



BETTER BRIGHTER TOMORROWS

WEST TEXAS OPPORTUNITIES, Inc.

*To ease the limitations of poverty by investing
in families to improve their quality of life*

2016

Statement of Purpose:

West Texas Opportunities, Inc. was created for the purpose of administering the provisions of the Economic Opportunity Act of 1964 and its subsequent amendments. It is dedicated to the proposition that the United States can achieve full economic and social potential as a nation only if every individual, regardless of race, creed or sex, has the opportunity to develop to the full extent of his or her capabilities.

The Community Action Program was established by the Economic Opportunity Act of 1964 as the cornerstone of the effort to “eliminate the paradox of poverty in the midst of plenty” in the United States “by opening to everyone the opportunity for education and training, the opportunity to work and the opportunity to live in decency and dignity”.

As the local Community Action Agency for Andrews, Borden, Dawson, Ector, Fisher, Gaines, Glasscock, Howard, Loving, Martin, Midland, Mitchell, Nolan, Reeves, Scurry, Upton, Ward, and Winkler Counties, West Texas Opportunities, Inc., has endeavored to develop, conduct and administer programs with the maximum feasible participation of residents of the areas and members of the groups served.

The first and strategic step in an attack on poverty is to take action to ensure that it is no longer self-perpetuating. Essentially this means investing in children from families presently affected, ensuring that they have exposure to proper nutrition, adequate medical and dental education and services, physical well-being and social adaptation.

Board of Directors & Committees

The Executive Committee of the WTO, Inc., Board is composed of seven (7) members who are elected by the Board of Directors annually in the May meeting. The members include the five officers of the board and two additional members. The current members are:

Mike Roy, President
Poverty, Dawson County

Marie Briseño,
1st Vice President
City Council, Lamesa

Ted Smith,
2nd Vice President
Chamber of Commerce, Lamesa

Diana Henderson, Secretary
Public, Dawson County

Tammy Vidal, Treasurer
Private, Dawson County

Clemencia Zorola,
Add'l Committee member
Poverty, Dawson Co.

Shontundra Adams,
Add'l Committee member
Poverty, Dawson Co.

The Board of Directors included 18 members at the close of 2016, representing the public sector, poverty sector and the private sector and residing throughout the 18-county area. They are elected by the groups that they represent to serve on the board for up to 5 years. The membership includes the seven Executive Committee members listed above and the following:

Norma Ortega
Head Start Advisory Council

Joaquin Rodriguez
Poverty, Dawson County

Jane Schwartz
Hospital Auxiliary, Lamesa

Rosa Borjas
Gaines County, Seminole

Sydney Silipo
Lamesa Public Schools

Margie Martinez
Poverty, Ector County

Marc Boswell
Andrews County, Andrews

Trena Cave
Dawson Medical Foundation,
Lamesa

Diana Martinez
Howard County, Big Spring

Tina Boles
Lamesa Parent/Teacher
Organization

Willie Mae Jackson
Poverty, Midland County

The WTO, Inc., Board of Directors is an active policy-making board that meets every other month in Lamesa at 6:30 p.m. for the regular meeting, with Committee meetings preceding the regular meeting. Active Committees include: Executive, Planning, Evaluation, Human Rights, Child Care, Transportation, Finance, Legislative, Nominating, Grievance and By-Laws. A member of the WTO, Inc. Board of Directors is appointed to serve on the Head Start Policy Council.

The WTO, Inc., Board of Directors and the Executive Board work closely with the Executive Director and the Program Directors to provide guidance and direction to the staff who administer the programs of the organization. The Board is responsible for determining long and short-range planning, selecting the programs to be carried out by the staff, evaluating the progress of the programs and making recommendations for improvement, continuation or termination.

The WTO, Inc., Board of Directors is a volunteer board, serving without pay. This group of volunteers is to be commended for service to their communities and to the clients who are provided services through their efforts.

“Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in.” – Author Unknown

“The broadest, and maybe the most meaningful definition of volunteering: Doing more than you have to because you want to, in a cause you consider good.” – Ivan Scheier

WTO,I Board Meetings



Executive Director Report – Jenny Gibson



Board Annual Audit Report – Keith Reeger



Head Start Report – Brooke Adcock

BOARD APPRECIATION



Celebrating 50 Years of Service

2016 was an exciting year for West Texas Opportunities, Inc. as we celebrated our 50th year of service to our communities, individuals and families. West Texas Opportunities, was started in 1966 and has continued to successfully grow each year over the past 50 years.

As an agency we celebrated the success of West Texas Opportunities, Inc. with an anniversary reception inviting current and past employees, current and past board members, community supporters and all those who have had a part in the success of this outstanding agency.

Our year centered on implementing Organizational Standards, designed to ensure that entities have the capacity to provide high-quality services to low-income families and communities. With the hard work of our dedicated staff at West Texas Opportunities, Inc., we were able to put into practice 88% of the standards our first year. Our continued goal is to implement 100% of the standards within the next year.

Another program we began in 2016 was Results Oriented Management and Accountability (ROMA). Once fully implemented this program will bring greater coordination and accountability for all of the programs we provide at West Texas Opportunities, Inc.



We can see the difference these new programs are making in our agency through the increased number of people who have transitioned out of poverty. During 2016 we were able to work with and be a part of transitioning 24 individuals out of poverty.

2016 has been an exciting year of growth and development for West Texas Opportunities, Inc. and we look forward to continued growth and success in the coming years.

