

Opportunity House



July 1, 2010 through June 30, 2011





PRESIDENTS LETTER

As this fiscal year drew to a close, the finishing touches were being placed on the Second Street Learning and Technology Center. Located directly behind Opportunity House on Pear Street, this center will provide new opportunities for children to enhance their educational, developmental, and recreational abilities, bringing a much needed face lift to a once blighted neighborhood. The center will house six classrooms, a library, and gymna-

sium for up to 144 children aged 3 -13. Designed using smart growth principles, the center has been designed to maximize sunlight, reuse rain water, and provide a healthy learning environment for the children.

Our other programs continue to expand to meet the ever growing needs of the people we serve. The Children's Alliance Center received a two year grant to provide victim advocacy services to families of children who have been sexually abused. Although it continues to struggle financially, The Shelter continues to remain at or near capacity year round. As the economy continues to sputter along, we have seen a significant increase in the number of individuals and families who have become homeless for the first time. This has taken place despite our efforts through the Homeless Prevention and Rapid Rehousing Program to keep families in their homes. Our Supportive Housing Program continues to provide quality, affordable housing to former Shelter residents as they continue in their quest to become self-sufficient and the Second Street Learning Center remains the only 24 hour/day, 7 day/week licensed child care facility in Berks County serving an average of 250 children per day.

Our 9th annual Souper Bowl held at Body Zone Sports and Wellness Complex was our most successful one yet, raising over \$60,000, and our 14th annual Golf Tournament moved to French Creek Country Club and raised over \$50,000. Thank you to the volunteers who worked tirelessly to ensure the success of these two fundraisers.

Many thanks to each and every volunteer who took time out of their busy lives to lend a hand to those less fortunate. A special thanks to our cooking groups, who continue to provide a hearty meal each and every evening to the men, women, and children living in the shelter. A more detailed listing of all of the volunteer activities and those individuals and groups involved can be found in this annual report.

Lastly, thank you to everyone who continues to support our mission to improve the quality of life for families and adults who face various obstacles to independence, and support their efforts to maintain and achieve self sufficiency. On behalf of the Board of Director's, we would like to thank all of Opportunity House's employees, donors, supporters, and volunteers. Thanks to you, we are making a difference in the lives of those less fortunate.

Sincerely,

Dr. Johanna Kelly, Chairperson

Modesto D. Fiume, President

HUMAN RESOURCES

Opportunity House employees continue providing quality services to our clients despite challenges we've faced. Cuts in funding, increased need for services and a decrease in our average number of employees has made it necessary for all of our employees to step up and fill in gaps. We have seen an average decrease of only 3 employees over last year, however only 74% of our employees have over one year of service versus 82% in the prior fiscal year. Our ability to attract and retain qualified employees in our entry level positions and frequent absences continue to be our greatest struggles.

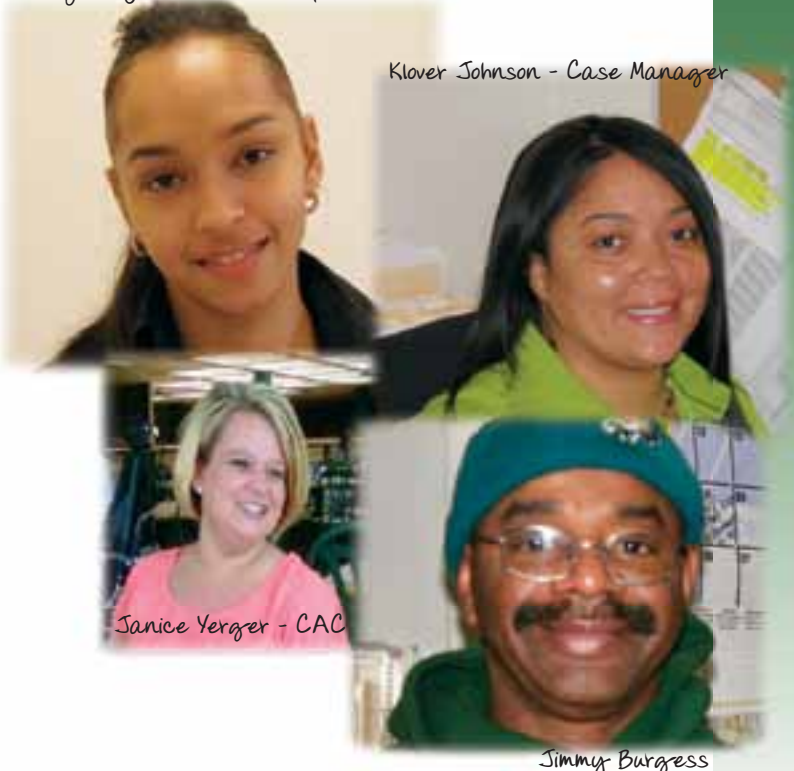
Despite this we persevere with experienced personnel who number 25 with five or more years of service, 10 employees with 10 or more years of service and 1 employee with more than 15 years of service. We had 4 employees with perfect attendance this fiscal year.

Opportunity House had a great year with the formation of our Safety Committee. The Safety Committee, which is composed of employees from throughout the agency, meets on a monthly basis. The committee has been involved in identifying unsafe conditions throughout the agency and implementing corrective solutions. These changes have reduced our Workers' Compensation claims which in turn have resulted in an

additional reduction to our annual insurance premium. In addition to financial savings the committee has worked to make our employees continually aware of safety in the workplace. They have presented several safety training videos to our employees.

Policy changes, aimed at safe driving for employees that use company or personal vehicles for business, were implemented, not only for the safety of our employees but to minimize risks to the agency.

*Faces of Opportunity
Alenys Dejesus - intake Department*



Klover Johnson - Case Manager

Janice Yergler - CAC

Jimmy Burgess

Our Programs

Shelter Services

Anyone who lives in and around the Berks County area is aware that you don't often see the face of homelessness. In part this is due to the services provided by Opportunity House. Some of the services offered to residents of the Shelter include drug and alcohol treatment, mental health counseling, medication monitoring, transportation, budgeting counseling, advocacy for appointments at the Department of Public Welfare and Social Security Office, and interagency communication. Our clients also receive health care through the Second Street Health Dispensary which is located on the 1st floor of our building. The Second Street Learning Center is available for families who need childcare.

Although making the decision to come to the shelter is often a difficult choice to make; many of our clients report that it is the best decision they could have made. Within 48 hours of arriving at Opportunity House each client is assigned a case manager who works with them to develop a self sufficiency contract. The contract is a guide to help the client begin to put some structure back in to their lives. Over the years we have found that our clients experience the most success if they engage in services at Opportunity House 90 days or longer; at this point they will have received treatment (if needed) for drug and alcohol or mental health issues, budget counseling, as well as treatment for any health related issues. They begin to stabilize and work towards achieving their goals. Many of our clients remain connected through another program we offer called Aftercare. In this program clients are able to continue to receive supportive services such as budgeting, advocacy, and life skills training.

