional Facility who were eligible for release, but lacked a verifiable address, remained in jail.

The Bucks County Adult Probation and Parole Department and the Bucks County Department of Corrections identify candidates for referral and assist in their release from the Correctional Facility. Family Services Association is also a partner in the HORP Program, working with clients with a history of substance abuse and/or mental health disorders.

Fourteen clients, average age 47½, have received housing, employment search help and treatment services that include psychiatric services, nurse navigation and wellness checkups, HIV management, peer support, medications, and help with food, clothing and transportation. Of the 14, 4 were homeless prior to incarceration, and only two have returned to the prison system. Four additional clients have been permanently housed and two are waiting for move-in dates.

## STABILITY THROUGH ENGAGING PARTNERS (STEP) PROGRAM

A new initiative in partnership with the Bucks County Behavioral Health/Developmental Department, the Stability Through Engaging Partners (STEP) Program, provides community-based case management (CBCM) to individuals and families after a hospital stay at an acute care facility such as Horsham Clinic or Brooke Glen Behavioral Hospital.

Upon discharge, the goal is stabilization, connecting participants to community resources and supporting them on the path to self-sufficiency. Community-based case management enhances coordination of services, promotes the reduction in readmission and/or lower readmission rates to inpatient/residential facilities and hospital emergency departments, and seeks to mitigate fundamental social determinants of health.



# COMMUNITY EDUCATION PROGRAMS GROW

## *Despite the Challenges of the Pandemic*

As the lead anti-poverty agency in Bucks County, BCOC works hard to increase awareness of poverty and provide training opportunities in the community, including for government officials, businesses, schools, non-profit agencies, faith-based organizations, volunteers, and others who are interested in partnering with us to work together to fight poverty.

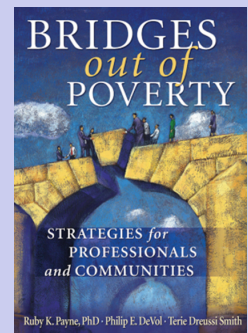
The pandemic forced us to look for new and creative ways to engage the community in our mission, and by designing our training to include online availability, we were able to increase community education access this year. Numbers were up within existing programs, and new programs were created.

Shifting to online training meant re-constructing the materials, a challenge that tested our creativity. However, the efforts proved successful as participation exceeded our expectations and the virtual format opened up access to a wider audience.

### **Bridges Out of Poverty**

Bridges Out of Poverty training, open to individuals and groups, takes a comprehensive approach to understanding the dynamics that cause and maintain poverty. The focus of the Bridges training is to provide a broad overview of concepts as well as concrete, practical tools and strategies for improving outcomes for people living in poverty.

"Bridges Out of Poverty" is presented by Bridges Certified Trainer Tammy B. Schoonover, ACSW, LSW, Chief Program Officer at BCOC. Tammy has been a Bridges trainer for more than 10 years. Places of worship, non-profit organizations, and other groups have invited us to present this workshop for their members.



### **Morning Conversations**

Those who attend the Bridges training are invited to continue the discussion and collaboration through regular morning conversations.

**216**  
Bridges Out of  
Poverty Training  
Participants

**197**  
Morning  
Conversations  
Participants





# COMMUNITY EDUCATION PROGRAMS GROW

## *Despite the Challenges of the Pandemic (cont.)*

### **Racial Wealth Gap**

BCOC partnered with the United Way of Bucks County and the YWCA to offer a Racial Wealth Gap workshop this year, with materials provided by the Bread for the World Institute. The simulation is an interactive tool that helps people understand the connections among racial equity, hunger, poverty and wealth.

Participants learn how federal policies created structural inequalities—property ownership and education are just two examples among the many areas affected—and how these policies increase hunger and poverty in communities of color.

The first session was attended by Board members from BCOC and the YWCA. Subsequently, the program was offered more broadly to human services professionals in the county.

### **Case Management Training**

Case Management Training Sessions I and II offer training for social workers and others working to provide social services to clients in Bucks County. Case Management is about building relationship. It is an art – and critical to a client's progress and success. Because social workers report spending a significant amount of time on case management activities, it is sometimes difficult to develop a relationship with clients. Case Management training helps participants navigate this challenge.

The course covers the 12 Social Work Case Management Standards, as outlined by the National Association of Social Workers (NASW), and how to apply them in daily service delivery. The curriculum is approved by NASW for earning CEUs (Continuing Education Units). Tammy Schoonover, ACSW, LSW, Chief Program Officer at BCOC, is the course instructor.