*Jenny Gibson
Executive Director*

After 50 years of success, we reflect on our humble beginning in 1966

West Texas Opportunities, Inc. was chartered by the State of Texas in April 1966 as the Lamesa-Dawson County Community Action Agency. The Board of Directors consisted of 36 members and was housed in a two-room office provided by the City of Lamesa. The agency received a \$50,000 Planning Grant to support 2 employees. Over the years, the agency expanded into surrounding counties and gained sponsorship of numerous programs to assist people throughout their service area. In 1974, the agency name was changed to West Texas Opportunities, Inc. to more

accurately reflect the service area. WTO,I has experienced numerous expansions and changes over the last 50 years. In 2016, the agency was staffed by over 250 employees with a budget of \$21,571,836. On April 28, 2016, WTO,I celebrated 50 years of service to the West Texas area. The event was also celebrated at numerous local WTO,I offices, Board and Staff meetings, making it possible for many friends and family to join WTO,I in recognizing a proud milestone of "people helping people" and celebrating "better, brighter tomorrows".

50th Year Celebration



Employee Appreciation & Awards Ceremony

The bi-annual Employee Appreciation Picnic was held in Lamesa at Forrest Park on August 19, 2016 with employees and their families attending from all over the WTO,I service area.

Food and fun was enjoyed by all. There were 71 employees receiving awards for service of 3 to 33 years.

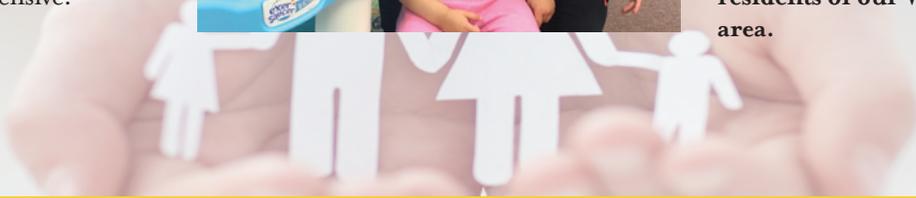


HR Department

West Texas Opportunities, Inc. provides employment for 180 West Texas area residents. One of those employees is Marianna Carnero. In 2016, a large Lamesa retailer closed and Marianna found herself unemployed. As a single mother with a child to raise, Marianna was forced to seek employment in Lubbock. However, she found the cost of the daily drive to be too expensive.



Marianna applied for an opening in the Lamesa Early Head Start Program and is now employed as an infant and toddler Teacher. All full-time employees, like Marianna, receive paid Medical, Dental and Life insurance, as well as paid holidays, vacation, sick leave and retirement. **West Texas Opportunities, Inc. is proud to be able to offer employment opportunities to the residents of our West Texas service area.**



Employee Appreciation Picnic & Awards



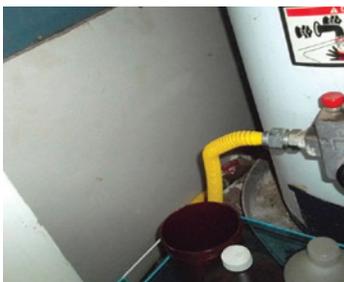
(WAP) Weatherization Assistance Program

The Weatherization Assistance Program provides education and material installation for low-income persons to aid in the reduction of heating and cooling expenses. Materials such as attic and wall insulation,

weather-stripping, door and window repair, caulking and other measures to reduce air infiltration have helped individuals with energy conservation.



BEFORE hole patch



AFTER hole patch



BEFORE Windows & Trim Installed



AFTER Windows & Trim Installed



Blower Door - used to measure amount of heat/cool escaping from home, then used again after home is weatherized to measure reduction in air leakage



R38 cellulose insulation is blown into attics at a depth of 16 inches

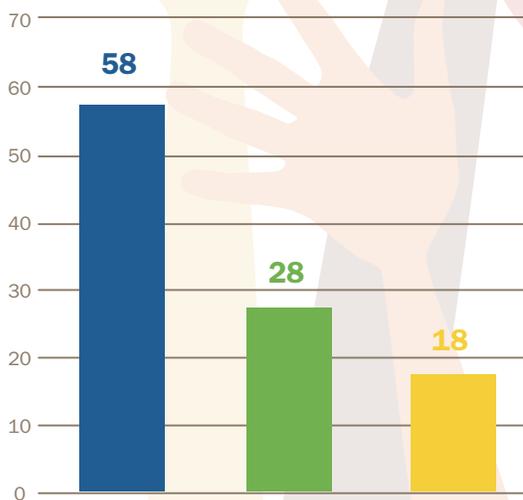
FUNDING PROVIDED THROUGH TEXAS DEPARTMENT OF HOUSING & COMMUNITY AFFAIRS (TDHCA)

LIHEAP funds provided by TDHCA Health & Human Services grant

DOE funds provided by TDHCA

ONCOR funds provided by Texas Association of Community Action Agencies through a contract with ONCOR

Total homes assisted during the 2016 program year



Funding	# Homes
LIHEAP	58
ONCOR	28
DOE	18

During 2016, services were provided to the following counties:

Andrews, Borden, Dawson, Ector, Fisher, Gaines, Glasscock, Howard, Loving, Martin, Midland, Nolan, Reeves, Scurry, Upton, Ward and Winkler

Total Dollars Spent in 2016 Program Year: \$579,576.73

CSBG

Community Service Block Grant

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

WTO,I Neighborhood Centers are a place where residents can come together and work toward solving their problems. The resulting communications between the community and local and federal agencies are the "heart of the community action process".

We offer emergency assistance with utilities, transportation, rent, prescriptions, food, etc. We also offer case management to our families. We work with them to achieve self-sufficiency by helping them establish goals, assist with financial education, child care, family and individual counseling, emergency assistance, transportation assistance such as gas vouchers, employment assistance, housing, referrals and other services to help them achieve their goals. WTO, I Case Managers have focused on the goal of enabling disadvantaged citizens to attain the skill, knowledge and motivation to secure the opportunities needed to help them become fully self-sufficient.