Children's Alliance Center (CAC)

The Children's Alliance Center (CAC) along with the Court Appointed Special Advocates (CASA) has been very busy this past fiscal year. The CAC is committed to the children of Berks County that have been victims of sexual abuse/molestation. The CAC is dedicated to the idea of one (1) interview per child so that they will not be re-traumatized. CASA has increased its number of volunteers that are devoted to the quality of life of

children in Berks County. The mission of the CASA program is to provide efficient, thorough, quality advocacy to children who enter the court system as a result of abuse and/or neglect. Specially trained CASA volunteers are appointed by a judge to represent the best interests of a child. The main purpose is for a child to reach permanency whether it maybe with birth parent/s, with extended family members or adoption.

After the move of the CAC/CASA in February of 2010, we have been very busy! The CASA Program recruited, interviewed and trained three (3) new volunteers. They all have been enthusiastic about their new roles in the court system and in the lives of the children they represent. There are six (6) volunteers at the present time. The 6 of them have 12 children in the system; four (4) volunteers have one (1) child each, 1 volunteer has 2 children, and the last volunteer has 6 children (4 children in one family and 2 in another family).



Mike Miller's Class of 2011 Wall Art

The CAC has grown with improvements. With the new space, we are able to hold all of our meetings in the CAC, which adds to everyone on the MDT (Multi-Disciplinary

Team) having a sense of connection. We have continued to make our space 'child centered'. A Kutztown University student donated her time and talents to the CAC by painting pictures to hang in our waiting room and painting the hallway between the waiting area and the interview room in an 'under the sea' theme!

Another way that we are discouraging re-traumatization and helping victims is through the use of digital recording equipment. With the cooperation of the Berks County District Attorney's Office and Berks County Children and Youth, the CAC was able to purchase digital recording equipment to record the forensic interviews of children. This enables all parties (Forensic Interviewer, County Detective, Children and Youth Case Worker) to be able to have the interview at their fingertips and not have to wait for a transcript of the interview (the Forensic Interviewer would type up notes of the interview once it was concluded, which at times, would create a 'back log'). In FY2011 the CAC interviewed 265 children.



Designed by Penn State Student in CAC

CAC/CASA has also thought of the safety of the children and families that come to our offices. We have installed a new lock system on our front door along with camera equipment in our waiting room. This way, no one can enter the CAC/CASA without staff knowing of their reason

for being there. The camera in the waiting room is a CAC accreditation standard for staff to be able to accommodate, help, and be watchful of the family, children, etc in our waiting room. We are very happy with all the improvements in our office and look to the future for what we can do to expand and enrich the lives of children in Berks County.

Second Street Learning Center

The Second Street Learning Center has become a comprehensive community child care service that provides safe, high quality child care that is affordable. We accept children aged 6 weeks to 13 years. We focus on creativity, socialization, and the development of high self-esteem. Activities are designed to meet the needs of each individual child. The Learning Center incorporates the use of multi-cultural and developmentally appropriate materials and



equipment. We believe that children are to be treated as individuals, with love and respect for their specific emotional, physical, and social needs.

We provide well trained staff, which creates an environment of acceptance and warmth. Our curriculum is based on the basic tenets of child development, making sure we address cognitive, social, emotional, physical, and aesthetic areas of growth. Our staff integrates these areas of growth encouraging children to develop at their own rates.

Reading readiness, pre-math, computer programs, outdoor play, art projects, and science and nature studies are just some of the daily activities planned for our children. Our center offers a before and after school enrichment program. This program is available for full days of school during public school closings. In addition, homework assistance is offered through our after school tutoring program.

We encourage parents to visit the Center at any time and to participate in their child's daily experience.

To accommodate today's busy family schedule the Center is open 24 hours per day, 7 days per week. Additionally, transportation is provided to and from public schools located in the city. The Center offers children a diverse, nurturing, and supportive environment that provides the parents with the flexibility they need to meet their varying work schedules.

In FY2011 the Learning Center provided care to 509 individual children of whom 98% come from families that are at or below the official poverty level. Of the 274 families with children enrolled at the Learning Center 89% are headed by a single female parent, 4% by a single male parent and 7% by a two parent family. These statistics reflect the community that we serve.

This year we were again awarded a \$31,500 grant from the Keystone STARS program that was used to purchase items to ensure the health and safety of our children. They included:

- Hand washing sinks for all classrooms.
- Portable Basketball Hoops for the Technology Center
- Gross motor equipment and area rugs for the Technology Center
- Desks, tables, shelves and chairs for the Technology Center
- Science, Math, English, literacy, writing, and health & nutrition learning materials for the School Age program

The children attended the following summer programs:

- **GoggleZone-GoggleWorks** continued its set of unique camps with the return of GoggleZone! For four weeks 20 kids started their day exploring their imaginations and creativity at the GoggleWorks facility. The children then hopped on a bus and headed to the Body Zone for an afternoon of soccer, football and basketball fun!
- **Camp Discovery-Reading Museum -Museum Discovery Camp** offered an art and science program for children from ages 4-11 years. Fifteen kids spent 4 weeks attending this exciting summer camp. Programs included outdoor sketching, nature study and exploration, hands-on live animal demonstrations, environmental awareness, supervised outdoor games and activities, Museum Gallery talks, guest speakers, Planetarium shows, and rainy day activities.
- **Camp Bynden Wood** - Eight kids spent nine weeks surrounded by nature. Bynden Wood's outdoor mountaintop facility provides campers with a unique summer camp experience. The Day Camp's programming is based on the four core values of the YMCA (Caring, Honesty, Respect, Responsibility) along with the promotion of safety, fun, education, and individuality.
- **Imax Movies for the Summer** - Reading Imax theatres offered free movies each week for children in the Reading area. Around 30 children attended weekly movies.
- **French Creek State Park** - Each day this summer, 25 children enjoyed outdoor fun at this favorite summer time spot. The children swam, had picnics, did a little hiking on the nature trails, and played outdoor games like tag, football, and soccer.
- **Reading Royals Hockey** - The children participated in a banner making content. As a result they attended the Royals play-off games.



J.P. Mascaro RESPECT visit to the Second Street Learning Center

- **J.P. Mascaro & Sons Present The Respect Program** - The Respect Program was created to educate youth on the importance of respect and why we need it in our lives. It incorporates valuable and important information with a fun, interactive presentation. Fifty children, from grades 3 thru 5, were part of the program that took place at the Second Street Learning Center.
- **Souper Bowl making workshops** - Fifteen of the older school age children attended two sessions to make bowls for our annual "Souper Bowl".
- **Brian Foremen** - Artist-in-Residence spent his summer break from teaching by providing art classes for school age children every Monday for six weeks at Lauers Park Elementary School.
- **Carla Siedel** - Visits with us to offer music classes on Wednesdays for infant, toddlers, and pre-school children. Thirty students enjoyed moving with music and learning new songs. The program started in May and continues to this day.