# 46

Case  
Management  
Training  
Participants



## CASE MANAGEMENT TRAINING!

Join Tammy B. Schoonover, ACSW, LSW as she presents Case Management Standards and Effective Case Management.

Effective case managers provide a blend of assessment and coordination of services required to meet the client's health and human service needs.

This training will be facilitated in two days:

Day 1 - Review the 12 Social Work Case Management Standards outline by NASW.

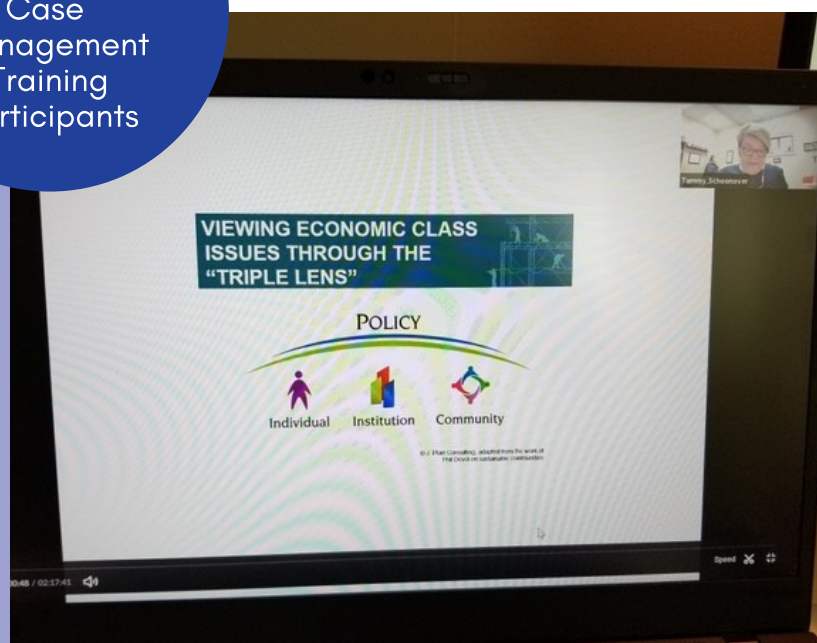
Day 2 - Explore how effective case management can build bridges to economic stability.

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**YOU MUST ATTEND BOTH SESSIONS**

**TUESDAY, OCT. 27TH | 9 AM - 10:30 AM**

**WEDNESDAY OCT. 28TH | 9 AM - 10:30 AM**



# DURING THE PANDEMIC

*BCOC found new, creative ways to communicate, celebrate, and serve*

As the pandemic raged on with no end in sight, BCOC looked for new ways of serving clients. Staff were re-aligned to address pressing needs, new services were created, and the in-person model that BCOC is known for was replaced by phone calls, video chats, and the flexibility of meeting clients in parking lots, if necessary.

While we miss the personal connection that cannot be duplicated online, we also recognized that communicating at a distance brought new access to some for whom in-person contact created a barrier.

For almost 25 years, BCOC staff have looked forward to celebrating graduates of our Economic Self-Sufficiency Program over a dinner program with their families. The ES graduation is truly a highlight each year, as we see first-hand how our ES Program moves families out of poverty for good and changes lives.



In 2020, we made the decision to move to an online platform for a Virtual Graduation Ceremony. While we missed the in-person event, there were benefits to the video celebration. We heard each graduate's journey in a more intimate way as Videographer Chelsea Bentley captured their frustrations and fears as they began the program; details of their hard work along the way; and, finally, the jubilation they all felt achieving their goal of self-sufficiency.

And the video lives on for families to enjoy and others to see what we are all about—working to reduce poverty in our community. Several hundred people usually attend the in-person Graduation; yet, to date, there have been almost 1,000 views of this year's celebration online. If you missed it, [go to 2020 Economic Self-Sufficiency Virtual Graduation - YouTube](https://youtu.be/R3TT+WW_sKU).

A second event that went virtual was our Annual Breakfast—a chance for us to thank the business community, volunteers, and others who support our work all year long. That, too, moved to an online platform. We missed thanking all our supporters in person, but that video lives on at [https://youtu.be/R3TT+WW\\_sKU](https://youtu.be/R3TT+WW_sKU) and has been viewed almost 400 times.



# WELCOME BACK VOLUNTEERS!

This year, 1,926 volunteers devoted their time and talents for a total of 117,484 hours in service to our community!

Our truly dedicated volunteers were anxious to come back once COVID-19 safety precautions were put in place---and we were thrilled to have them! BCOC could not do the work we do without our volunteers, and we are forever grateful and aware of their value to us and the community.