WTO, I Neighborhood Centers are in Big Spring, Lamesa, McCamey, Midland, Monahans, Odessa, Pecos, Seminole, Snyder, and Sweetwater. Outreach services are provided to Andrews, Borden, Glasscock, Fisher, Loving, Martin, Mitchell and Winkler Counties on a scheduled basis. In 2016, the CSBG Case Managers provided 53,818 services to clients in our 18-county service area. Case Managers know how rewarding it can be to assist a client to achieve self-sufficiency; however, they also understand that it may require a great deal of patience, understanding and time before a client can fully reach their goals. If furthering their education is a client goal, a case manager must be prepared to

spend 1-4 years with the client and their family, and not just a few months. There are often set-backs and disappointments that delay the process or even require that the client change their path altogether. WTO,I is proud of the achievements of their clients who enroll in Case Management and especially of those who complete the process. In 2016, WTO,I helped 24 individuals achieve self-sufficiency. This involved providing job referral/job counseling to 512 individuals and 90 of those individuals found employment. Case Managers must also track those clients and determine how many of them retained the same job for 90 days or longer. If a client was already employed, but was able to obtain a better-paying job, the Case Manager tracked the increased income as well as benefits. Many of the clients need assistance learning to budget their income and actually follow their budget long enough to develop a lifetime habit. The Case Managers work with most of their clients on budgeting, and they expect at least 25% of them to stay with their budget for 90 days or more. Our Case Managers celebrate every client accomplishment and every small goal as well as the big ones. Jack Penn said, "One of the secrets to life is to make stepping stones out of stumbling blocks."

WTO,I would like to congratulate all their clients who achieved self-sufficiency or reached their employment, education and other goals and will pledge to always encourage and mentor their clients as they continue to work on long-term goals. Another very wise, but unknown person said, "Life's problems wouldn't be called hurdles if there wasn't a way to get over them."

Success Stories

Broderick Chatmon

April 2016

Case Manager—Sylvia Campbell

When Broderick Chatmon arrived at the WTO,I office in Odessa, he was unemployed. His goal was to obtain his CDL and be able to provide for his family. At the time, his wife was working, but they could not afford the full cost of the CDL training for Broderick. He was referred to WTO,I by Casa de Amigos. WTO,I was able to assist with some of the CDL cost, provide utility assistance as well as case management services. A month later he received his CDL certification from Odessa College and was hired the following week by Werner Enterprises as an out-of-town driver. Broderick maintained his job for 90 days and has transitioned out of poverty. Broderick said "Sylvia went the extra mile to help me and my family. I will cherish this memory for the rest of my life. NOW I HAVE A CAREER!"



Kurtis Huckabee & Son

Case Management Closure

When I met Kurtis Huckabee and his son, Owen, he was unemployed, had no food, transportation and very few resources. We created an action plan and began working with a temporary employment agency that assists clients to find jobs utilizing their existing job skills. We helped him to apply for Child Support, Medicaid and SNAP. After holding several temporary jobs, he found a permanent position that he "absolutely loves". He learned to budget his income to meet the current needs, has gained the confidence necessary to provide for his family and feels that his life is manageable once again. Kurtis expressed his appreciation for the Case Manager's patience and guidance through his difficulties.



CSBG

Community Service Block Grant

Funded by Texas Department of Housing & Community Affairs



CSBG and CEAP Staff

ECTOR COUNTY SPECIAL PROJECTS IN 2016

Members of La Familia Motorcycle Club have partnered with WTO,I since 2011 to assist low-income families.



Helping the Holidays Hungry and Homeless has worked with WTO,I since 2014 and is administered by John Pardue.



WTO,I received 50 food baskets for the Thanksgiving Holiday from the Fraternal Order of Eagles.

Description of photo of 3 ladies holding awards:

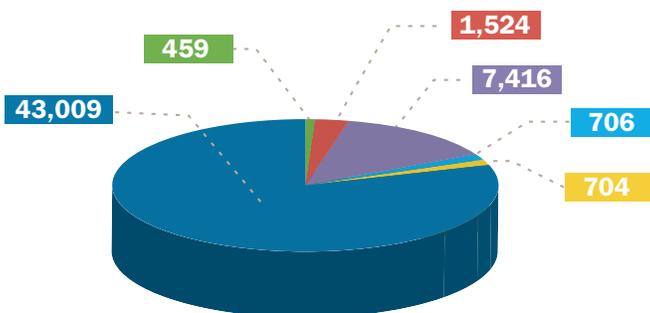
Left to right: Carmen Rivera with Scurry Co. Neighborhood Center, Jacqueline Lopez with Nolan Co. Neighborhood Center and Sylvia Campbell with Ector Co. Neighborhood Center received awards for assisting 24 individuals to achieve self-sufficiency in 2016.



Picture is left to right – Dora Ramirez worked for 14 years as a driver and a case manager in the Upton Co. Neighborhood Center in McCamey. Edna Ringener began her career with WTO,I in the Martin Co. Neighborhood Center as a Secretary and later became the Center Director. She transferred to the Midland Co. Neighborhood Center where she worked for several years before ending her 31-year career with WTO,I. Both ladies retired in 2016.