Easter Bunny visits the Learning Center

Easter Baskets/Halloween:

- Bethany Lutheran Church provided Easter baskets for our younger children filled with Easter eggs.
- West Reading Borough donated their Easter Egg Hunt leftovers.
- Alvernia University provided over 300 baskets and toys for our Easter Egg Hunts
- Our children participated in the United Way of Berks County's annual Halloween celebration.

Supportive Housing:

In January of 2010 Opportunity House took ownership of Beacon House at 821 Schuylkill Avenue. There are 13 apartments in the complex, 10 two bedrooms units and 3 three bedroom units. When Opportunity House took over there were only four families living in the complex and most of the units needed to be repaired. Repairs began in March of 2010 and we were able to begin moving people into the empty units in May 2010. Currently all but one of the units is occupied. This past fall Home Depot graciously donated paint, plants, flowers, benches, and people to clean up and landscape the large empty lot that runs alongside of the building. Now where there was once an empty lot full of trash and weeds there is a pergola, and lots of pretty greenery for the tenants to enjoy.

All of our other supportive housing programs are also full at this time; there are five families in our

Christmas:

Our children from the toddler/preschool rooms participated in the Camp Adahi Santa's workshop and got to pick out Christmas presents for their family.

College students from Kutztown University along with Santa visited and donated Christmas presents at a special school age party.

Miscellaneous:

As a class assignment the Penn State Berks campus students of Dr. James Huber's Psychology 100 class created t-shirts with a motivational message. The shirts were donated to the Second Street Learning Center to help motivate our students.



permanent housing program with 13 children. In our long term transitional housing program there are four families with eight children. In our short term transitional housing program there are 5 families and nine children. The children in these programs who are age appropriate are enrolled in the Second Street Learning Center where they are involved in a variety of activities throughout the year. They also enjoy a wonderful holiday season filled with lots of holiday festivities such as an Easter egg hunt which includes a visit from the Easter Bunny, a traditional family style Thanksgiving meal, cookie baking, Santa's workshop, and a holiday visit from the therapy dogs. The year is finished off with a visit from Santa who brings lots of gifts and holiday cheer.

Watch Us Grow!

Ground breaking for the future Learning & Technology Center took place in October. Once it is complete, the Center will have six classrooms, a library, and a gymnasium. Most importantly it will be LEED certified and equipped with state of the art computer technology. Partnering opportunities to support this campaign are still available.



Volunteers – 2010-2011

Volunteers are the glue that holds many of our programs together; whether they are cooking in our kitchen, playing with the children in the Second Street Learning Center, serving on our Board of Directors or one of our many committees. Opportunity House could not begin to provide all of our services without the assistance of our many dedicated volunteers. They are an integral part of the agency.

The past year was successful thanks in-part to the participation of the following volunteer activities:

In the *Second Street Learning Center* volunteer tutors assisted the school aged children after school with homework and school projects. Some volunteers shared their love by rocking and holding the babies in our Infant Room. Others read and played with the pre-school children. Many individuals came in on a regular weekly basis and would assist the teachers with the daily activities, while others came as a group to host a special event. On average, we had 12-15 volunteers helping out each week throughout the year in the Second Street Learning Center. Special groups that assisted are listed below. Please forgive any exclusion made.

Youth Advisory Committee (YAC) of the Berks County Community Foundation

Wilson Interact Club

Kutztown National Honor Society

Twin Valley National Honor Society

Wilson National Honor Society

Holy Name Key Club

Kutztown University Care Bears

The Holleran Center @ Alvernia University

Girl Scout Troop #11092

Reform Congregation Oheb Sholom students

Kersher Zion Synagogue students

Atonement Lutheran Church Christian Education classes

Albright College students

Alvernia University students

Kutztown University students

Penn State Berks students

Reading Area Community College (RACC) students

In the *Shelter* dinner was prepared and served by volunteers 362 days last year along with lunches on weekends. Many weekend breakfasts were also prepared by volunteers, as well. We had 142 groups come in this past year and serve a meal; many of which came once each month. These groups and individuals are from various local religious congregations, businesses, schools and social organizations who choose to share their time and talents with our clients. Throughout Opportunity House and around our campus volunteer groups provided manual labor to assist with special projects such as replacing flooring in the administrative offices, painting hallways and handrails throughout the building, landscaping our grounds and community garden, expanding needed storage space, and organizing donated items and supplies. For a complete list of cooking groups, please see attachment.



Everybody's Birthday Party
Penn State Students

Volunteers – 2010-2011

There are many volunteers who shared countless hours throughout the year by serving on committees to help grow our agency.

Huron Consulting Group: In January, a group of 14 consultants from Chicago that had been working with The Reading Hospital and Medical Center for several months spent an entire day completely painting one of the apartments in the New Beginnings II building. They painted all of the walls and woodwork in this two bedroom home. In addition to painting this apartment, when the consultants were done with their project at TRHMC and moving out of Reading, they donated all of their household goods used in their apartments to Opportunity House (bedding, kitchen and household supplies, etc.). Huron Consulting Group also made a large financial donation to the agency since their employees had been so involved with us while working in Reading.

Green Valley Elementary School: In March, the Student Service Team (SST) conducted a collection drive for the students and staff at their school. They collected personal hygiene products, school supplies and cleaning products for the agency.

Reading Muhlenberg Career & Technology Center: The students and staff at RMCTC were very involved with Opportunity House this past year. Members of their National Honor Society held two special events in the Second Street Learning Center; on Read Across America Day they dressed up in Dr. Seuss costumes and came in and spent time reading Dr. Seuss books with the toddlers and pre-school children and then in April, they held Easter Egg hunts for both groups, as well. Throughout the year, the staff donated all of the monies collected from their Blue Jean Friday's campaign to Opportunity House. We were also the recipients of a candy sale that took place on Valentines Day by the National Honors Society. The largest undertaking, however, was a joint effort of both the staff and students on Thanksgiving Day. A traditional dinner of turkey with all of the fixings was prepared and served by the students and staff to over 70 clients in our shelter. All of these efforts were coordinated by one of their teachers, Theresa Baller.

Penn State Berks; Office of Student Affairs: Along with preparing and serving meals in our shelter four times last year, students from PSU held two special events with the children in the Second Street Learning Center (SSLC). In the fall, a group of PSU students worked with the older "tweens" to help them write their own story. After editing was done, all of the stories were individually bound and each child was able to take home their own book. On another occasion, an Everyone's Birthday was celebrated with all of the children in the SSLC; complete with piñatas and cake for all!