With the start-up of the HELP Center in Bristol last year, new volunteer activities were created. Groups of volunteers regularly meet at the HELP Center to sort and pack boxes of food and new volunteers are always welcome to join the group. For those who prefer to visit clients and make personal connections, the new food delivery program for seniors and those unable to leave their homes is always looking for volunteers.



**1,926**  
Volunteers

**117,484**  
Hours of  
Service

## BCOC Staff

Jackie Akers	Sharon H. Klein
Eileen H. Albillar	Christen J. Kroszner
Owen N. Beuerle	Daniel Lang
Yakini Blanford	Erin A. Lukoss
Danielle Clemons	Jennifer Massinger
Rebecca J. Craven	Connie McGarvey
Joseph S. Cuozzo	Denise Miliner
Russell Davies	Amanda Musselman
Christine DeGuzman	Angela Nutter
Melissa Demjanczuk	Sharon Reed
Dennis Denard	Christopher Rhoad
Kathleen Dorrian	Gary Ryan
Deremy Dove	Jessica Sands
April Ettinger	Tammy B. Schoonover
Mary Jo Finch	Laura Shanley
Erika Flayer	Faith Sheehan
Heather L. Foor	Kaitlin Sherman
Phyllis Gottschalk	Samantha Titus
SaraJane K. Hamilton	Kendra Transue
Christopher Handy	Cheyenne Wadsworth
Kari Howatt	Erin Waters
Allen Johnson	Patricia Wensel
Sarah Johnson	Michal D. Wilkerson
Stacy L. Kaiser	Diane Williams
	Nicole D. Yerkes
	Elizabeth Zbinden

## Board of Directors

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Lara E. Christiano  
James T. Dacey  
Deborah A. Downey  
Shane Fitzgerald  
Constance M. Furman, Treasurer  
Amy M. Gabler  
Jacob A. Iampietro  
Christopher S. Mahoney, Esquire  
Jeffrey J. Martinides  
Nikki Matthews, Secretary  
Tim McCann, Esquire  
Janice S. McCracken Erkes  
Christina Kahmar-McGinley  
Michael W. Mills, Esquire, Chair  
Andrew J. Moser  
Charles J. Quattrone, Jr.  
Kerry L. Shepherd, Vice-Chair





# DONORS STEPPED UP

*with Record-breaking Support!*

BCOC is grateful for every donor who came forward to make a difference in 2020-21. The support, especially as families were struggling with the effects of the pandemic, helped BCOC reach more families than ever before.

## **\$10,000 and above**

Alice L. Johnson Charitable Trust  
Bank of America  
BLBB Charitable  
CLA Foundation  
Comcast Cable  
Mr. and Mrs. Gene Epstein  
Elaine and Bob J. Fitt  
Foundations Community Partnership, Inc.  
Francis J. Raab Foundation  
Fred Beans Charitable Fund  
Ms. Meredith Galto  
Gannett  
Mr. and Mrs. Gerald Grater  
Jacqueline Holland  
Mr. Michael Holland  
Janssen Pharmaceuticals, Inc.  
Key Bank  
The Leo & Peggy Pierce Family Foundation  
Ms. Sandra Lewis  
Penn Community Bank  
Stephanie Petrone  
Phillies Charities  
Shoprite of Warminster  
Mrs. Priscilla Stowe  
Taiho Oncology  
The Woodtiger Fund  
United Way of Bucks County  
Wegmans Food Markets  
Mr. & Mrs. Mark Worthington  
WSFS Bank

## **\$5,000 to \$9,999**

Mr. and Mrs. Matthew Balitsaris  
Bank of America  
Dr. Kathleen Brower  
Bucks County Foundation  
Clarence W. Winter Charitable Trust  
Mr. and Mrs. Richard Thomas Clark Jr.  
Customers Bank  
Doylestown Presbyterian Church  
The First National Bank and Trust of Newtown  
Greenwood Gaming and Entertainment, Inc.  
Monica Haeussler Forst  
Johnson & Johnson  
Mr. Jeffrey Martinides  
Ms. Trish Maxson  
Mechanical & Service Contractors Association  
of Eastern PA  
PECO  
QNB Your Community Bank  
Rebecca Hart Swartzlander Trust  
Ms. Deborah Reese  
Mrs. Diana Resek  
Robinson Mountain Trust  
Sherman Engineering  
William Penn Bank Community Foundation

Please visit the 'Thank you' page on our website for the complete list of all our generous donors from this past year.  
<https://www.bcoc.org/who-we-are/thank-you/>



The Fred Beans 500 Meal Challenge raised over \$150,000 to provide food for struggling families



Support from Gene and Marlene Epstein in terms of challenge gifts helped the Give-a-Christmas campaign soar over \$250,000, the highest total ever!