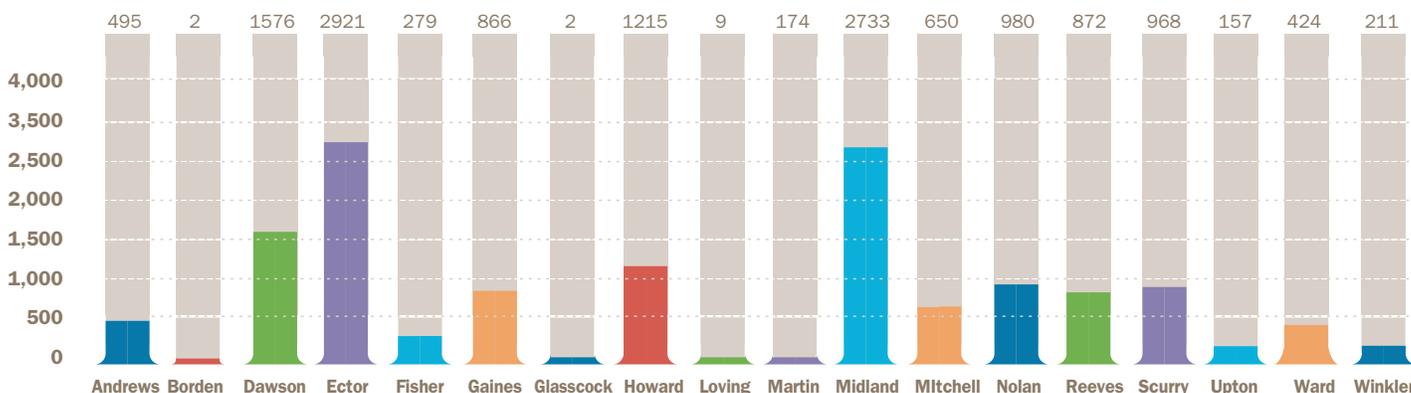


Total Services Provided



- Job Counseling/Job Referral
- Budget Counseling
- Information and Referral
- Miscellaneous
- Case Management Services
- Direct Services

Unduplicated Number of Individuals Served by County



CEAP

Comprehensive Energy Assistance Program (CEAP)

The Comprehensive Energy Assistance Program is designed to assist low-income persons experiencing difficulties in paying their energy expenses. This program has three primary goals:

- ▶ **1. To promote self-sufficiency, especially in paying energy expenses.**
- ▶ **2. Provide relief for energy expenses.**
- ▶ **3. To assist in an energy related crises.**

CEAP has two components: Household Crisis and Utility Assistance. The program is operated with existing staff in Andrews, Borden, Dawson, Ector, Fisher, Gaines, Glasscock, Howard, Loving, Martin, Midland, Mitchell, Nolan, Reeves, Scurry, Upton, Ward and Winkler Counties. We served a total of 7,622 individuals in the 18-county area during 2016.



FUNDING

- LIHEAP* Funds granted through the Texas Department of Housing and Community Affairs
- *Low Income Home Energy Assistance Program – U.S. Dept. of Health & Human Services

ELIGIBILITY

- All households served must be income eligible
- Must reside within one of the 18 counties of the WTO, I CEAP service area
- Priority is given to households with elderly, persons with disabilities, families with children 5 and under, households with high energy burden

BENEFITS

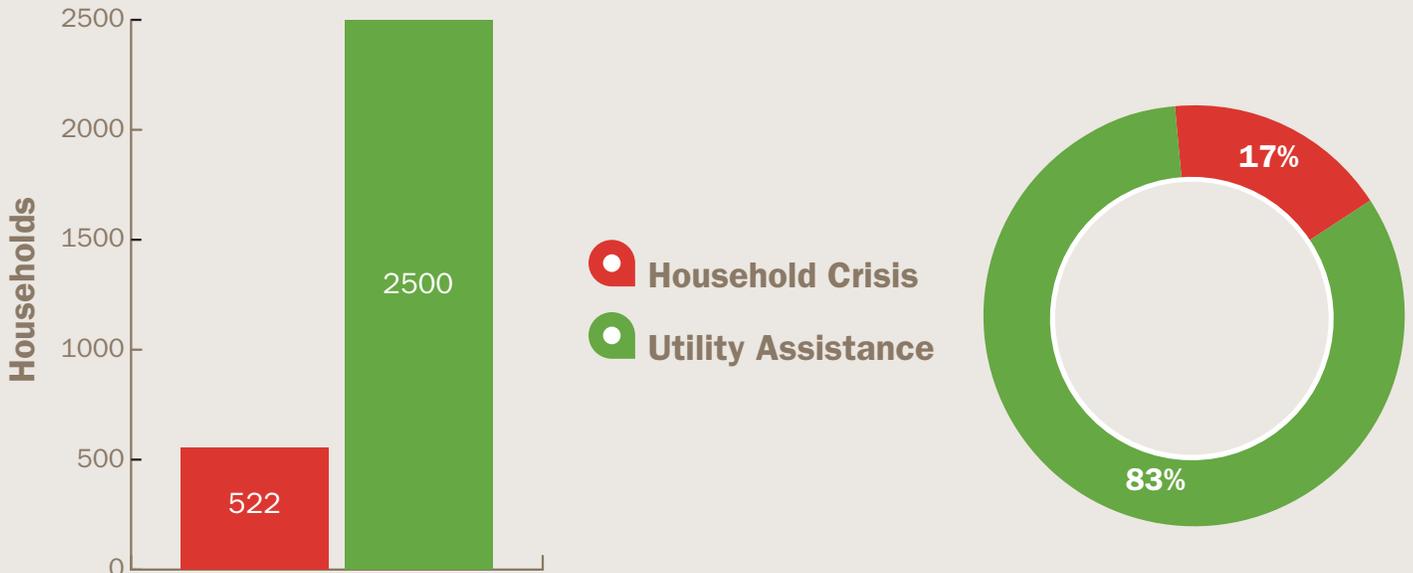
- Provides relief for energy expenses
- Assistance in energy crisis situations
- Clients learn how to conserve energy
- Clients receive help with budgeting

CEAP CLIENT QUOTE (ELIZABETH)

“West Texas Opportunities, Inc. has been such a blessing to me. I don’t know where I would be right now without your help.”