United Way Day of Caring. In September, 12 volunteers from around Berks County participated in the United Way Day of Caring. Some thoroughly cleaned and disinfected toys at the CAC and in the SSLC while another crew painted several hallways in the Shelter.

Reading Hospital Magnet Champions: Children in the SSLC and the Shelter were the recipients last winter of the Sweet Dreams campaign which took place at the Reading Hospital and Medical Center. A collection drive was held by the employees for donations of children's pajamas, bedtime story books and stuffed animals; all of which were generously given to our kids!

Home Depot: Last fall, Home Depot donated several pieces of outdoor maintenance equipment: a lawn mower, a snow blower, a weed whacker, along with several shovels, rakes and miscellaneous items. Since we did not have anywhere to store these items, Team Home Depot from the Wyomissing and Exeter stores came in and built a storage shed to store these items. Along with building of the shed, they replaced the wooden steps and porch on four of the permanent housing units. In the spring, the same crew of workers making up Team Home Depot, were in charge of staffing the parking lots for the 9th Annual Souper Bowl.

Volunteers – 2010-2011

Koinos Community Church: Under the coordination of Stephanie Zechman, a design was drawn up and volunteers from Koinos helped to create a wonderful garden area across from the entrance to the new Technology Center. They solicited donations from several local nurseries along with raising the funds to cover the additional expenses. Residents from the shelter helped in clearing the lot and preparing the soil. Once the raised beds were constructed children from the SSLC helped in planting many of the flowers and shrubs.

Eagle Scout Projects

Four Eagle Scout projects were done at Opportunity House last year:

Robbie Schlegel of Troop #413 from Busman UCC in Wyomissing. Robbie built 50 “sign poles” to be used at our Annual Souper Bowl fundraiser.

Nick Blanchet of Troop #413 from Busman UCC in Wyomissing. Nick remodeled the kitchen in the Second Street Learning Center. This involved removing the existing cabinetry and countertops and replacing and expanding the area with new cabinets.

Jon Trout of Troop #431 from St. Peter’s UCC in West Lawn. Jon built a pergola, two benches and raised planters in the new garden area across from the Technology Center. This was done in memory of his grandmother, Marilyn Whitlock Harding.

Alex Trout of Troop #431 from St. Peter’s UCC in West Lawn. Alex built several benches and picnic tables that are located in the picnic area of the new garden. This was also done in memory of his grandmother, Marilyn Whitlock Harding.

Happy Birthday Dr. Seuss



Wyomissing Nursing Home - Dietary Staff



Many Thanks to our

Volunteer Cooking Groups

Albright College
Albright Students
Alcon Research
Allegheny Lutheran Church
Alliance of Faith Worship Center
Alpha Phi Omega – Kutztown
Alvernia University
Angela Galarza & friends
Asko Noble
Atonement Lutheran Church
Bausman Memorial UCC
Bell Tower Salon
Bellco Federal Credit Union
Bellman's Church
Berks Bible Church
Berks County Democrats
Bern Lutheran Church
Bethany Lutheran Church
Bethany United Methodists Church
Bethel Dunkard Brethren
Boy Scout Troop #413
Burton & friends
Calvary Bible Fellowship Church
Calvary Evangelical Lutheran Church
Calvary UCC
Calvary United Methodists Church
Chris Talarico
Christ Episcopal Church
Christ Evangelical Lutheran Church
Christy Terefenko
Cindy Stewart
Community Evangelical Church
Community Evangelical Church

Community UCC
Covenant Church Cross Roads Community Church
CTCE Federal Credit Union
Diane Papademetriou
Exeter Leo Club
Fiorenza's Food for Friends
First Presbyterian Church
Frances Powers
Friedens Evangelical Lutheran Church
Friedens UCC- Oley
Fromuth Tennis
Ginny Hand & friends
Girl Scout Troop #11092
Good Shepherd Lutheran Church
Good Shepherd UCC – Boyertown
Good Shepherd UCC – Reading
Grace Alsace UCC
Grace Outlet SDA Church
Heidi Zerbe
Holy Cross United Methodist Church
Hope Evangelical Lutheran Church
Hope Lutheran Church
Immanuel UCC
Jane Fultz
Julia Coralnick
Julie Fredericks
Junior League of Reading
Kate Thornton
Kersher Zion Synagogue
Kissinger's Lutheran Church
Kiwanis Club of Reading
Koinos Community Church
Kurt/Naugle Group

Volunteer Cooking Groups (continued)

Kutztown Care Bears
Kutztown Community Outreach Center
Laura Rader
Leizawitz Heller
Lighthouse Christian Center
Lincoln Park Community United Methodist
Living Word Fellowship
Lynn Gregg
Maidencreek Church
Masonic Lodge #377 of Kutztown
Michelle Janeczek
Mohrsville Church of the Brethren
National Penn Bank
Nigerian Ass. Of Reading/Berks County
Open Gate Camp
Penn State Berks
Pennside Presbyterian Church
Phillips Van Heusen Corp
Raylon Corporation
Reading Friends Meeting (Quaker)
Reading Hospital School of Health Sciences
Reading Hospital Social Work Department
Reformation Evangelical Lutheran Church
Reformed Congregation Oheb Shalom - RCOS
Rehoboth Seven Day Adventist Church
Reifton PTA
Robeson Lutheran Church
Salem Shelters Lutheran
Schuylkill Valley Teens
Schwartzwald Lutheran Church
Shelly Brubaker
Shiloh Mennonite Church
Sophia's Portico
St. Barnabas Episcopal Church
St. Daniel's Women's Group
St. Francis DeSales
St. Joe's Medical Center – Laboratory
St. John's Evangelical Lutheran Church
St. John's Gernants UCC
St. John's Lutheran – Sinking Springs
St. John's Lutheran Church - Kutztown
St. John's Reformed Church
St. John's UCC- Fleetwood
St. Matthews Greek Orthodox
St. Paul's Lutheran Church
St. Paul's Lutheran Church
St. Paul's UCC - Birdsboro
St. Paul's UCC - Douglasville
St. Paul's UCC – Fleetwood
St. Paul's UCC-Kutztown
Sts. Constantine & Helen Greek Orthodox
Teleflex Medical
The Dieruff Group
The Drawing Board
Trinity Bible Fellowship Church
Trinity Lutheran Church
Trinity Lutheran Church - Robesonia
Trinity Lutheran Church- Wernersville
Trinity UCC – Leesport
TSI Associates
UGI Services
VIST Financial
Wayne Kessler
Weaverland Youth Group
West Lawn United Methodist Church
West Reading Wyomissing Rotary
Wilson High School National Honors Society
World Electronics
Zion's Evangelical Lutheran Church
Zion's UCC - Hamburg
Zion's Union Church Maxatawny

Special Events

9TH ANNUAL SOUPER BOWL

On Monday, May 2, 2011 the 9th Annual Souper Bowl was held at Body Zone Sports and Wellness Complex.