# CONSOLIDATED STATEMENT OF ACTIVITIES

*Year ended June 30, 2021*

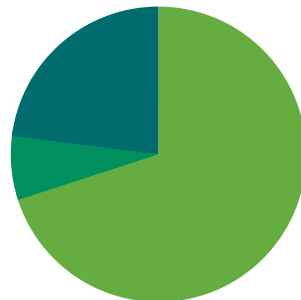
## Consolidated Statement of Activities Year Ended June 30, 2021

			2021		
			Without Donor Restrictions	With Donor Restrictions	Total
<b>Support and Revenue</b>					
Support					
	Government		\$4,742,199	\$1,864,011	\$6,606,210
	Community		\$1,400,978	\$946,519	\$2,347,497
	Donated Materials, Facilities and Services		\$28,451	\$4,117,212	\$4,145,663
	Special Events, Net of Expenses		\$28,210		\$28,210
	Total Support		\$6,199,838	\$6,927,742	\$13,127,580
Revenue					
	Contribution to BCOC - Economic Self-Sufficiency Fund				
	Financial		\$593	\$2,500	\$3,093
	Other		\$12,062	\$34,447	\$46,509
	Change in Value to BCOC - Economic Self-Sufficiency Fund			\$35,606	\$35,606
	Total Revenue		\$12,655	\$72,553	\$85,208
Subtotal			\$6,212,493	\$7,000,295	\$13,212,788
Net Assets Released from Restrictions			\$6,478,152	(\$6,478,152)	
Total Support and Revenue			\$12,690,645	\$522,143	\$13,212,788
Expenses					
	Program Services		\$11,590,603		\$11,590,603
	Management and General		\$746,552		\$746,552
	Fundraising		\$136,970		\$136,970
	Total Expenses		\$12,474,125		\$12,474,125
Other Income					
	Forgiveness of Debt - Paycheck Protection Program Loan		\$392,925		\$392,925
Change in Net Assets			\$609,445	\$522,143	\$1,131,588
Net Assets - Beginning of Year			\$879,399	\$1,548,101	\$2,427,500
Net Assets - End of Year			\$1,488,844	\$2,070,244	\$3,559,088

## Financial Snapshot

Program Operations  
23%

Administrative  
7%



Client Financial Assistance  
70%

**BCOC helped**

# 57,077

**Bucks County  
Residents this past year**



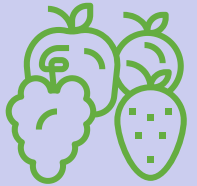
### Housing

**2,658** households avoided evictions  
**106** families moved out of homelessness  
**486** households received utility shutoff assistance



### Food

**3.5 Million** pounds of food distributed  
**69,880** Visits to food pantry network  
**31,547** Visits to Fresh Connect  
**4,520** Senior boxes delivered



### Economic Self-Sufficiency

**14** Graduates  
**\$23,305** Average income starting the program  
**\$46,539** Average income at Graduation



### Weatherization

**253** houses were weatherized



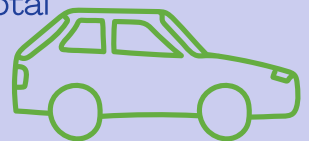
### VITA

**1,157** Returns prepared  
**\$2.7 Million** in Tax Services



### Wheelz2Work

**11** cars donated this year  
**71** cars donated in total



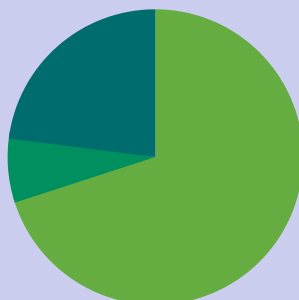
**1,926** Volunteers

**117,484** Hours of volunteer service



Program Operations  
23%

Administrative  
7%



### Consolidated Financials

Client Financial Assistance  
70%





**Administrative Office:** 100 Doyle St, Doylestown, PA 18901

**To Donate:** Visit our website at [www.bcoc.org](http://www.bcoc.org) or contact Joseph Cuozzo,  
Director of Development, 215-345-8175, ext. 204

**To Volunteer:** Contact Eileen Albillar, Volunteer and Community Connections  
Manager, 215-345-8175, ext. 209

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[Twitter/bcopportunity](https://twitter.com/bcopportunity)