CEAP - Households Served >>>

West Texas Opportunities, Inc. **Households** Served by CEAP 2016

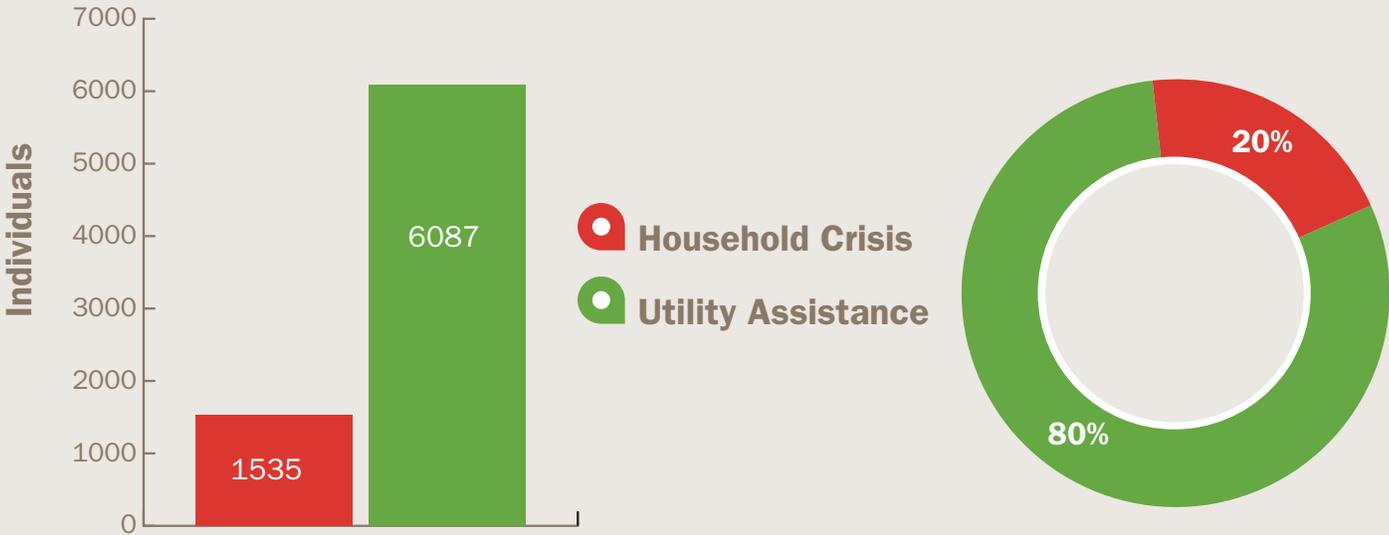


CEAP

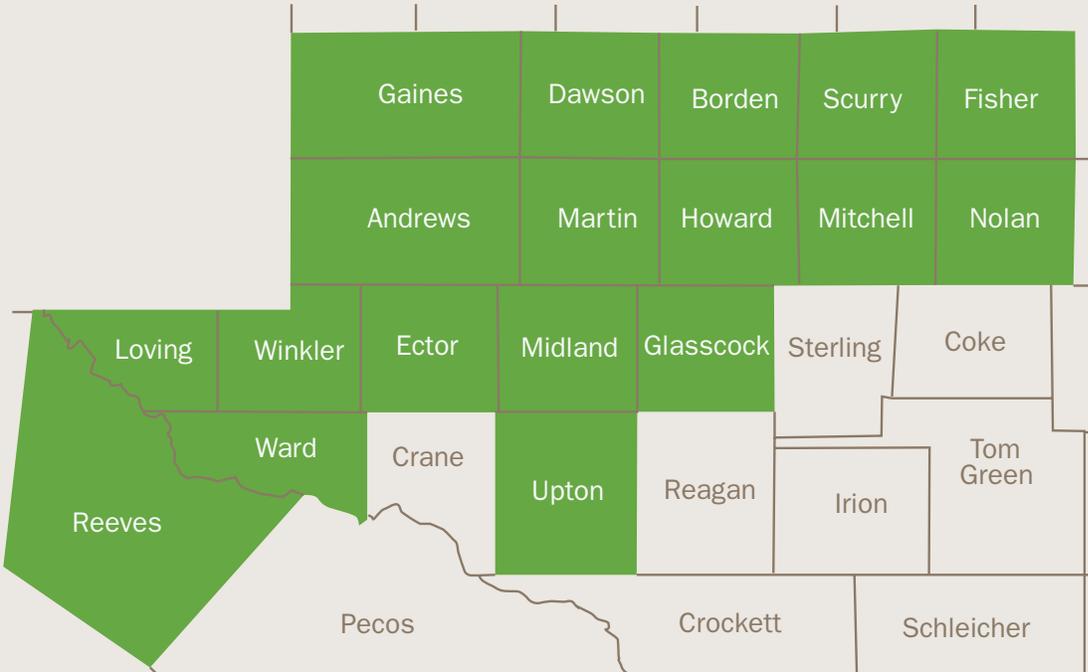
Comprehensive Energy Assistance Program (CEAP)

CEAP - Individuals Served

West Texas Opportunities, Inc. **Individuals** Served by CEAP 2016



Counties Served by CEAP



Transportation

Of the 37 rural transportation systems in the state, WTO, Inc.'s service area is the largest, covering 44,000 square miles.