Thank-you, thank-you, thank-you to our community, sponsors, volunteers, and staff for making our event such a success...the world's best committee!! Together, everyone raised a net of \$61,000.

Penn State Berks offered us off-site parking this year which worked out great. Tickets could be purchased at both Body Zone and all area Boscov's department stores.



Bowl making workshops were held at The GoggleWorks, Clay on Main and Clayote. Numerous schools around Berks County also participated in making bowls for our event. We had an amazing selection of over 800 beautiful bowls this year.

SOUPER BOWL PREVIEW

Our "Preview" event had the largest attendance to date, 150 guests. Lois E. and Irvin Cohen were honored as "Donor of the Year" with a beautiful bowl created by Wesley Muckey of Nolde Forest Pottery. Simmeria Cafe provided food, while WineDown Cafe, Blair Vineyards, Prime-Steak & Wine, and Stoudt's Brewing Company provided the beverages, with



Donor of the Year Award Presentation 2011



Billy's Candies providing chocolates. Carl Zeplin and Tim Gross entertained us with their musical talent.

Without the assistance of many volunteers, both individual and those with groups, Souper Bowl would not happen. We would especially like to thank the following groups who assisted this year: Vanguard employees, Boy Scout Troop #413, Girl Scout Cadette Troop #1639, Wilson National Honors Society, Reading Express Steam Team, Antietam High Students, Community UCC and Daniel Boone High School Manufacturing Technology Class.

Souper Bowl Committee: Lisa A. Twiford, chair, Laurie Kercher & Janene Naugle, co-chairs

Becky Burton, Vicki Cesarz, Jayne Dieruff, Cyndi Fisher, Modesto Fiume, Kristen Galazen, Karen Haver, Kim Hiester, Pier Ignozzi-Shaffer, Andrea Johnson, Lorraine Klinger, Nancy List, Lorri Oziri, Lois Savage, Francine Scoboria, Susan Miers-Smith, Sheila Shuman, Amy Sikorski, Elaine Stanko, Sharon Szymanski, Dawn Valyo, Vanessa Wanshop, Margie Weber, Ramona Wolf.

Platinum Sponsor: VIST Financial

Gold Sponsor: EnerSys, Susquehanna Bank, VF Outlet, Wyomissing Family Restaurant

Silver Sponsor: Alvernia University, Digestive Disease Associates, EthoSource LLC, Highmark Blue Shield, Stevens & Lee/Griffin, Dena & Vic Hammel.

Bronze Sponsor: Alan Ross & Company, Anderson Insurance Brokers, Bell Tower Salon & Spa, Capital BlueCross, Comcast, Connors Investment Services Inc., CTCE Federal Credit Union, Fraser Advanced Information Systems, Herbein + Company, Lamanna-



Special Events (continued)

Dooley Plastic Surgery Associates, Quadrant EEP, Riverfront Federal Credit Union, Speciality Rigging Co., Schuylkill Valley Chapter of Credit Unions, UGI Utilities, Inc. Weidenhammer Systems, Wert Investment Consulting Group of Wells Fargo Advisors

Media Sponsor: Reading Eagle Company

Electrical Sponsor: International Brotherhood of Electrical Workers

Venue Sponsor: BodyZone Sports & Wellness Complex

Food/Beverage Providers: 201 West, Adelphia, Bensi of Wyomissing, Berks Fire & Water Restorations, Berkshire Deli, Billy's Chocolate Candy's, Bistro 614, Bixlers Lodge, Blair Vineyards, Blind

Hartman's Tavern, Boscov's A la carte Catering, Bucca di Beppo, Cafe Harmony, Cloud Nine Cafe, Clover Farms Dairy, Courtyard by Marriott, Dan's Restaurant, Dosie Dough, Effie's Charcoal Chef, Emily's, GNA Pizzeria & Restaurant, Galen Hall Restaurant, Good Eatz Green Cafe, Gianotti's Wyomissing, GO FISH! Seafood, Hitching Post Restaurant, Isaac's Famous Grilled Sandwiches, Judy's on

Cherry, KJ's BBQ Factory, Klinger's on Carsonia, Konopelski Katering, Kupcake Koutoure, Maggie's Cookies, Marvel Ranch, Off the Avenue, Olive Garden Italian Restaurant, Opportunity House Bistro, Outback Steakhouse, Outside In Restaurant & Bar, Pampered Palates, Inc., Panera Bread, Phoebe's Pure Food LLC, Prime Steak & Wine, Russo's Gourmet Food & Market, Simmeria Cafe & Bistro!, So Good! Homemade Soups & Salads, Starbucks, Stirling Guest Hotel, Stokesay Castle, Stoudt's Brewing Company, Sweet Street Desserts, The Peanut Bar Restaurant, The Suburban Tavern and Restaurant, The Water Guy, Third & Spruce Cafe, ViVA Bistro & Tapas Lounge, WineDown Cafe, Wyomissing Family Restaurant, Yellow House Hotel, Zoup! Fresh Soup Company.



Golf and Auction at French Creek

14TH ANNUAL GOLF TOURNAMENT

The 14th Annual Golf Tournament, sponsored by Penn National Gaming Foundation, was held on Monday, June 6 at French Creek Golf Club. 120 Golfers enjoyed the beautiful vistas and challenging new course this year. After a day of golf, participants feasted on a dinner of steak and shrimp while taking part in our live auction conducted by Auctioneer, Dick Henry. We raised over \$57,000 to help with the many programs that Opportunity House offers. We thank all of our sponsors, auction donors, volunteers and golfers. Your generosity and support will make a big difference in the lives of many.

Below you will find a list of sponsors, auction donors and prize winners for the day.

Title Sponsor: Penn National Gaming Foundation

Post Tournament Sponsor: Supreme Ceilings

Lunch Sponsors: Fromuth Tennis and The Reading Group, Inc.