TRAX Transportation

Need a Ride? Call -800-245-9028

2016 TRIPS

COUNTIES SERVED	ONE-WAY TRIPS	COUNTIES SERVED	ONE-WAY TRIPS
Andrews	6,289	Pecos	8,780
Brewster, Culberson, Hudspeth, Jeff Davis & Presidio	16,248	Reeves	7,502
Dawson & Borden - includes *Dawson Co. Senior Center (2,223)	19,598	*Terrell County Sr. Trans. Program	4,337
Ector (rural) & Midland (rural) - includes *Mission Center Adult Day Services (3,572)	10,285	Upton	1,880
Gaines	8,016	Ward	5,316
Howard & Glasscock	10,050	Winkler & Loving	2,343
Martin - includes *Martin Co. Senior Center (507)	1,715		

RURAL PUBLIC TRANSPORTATION

5311 Rural Public Transportation

Made possible through the Texas Department of Transportation (TxDOT)

General public trips for any rural resident of the 22 counties served; a small fare is charged.

5310 Enhanced Mobility for Seniors and Individuals with Disabilities (TxDOT)

This funding enhances the availability of public transportation for seniors and individuals with disabilities through specially equipped vehicles, preventive maintenance funds, and Purchase of Service subcontracts.

HIGHLY RURAL TRANSPORTATION GRANT

Made possible through the Veterans of Foreign Wars Elpidio H. Ramos Post 7207 and the U.S. Dept. of Veterans Affairs.

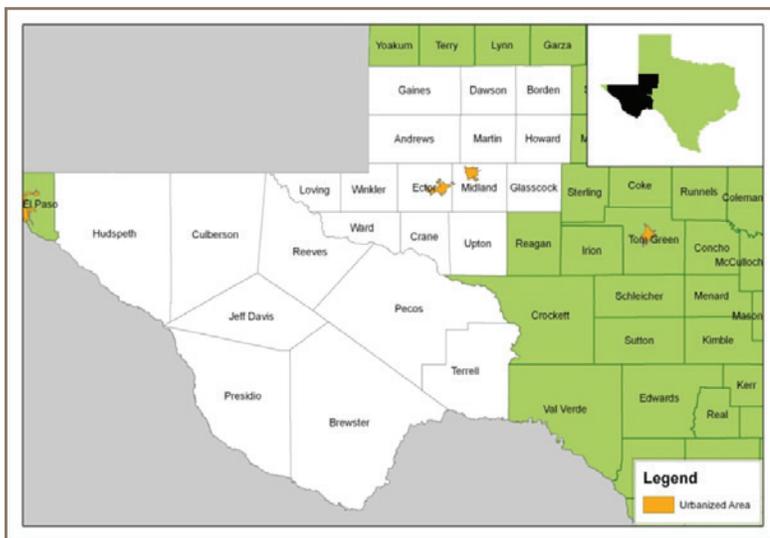
Provides free transportation for VA-approved medical appointments for Veterans in the Highly Rural counties of Borden, Brewster, Crane, Culberson, Glasscock, Hudspeth, Jeff Davis, Loving, Martin, Pecos, Presidio, Reeves & Terrell.

MEDICAL TRANSPORTATION

Made possible through Project Amistad Managed Transportation Organization under the Texas Department of Health and Human Services, this contract provides trips to Medicaid-related health visits for individuals who qualify.

TOTAL ONE-WAY TRIPS 103,537

TOTAL PASSENGER MILES 1,755,060



22 COUNTY SERVICE AREA

Transportation

More than 60 caring drivers employed by WTO, Inc. and its subcontractors provide enhanced mobility for seniors and individuals with disabilities.

Mrs. Georgi Rushing has relied on West Texas Opportunities, Inc. TRAX Transportation in Andrews for twelve years. She is an overcomer, fighting hard to maintain her independent lifestyle throughout several health setbacks. Georgi says of her TRAX drivers, **"I love 'em and I don't know what I'd do without them. You can't believe all the stars I would give them."**

After a particularly difficult doctor appointment when she was trying to grapple with an eye surgery gone bad ("They took my eyesight and put it in a blender!") Georgi was in tears as she returned to the TRAX vehicle for the ride back home from Odessa to Andrews. Seeing her sadness, her driver Laura, stopped the van, got out of the driver seat, climbed into the back seat beside Georgi and put her arm around her, reassuring her, "It's going to be okay, Georgi." "I just feel the love," Georgi exclaims with tears in her eyes.

"When I meet an obstacle, I just think about my options until I find a way around it. I plant my garden and grow wonderful vegetables and melons. I provide nursing care for my little dog, who is the equivalent of the same age I am. We are going through some of the same things together. When my little Chloe couldn't walk, I put her on the flatbed dolly so that I could pull her around the house. I fixed a ramp, giving her a little push behind as needed, and I'm teaching her how to live with her disability."



"I just feel the love"

"Laughter makes everything better. The TRAX drivers gave me a saying that they said reminded them of me. It says 'A Smile is a Curve that Sets Everything Straight.' Just as these drivers help me, I am also there for them. I can usually tell if they are having a rough day. If we can laugh, it goes better. Sometimes I come out of the

store on my scooter with a sack on my lap, like a huge package of paper towels obstructing my view. They rush to help me, and we all laugh - again. But seriously, these drivers don't just drive - they are so accommodating and caring, and they make a personal connection with those of us who ride TRAX."



Early Head Start

Early Head Start is funded by Dept. of Health and Human Services / Administration for Children and Families (DHHS/ACF)

West Texas Opportunities, Inc. implemented the Early Head Start program in Andrews and Lamesa in August 2010.

EHS expanded to Seminole in 2014 and Stanton in 2016. EHS is a comprehensive child development program that serves children from birth to three years old through both a center-based option and a home-based option. The center-based option serves two different ages groups. The infant classrooms serve children 6 weeks to 18 months and the toddler classrooms serve children 18 months to 3 years of age. The home-based option provides services to pregnant mothers and infants through one home visit per week per family, lasting a minimum of one hour for pregnant mothers and one and one-half hours for infants. Services are also provided through two group socializations per month. Early Head Start is a 12-month program operated year-round.