Cart Sponsors: East Penn Manufacturing Co., Inc. and Giorgio Foods

Ball Sponsor: Customers Bank

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(continued to next page)

Special Events (continued)

Tee Sponsors: Associated Construction & Management Corp., Berkshire Systems Group, Inc., Secure-a-home, Body Zone Sports & Wellness Complex, Cinergi Salon/Spa, Body-Borneman Ins., Automotive Services, Inc., Cardinal Systems, Inc., Law Office of Scott C. Painter, P.C., Carpenters Local Union 214, Yeager Supply, Inc., Custom Milling & Consulting, The Dieruff Group, part of Merrill Lynch Wealth Management, Entech Engineering, Inc., Versace Accounting & Tax Services, LLC, Financial Planning Advisors, Masano Bradley, Attorneys-at-Law, Heeby's Surplus, S&S Resources, Inc., Martin A. Darocha, CPA, Pagoda Electrical Inc., McGlenn Capital Management, Inc., American Powernet Services, Michael J. Smychynsky Consulting, LLC, Mosteller & Assoc., VIST Insurance, Peter Thomas, PhD. & Assoc., Psychological Services, UGI Utilities, Inc., Power-Kunkle Group, Inc., World Electronics, Reinsel Kuntz Leshner, LLP, In Memory of Andy Putt, Phillips-Van Heusen Corp.

Patron Sponsors: Bell Trucking Co., Inc., Blanski, Inc., C.F. Heckman & Son, Inc., Manning Management Corp.

In-Kind Thank You: Beer Mart, Cloister Wash & Lube, Jimmy "G's" Railroad House, Pepsi-Cola of Reading, St. Joseph's Medical Center Foundation



French Creek Day of Golf

Golf Tournament

Auction Donations:

Murphy Jewelers, Joni Naugle, Home Depot, JTS Gift Basket Classics, VF Outlet, Emotions Kayak, Modesto Fiume, Emily's Restaurant, Yellow House Hotel, Heck Bros., Fecera's Furniture, Dan Shaffer,

Panevino Restaurant, Brookside Country Club, Bent Creek Country Club, Stonewall, North Hills Country Club, Berkshire Country Club, Schuylkill Country Club, Rivercrest Golf Club, Steven Kempf, Ledgerrock Golf Club, Bob Klinger Golf, Dr. Robert Sutherland, Courtyard by Marriott, Penn National Gaming Foundation, French Creek Golf Club, Willow Street

Pictures, Hair on the Avenue, Vineyard Vines, Michele Blood, Reading Rocks, Dover International Speedway, George Leonhardt, Reading Public Museum, Bear Creek, Reading Phillies, Miller Center for the Arts @ RACC, Albright College, Reading United Soccer Club, Mohoning Valley Country Club, Tina's Salon & Spa, Salon Desiree, Charming Nails, Van Scoy Jewelers, East West Massage, Klein Transportation, Becky Burton, Body Zone Sports & Wellness Complex, Seven Stars Inn, Manatawney Creek Winery, Kutztown Tobacconists & Lounge LLC, Blind Hartman's Tavern, Chick-Fil-A, Reading Symphony Orchestra, Peanut Bar Restaurant, Shillington Family Chiropractic Center, Reading Movies 11 & IMAX, West Reading Tavern, Buca de Beppo, Circle S Ranch, Maniaci's Italian Restaurant, Ruby Tuesday, Temple Family Restaurant, Paisley & Co., Metro Bank, Sharon & Chuck Phillips, Jimmy "G's" Railroad House, Cinergi Salon/Spa.

Our apologies for any inadvertent omissions or misspellings. Your support is sincerely appreciated.

Golf Day Results:

1st Place Team - Body Zone Sports & Wellness Complex

Greg Giles, Ted Kolva, Jim Sacchetta, Randy Yocum

Most Honest - Last Place - Supreme Ceilings

Karl Degrazia, Joe Kelly, George Leonhardt, Sr., Ralph Triboletti

Closest to Pin:

#3 - John Morelli - 14' 0"

#5 - Ted Kolva - 6' 1"

#8 - Kevin Andeson - 2' 7"

#10 - Doug Cadle - 3' 1"

#17 - Gene Shaffer - 8' 1"

Longest Drive:

Tom Smith

Other Support



Van Scoy

This year, Van Scoy Jewelers held two events at their Broadcasting Square store in Wyomissing, Pa. Caroline and Lew Hill are special and generous friends of the Children's Alliance Center, a service at Opportunity House.

Dave Cullen performed a very special recital at Pennside Presbyterian Church in Mount Penn, Berks County. Proceeds from the event on September 19th were generously donated to Opportunity House in support of our programs.



Nicole in Express Jersey

The Steam Team from the Reading Express held a contest for Ambassador of the Year. Nicole M., a member of the Steam Team cheerleaders selected Opportunity House as her favorite charity. We encouraged everyone to text a message to the team and vote for Nicole as Ambassador and for the agency to win a \$500 donation from the team... we tried, but, didn't win... it was fun for all of us, never-the-less. Thanks for supporting us, Nicole... we all love you!

Café Harmony in West Reading held a cookie decorating party to benefit Opportunity House – it helped to make the holiday very fun and festive.

Employees from Penske held their annual golf tournament in September. They visited our agency in November and presented a check in the amount of \$10,000 to Modesto Fiume, President of the agency.



Extreme Makeover – volunteers from the community came out in support of the ABC show Extreme Makeover. A food donation valued at \$30,000 was made by Save-A-Lot food stores to Opportunity House... it was delivered to the agency in full Hollywood style... by an eighteen wheeler!

The woman who received a complete home makeover by ABC's Extreme Makeover, Trisha Urban requested that Opportunity House also benefit from this project. Trisha's husband, Andy worked for Berks Counseling Center and had his office on the Opportunity House campus. Many of our staff worked with Andy for close to three years. His loss due to a massive heart attack far too early in his life was devastating to all. Andy's untimely death occurred on the same day that their first child was born. The couple's plans to renovate an old farm house in Hamburg, Pa was crushed and left Trisha with her infant in unfit living conditions. Fortunately, in the nick of time...they were selected by the show to receive the makeover. Our gratitude is extended to Trisha for including Opportunity House in her life and "paying it forward" to help change the lives of so many others in our community. Many thanks to Save-A-Lot, ABC and the Extreme Makeover family.



Extreme Make Over - The Delivery

Other Support (continued)



Katie Freedman & Trisha Urban

Katie Feldman and Trisha Urban collected school supplies with the help of their co-workers and the families of patients at Wyomissing Nursing and Rehabilitation Center.



Hair on the Avenue

Hair on the Avenue - Dave & Debbie Meas, owners of Hair on the Avenue, along with members of their staff provided free hair cuts to the women and children living in the shelter and children enrolled in the Second Street Learning Center.

Extreme Weekend (Oct. 15 & 16) at Goggle Works in Reading benefitted Opportunity House... Thanks to the generosity of Trisha Urban. Local artists sold their work at the event and several local restaurants, including Queen City Family Restaurant, Wyomissing Family Restaurant and Heidelberg Family Restaurant

donated a percentage of sales from their income for the two days. Children (Tweens) from the Second Street Learning Center also participated by making and donating crafts for sale at the event.