In 2016, WTO, Inc. was funded to serve **120** children through the center-based option and **24** pregnant mothers and infants in the home-based option for a total of **144** slots. Lamesa served **72** infants and toddlers in the center and **16** pregnant mothers and infants in the home. Andrews provided services to **24** center-based infants and toddlers and Seminole served **16** center-based infants and toddlers. Stanton served **8** center-based toddlers and **8** pregnant mothers and infants in the home-based option.

EHS strives to support and enhance the parent-child relationship. The main focus of the EHS is to support families while helping them to recognize that children learn best within positive and supportive relationships with parents and caregivers. EHS also strives to help children gain social competence as well as a love of learning at a very young age. In 2016, EHS implemented a new curriculum into each classroom as well as the home-based option. Through age-appropriate activities, the infants and toddlers will learn

and progress both emotionally and cognitively. A curriculum is also provided to pregnant mothers to enhance prenatal care and parenting skills.

The Early Head Start program has proven to be successful and has continued to grow and expand since **2010**.



Early Head Start is funded by Dept. of Health and Human Services / Administration for Children and Families (DHHS/ACF)

Early Head Start

Quality Child Care – Supporting Parents and Their Families

Early Head Start Programs in Andrews, Lamesa, Seminole and Stanton



Head Start

West Texas Opportunities, Inc. has operated Head Start programs for over 50 years, beginning with a Summer Head Start program in 1966, serving 115 children. In 1972, the Summer Head Start program was converted to a full-year program. Over the years, Head Start has expanded to additional cities within the WTO, I service area. WTO, I Head Start serves the following sites:



Andrews Head Start is funded for 34 children with two full-day 3-year old classrooms.



Crane Head Start is funded for 34 children with two full-day 3-year old classrooms.



Lamesa Head Start is funded for 68 children with four full-day 3-year old classrooms.



McCamey Head Start is funded for 15 children with one full-day 3-year old classroom.



Seminole Head Start is funded for 105 children with 8 full-day classrooms of 4-year olds located at F.J. Young Elementary and two full-day classrooms of 3-year olds located adjacent to the WTO, I Gaines County Neighborhood Center.



Stanton Head Start is funded for 37 children with one full-day 4-year old classroom and one full-day 3-year old classroom.



Serving Children

The Head Start Program is funded by the Department of Health and Human Services/Administration for Children and Families

Head Start

The Head Start Program is a comprehensive child development program that serves children from three to five years of age. The overall goal is to increase social competence of young children as well as enhance their school readiness. Social competence takes into account the interrelation of social, emotional, cognitive, and physical development. Head Start focuses on engaging parents and family in the education and overall well-being of their child. WTO, Inc. is currently funded to serve **293** children in six cities. Areas of Service include:

Health Services

Health services provide comprehensive health services to children. This includes a physical and dental examination as well as completion of follow-up services as needed. During **2016**, comprehensive health services were provided to **1,054** children.

Education Services

Education services provide the children with a productive and age-appropriate learning environment that supports the social, emotional, physical, and cognitive development of the children. In 2016, a new curriculum was implemented into every classroom to further support the learning environment and provide awareness of school readiness to the families.

Family Services

Services for families assist in identifying strengths, needs, and interests, and offer support and assistance in locating community resources to meet specific goals. The program assists parents in their role as primary educators and nurturers of their children.

Nutrition Services

Nutrition services identify nutritional needs, provide children with breakfast, lunch, and a snack each day. Families are provided assistance with nutrition and food safety education.

Child Care Food Program (CACFP):

Head Start receives financial assistance from USDA/TDA for meals and snacks provided to the children in the centers in Andrews, Crane, Lamesa, McCamey, Stanton and Seminole WTO, I Campus. Reimbursement is based on the number and types of meals provided to the children. WTO, Inc. served 150,561 Breakfasts, lunches, and snacks in 2016 and received **\$197,158.50** in funding from the CACFP program.

In-Kind

In-Kind support is provided by the city and county governments, schools, parents, and community volunteers. The total in-kind for **2016** was **\$561,660.72**.



Accounting

In 2016, West Texas Opportunities, Inc. employed over 250 full-time and part-time employees. We have offices in 27 different locations and our annual payroll totaled just over 4.9 million dollars. WTO, Inc.'s Accounting Department consists of four full-time and four part-time employees. The Department oversaw a total budget of \$21,571,836 in 2016, which included funds from Federal and State awards and local donations.

The Accounting Department is responsible for paying expenses for all programs administered by WTO Inc., reconciling vendor and bank statements, issuing W-2 and 1099's, and preparing monthly and quarterly reports for each funding source. In 2016, WTO, Inc. processed over 15,000 checks for over 2,000 vendors.



The Accounting Department is a crucial point of contact for all employees, vendors, contract managers, monitors, Board of Directors and auditors. The

Accounting Department strives to ensure the accuracy of each transaction while providing prompt payments to those creditors. Each employee in the Accounting Department is assigned specific job duties; however, the staff is cross-trained to assure a continuous process of all WTO, Inc. accounting operations.