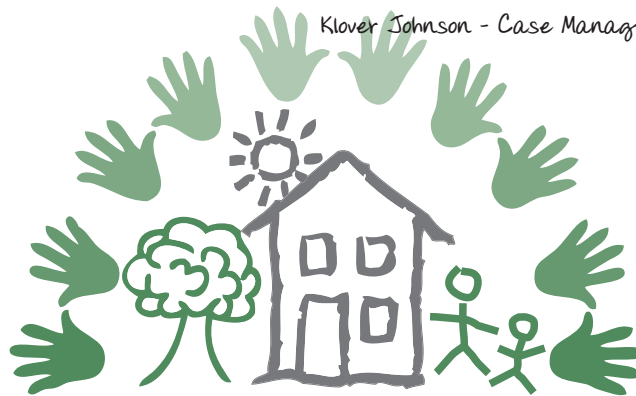
Teens Creating Art For Extreme Weekend



Ron Rohrbach, Dennis Lorah, Modesto Fiume

Blind Hartman - Rick Heffner, owner of Blind Hartman's Tavern, sponsored a fund raiser which raised \$2,010.59 for Opportunity House.

Klover Johnson - Case Manager



Opportunity House

Partnership

Opportunity House participated in the second annual People First event in Reading, Pa. The event was the brain child of Sayed (Steve) Elmarzouky, owner of Queen City Restaurant on Lancaster Avenue in Reading. His dream is to provide a day of dignity to individuals and families who are homeless or at risk of becoming homeless, by offering a meal (from soups to nuts with linen table clothes and napkins) and full service. Mr. Elmarzouky's goal was to feed 1,500 people at the second annual event (an increase from the 800+ who were served at the first event). This goal was exceeded by reaching over 1,600 individuals, of all ages. The event will be continued for Fall 2011, and hopes are high that this will be an annual event for many years to come with more local businesses participating to help. The ultimate dream and goal is to extend this concept across the country someday.

Berks Counseling Center is an important partner of Opportunity House. They provide drug and alcohol and mental health counseling to the clients of Opportunity House.

The success of the Children's Alliance Center of Berks County relies upon the relationship of its various partners. The Berks County Children and Youth Services, The Reading Hospital and Medical Center, The Berks County Mental Health Mental Retardation, Berks County District Attorney's Office, and the Reading Police Department have worked together to minimize the trauma suffered by children victimized by sexual abuse, and provide a safe, nurturing environment where they can begin to heal.



GRANTS ADMINISTRATION 2011

Many Sincere thanks to our funders

SHELTER AND HOUSING SERVICES

- *Schneider Electric* awarded \$1,000 for “Code Blue” emergency shelter operating support.
- *United Way of Berks County* awarded \$72,910 for emergency shelter operating support.
- *FEMA Emergency Food and Shelter Program* awarded \$53,698 for emergency shelter support.
- *City of Reading - Emergency Shelter Grant* funds were awarded in the amount of \$110,000 for emergency shelter operations.
- *State of Pennsylvania - Emergency Shelter Grant* funds were awarded in the amount of \$46,500 for emergency shelter operations
- *Berks County – Council on Chemical Abuse (COCA)* awarded \$15,076 to support drug & alcohol abuse education and case management services in the emergency shelter.
- *Berks County – Homeless Assistance Program (HAP)* awarded \$31,000 for the Aftercare Program which provides case manager services to clients that successful exit Opportunity House.
- *Henry Janssen Foundation* awarded \$10,000 for emergency shelter support.
- *Susquehanna Bank* awarded \$3,000 as a Souper Bowl sponsor.
- *Berkshire Charitable Foundation* awarded \$10,000 for shelter support
- *FirstEnergy Foundation* awarded \$5,000 for operational support
- *Payless Shoe* provided 60 coupons for a pair shoes.

SUPPORTIVE HOUSING

- *Citizens Bank* awarded \$8,000 for transitional family housing support.
- *U.S. Department of Housing and Urban Development* awarded \$234,983 for transitional and permanent housing
- *The Home Depot Foundation* awarded \$6,500 for permanent housing and Beacon House beautification project.

CHILDREN’S ALLIANCE CENTER (CAC)

- *Berks County - Human Services Development Fund (HSDF)* awarded \$18,000 to support case manager services at the CAC.
- *National Children’s Alliance* awarded \$10,000 to ensure the provision of forensic interviewer services.

SECOND STREET LEARNING CENTER

- *United Way of Berks County* awarded \$62,972 for Learning Center operations.
- *FirstEnergy Foundation* provided \$500 for Bing! Go Green program.

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Thanks to the many generous donors for your financial support

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Ms. Janet Satz	Mr. and Mrs. Justin C. Potteiger	Sophia's Portico
Ms. Jeannette D. Wilbourn	Ms. Kelly Prechtl	Sovereign Bank
St. Vincent DePaul Society HGA	Ms. Deanna Raborg	Spring Creek Farms
Ms. Kasimere Reyes	Raylon Corporation	Spring Ridge Elementary School
Ms. Kathy Kunkel	Reading Eagle Company	Spring Township (Wilson) Lions Club
Ms. Kim B. Whittemore	Reading Friends Meeting (QUAKER)	St. Barnabas Episcopal Church
VIST Financial	Reading Hospital School of Health Sciences Nursing	St. Constantine & Helen Greek Orthodox Church
Ms. Linda Moyer	Reading Movies 11& IMAX	St. Daniels Evangelical Lutheran Church
Mr. Ray Zale	Reading Muhlenberg Career & Technology Center	St. Francis DeSales Church
Ms. Marie Blimline	Reading Phillies Baseball Club	St. Ignatius Loyola School
Ms. Michele L. Cramer	Reading Rocks Indoor Rock Climbing Gym	St. John (Hain's) Women's UCC Fellowship
Ms. Michelle Edwards	Reading Symphony Orchestra Association	St. John Evangelical Lutheran Church of Birdsbor
Ms. Nancy Fisher	Reading/Berks Guild of Craftsman	St. John's Lutheran Church of Reading
Mr. and Mrs. Robert Lucas	Recycling Services, Inc.	St. John's Gernants United Church of Christ
Ms. Sandra Gilfert	Reform Congregation Oheb Sholom	St. John's Lutheran Church
Ms. Sharon McLendon	Reformation Evangelical Lutheran Church	St. John's Lutheran Church of Kutztown
Ms. Shirl O'Neil	Rehoboth 7th Day Adventist Church	
Ms. Shirley Ernst		
Ms. Stephanie LaManna		
Ms. Venice M. Matthias		

In-Kind Contributors 2010-2011

St. John's Lutheran Church of Sinking Spring
 St. John's Reformed Church
 St. John's UCC
 St. Joseph's Medical Center
 St. Joseph's Medical Centr-Lab
 St. Matthew's Greek Orthodox Church
 St. Paul's Evanangelical Lutheran Church
 St. Paul's Lutheran Church of Reading
 St. Paul's UCC
 St. Paul's UCC of Birdsboro
 St. Paul's UCC of Mertztown
 St. Paul's United Church of Christ - Fleetwood
 St. Paul's UCC
 St. Peter's RC Church
 Ms. Andrea Stennell
 Mr. Charles Stephen
 Stereo Barn
 Sts. Constantine & Helen Greek Orthodox Church
 Ms. Beth Sullivan
 Ms. Sandi Swavely
 Take Two Bagels
 Ms. Kathy Talarico
 Teleflex Medical
 Temple Family Restaurant

The Bridge to New Life
 The City of Reading
 The Dieruff Group
 The Reading Group, LLC
 The Restaurant Store
 Ms. Caroline Tidbits
 Tina's Salon & Spa
 Ms. Krystal Torres
 Ms. Traci Quillman
 Trinity Lutheran Church of Reading
 Trinity Lutheran Church of Robesonia
 Trinity Lutheran Church of Topton
 Trinity Lutheran Church Wernersville
 Triose, Inc.
 TSI Associates
 Ms. Sandee Tucker
 Twin Valley Elementary Center
 Twin Valley High School
 UGI Utilities, Inc.
 Uline Shipping Supplies
 Union Lodge #479
 Mr. Jeffrey Van Horn
 Van Scoy Jewelers
 VIST Financial
 Ms. Judy Wanser
 Mr. and Mrs. Eric Wanshop
 Ms. Veronica Washington

Ms. Karen S. Watts
 Weaverland Youth Group
 Weis Market
 Mr. and Mrs. Stephen Welz
 West Lawn United Methodist Church
 West Reading Tavern
 West Reading-Wyomissing Rotary Club
 Ms. Violet M White
 Mrs. Sarah White
 Ms. Leana Whitman
 Willow Street Pictures
 Wilson High School
 Wilson West Middle School
 Mr. and Mrs. John Winkle
 World Electronics
 Ms. Laura Wright
 Wyomissing Area School District
 Wyomissing Nursing & Rehabilitation Center
 Ms. Heidi Zerbe
 Ms. Gladys Zerbe
 Zion Spies Evangelical Reform Church
 Zion's Union Church Maxatawny
 Zion's Evangelical Lutheran Church
 Zion's United Church of Christ - Hamburg

Trout Family

Team Depot

Team Depot

*Green Valley Elementary School
Collection Drive*

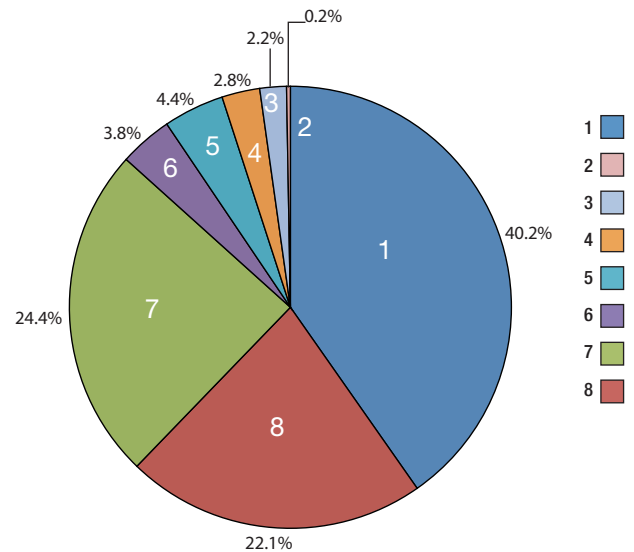
Opportunity House Statement of Financial Activities

July 1, 2010 ~ June 30, 2011

Operations Revenue and Other Support

	FY'11		FY'10	
1) Learning Center Income	\$1,702,750	40.2%	\$1,818,482	38.6%
2) Contributions	\$936,146	22.1%	\$1,355,915	28.8%
3) Government Grants	\$1,036,132	24.4%	\$1,103,011	23.4%
4) United Way	\$162,751	3.8%	\$156,691	3.3%
5) Rental Income	\$185,886	4.4%	\$140,560	3.0%
6) Special Events (Net)	\$118,193	2.8%	\$100,269	2.1%
7) Investment Income	\$91,600	2.2%	\$21,527	0.5%
8) Miscellaneous Income	\$6,827	0.2%	\$17,725	0.4%
Total Unrestricted Revenue and Other Support	\$4,240,285	100.0%	\$4,714,180	100.0%

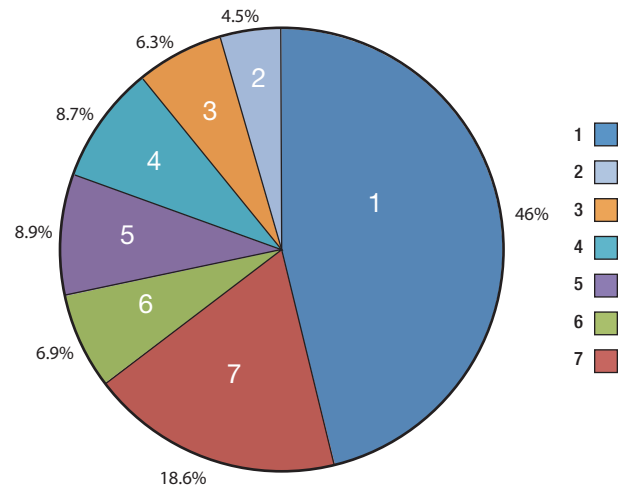
WHERE THE MONEY COMES FROM



Expenses Program Services

1) Learning Center	\$1,919,446	46.0%	\$1,925,909	47.1%
2) Shelter Services	\$777,525	18.6%	\$795,282	19.5%
3) Homelessness Prevention and Rapid Re-housing	\$287,441	6.9%	\$332,486	8.1%
4) Housing	\$372,509	8.9%	\$313,156	7.7%
5) Management and General	\$361,436	8.7%	\$292,086	7.1%
6) Fund Raising	\$263,860	6.3%	\$262,975	6.4%
7) Children's Alliance Center	\$187,767	4.5%	\$163,681	4.0%
Total Expenses	\$4,169,984	100.0%	\$4,085,575	100.0%

WHERE THE MONEY GOES



85 Cents of Every Dollar Received Goes Directly to Providing Client Services

The financial information contained within was derived from June 30, 2010 Financial Statements audited by Reinsel Kuntz Leshner

Opportunity House Mission Statement

Opportunity House is a multi-service organization... that improves the quality of life for children, adults and families who face various obstacles, and supports their efforts to achieve and maintain self-sufficiency and well-being.



Opportunity House

**Shelter * Supportive Housing * Second Street Learning & Technology Center
* Children's Alliance Center/CASA**