WTO, Inc. List of Offices

Andrews Head Start Center

1303 N.E. 1st St
Andrews, TX 79714
(432) 524-4545
FAX (432) 524-9765

Andrews Early Head Start

1305 N.E. 1st St.
Andrews, TX 79714
(432) 524-7218
FAX (432) 524-7221

Crane Head Start Center

105 N. Katherine
Crane, TX 79731
(432) 558-2094
FAX (432) 558-2095

Lamesa Head Start Admin Children's Service Center

S.E. 14th & Detroit
P. O. Box 1308
Lamesa, TX 79331
(806) 872-2134 or 872-5177
FAX (806) 872-8143

Lamesa Head Start

V.Z. Rogers Campus
505 N.E. 3rd St
P.O. Box 1308
Lamesa, TX 79331
(806) 872-6713
FAX (806) 872-6726

Lamesa Early Head Start

505 N.E. 3rd St
P.O. Box 1308
Lamesa, TX 79331
(806) 872-2270
FAX (806) 872-6726

McCamey Head Start Center

1108 S. Kaufman
P. O. Box 1407
McCamey, TX 79752
(432) 652-3444
FAX (432) 652-3586

Seminole Head Start Center

F.J. Young Elementary
2100 S.W. Ave. B
Seminole, TX 79360
(432) 758-4121
FAX (432) 758-2066

Seminole EHS Birth to Three

311 SE Ave C
Seminole, TX 79360
(432) 758-6366
FAX (432) 758-1307

Stanton Head Start & Early HS

101 N. St. Francis
P.O. Box 145
Stanton, TX 79782
(432) 756-2588
FAX (432) 756-3034

Andrews Co. Neighborhood Center

110 NE Ave. M
Andrews, TX 79714
(432) 524-6156
FAX (432) 523-7180

Ector Co. Neighborhood Center

BOA Bldg., 700 N. Grant
1st Floor, Suite 150
Odessa, TX 79761
(432) 333-9027 or (432) 580-8469
FAX (432) 333-9344

Gaines Co. Neighborhood Center

311 S.E. Ave. C
Seminole, TX 79360
(432) 758-6366
FAX (432) 758-1307

Howard Co. Neighborhood Center

2001 Scurry
Big Spring, TX 79720
(432) 267-9536
FAX (432) 267-6389

Lamesa General Services/Admin.

603 N. 4th St
P.O. Box 1308
Lamesa, TX 79331
(806) 872-8354 or 872-6119
877-270-2426 (Employee use only)
FAX (806) 872-5816
FAX (806) 872-7261 (Bookkeeping)

CEAP Staff

505 SE 14th & Detroit, Bldg. C
P.O. Box 1308
Lamesa, TX 79331
(806) 872-2134 Ext 204
Fax (888) 779-1675

Martin County Neighborhood Center

101 N. St. Francis
P.O. Box 145
Stanton, TX 79782
(432) 756-2588
FAX (432) 756-3034

Midland Co. Neighborhood Center

1101 Garden Lane
Midland, TX 79701
(432) 218-7589
FAX (888) 234-3170

Nolan Co. Neighborhood Center

1101 Bell St, Suite B
Sweetwater, TX 79556
(325) 236-9201
FAX (325) 235-1724

Reeves Co. Neighborhood Center

700 Daggett, Suite 4
Pecos, TX 79772
(432) 447-2277
FAX (432) 447-6297

Scurry Co. Neighborhood Center

2605 Ave M
Snyder, TX 79549
(325) 573-3068
FAX (325) 573-0470

Upton Co. Neighborhood Center

520 S. McKinney Ave.
P.O. Box 1407
McCamey, TX 79752
(432) 652-8554
FAX (432) 652-3737

Ward Co. Neighborhood Center

308 S Calvin
Monahans, TX 79756
(432) 943-4571
FAX (432) 943-4572

Andrews Transportation

Same address/phone as Neigh. Center

Crane Transportation

Same address/phone as Head Start

Dawson County Transportation

Same address/phone as Lamesa General Services/Admin

Ector Co. Transportation

Same address/phone as Neigh. Center

Ft. Stockton Transportation

461 S Hwy 285
Ft. Stockton, TX 79735
(432) 336-8057
FAX (432) 336-8057

Howard County Transportation

Same address/phone as Neigh. Center

Kermit Transportation

Library Building
201 E. Bryan
Kermit, TX 79745
(432) 586-5045
FAX (432) 586-5045

Martin Co. Transportation

Same address/phone as Neighborhood Center

Monahans Transportation

3600 S. Stockton Hwy.
Monahans, TX 79756
(432) 943-2624
FAX (432) 943-2624

Reeves Co. Transportation

Same address/phone as Neighborhood Center

Gaines Co. Transportation

Same address/phone as Neighborhood Center

Upton Co. Transportation

Same address/phone as Neighborhood Center

Strong Partnerships

Working Together
Building a Stronger Community

“Atmos Energy’s vision is to be the **Safest** provider of natural gas services. We will be recognized for **Exceptional Customer Service**, for being a **Great Employer** and for achieving **Superior Financial Results**. To accomplish this we must not forget our roots and our **West Texas** heritage, its people, their honesty and work ethic.”

Building upon strong principles like **Inspiring Trust, Being at your best, Bringing out the best in others, Making a difference and Focusing on the future** is what enables us to pro-actively seek better ways to help meet the many, sometimes overwhelming needs of thousands of communities Atmos Energy serves, raise our families in and work in every day of the year.

Our team understands that to do this it takes solid relationships with many community based organizations just like the outstanding example we have known for years as West Texas Opportunities!

Together, we are addressing the basic energy needs for many low-income households lifting up rather than just helping out which transforms our communities one individual, one family, one senior, one veteran at a time. We stand on the shoulders of those dedicated long before us and are equally dedicated in addressing the unmet needs that face us now and in the future.

“Your Energy Assistance Team has your back and we stand ready to serve!”



More Than 30 Years of Valued Partnership for the Permian Basin

“We could not have the same level of impact without our community partners and without the generosity of our company, our people and our customers,” said Kim Campbell, senior manager for customer advocacy at TXU Energy. **“It is amazing and humbling to see the difference TXU Energy Aid makes and to experience the gratitude that our customers express when they receive this kind of help from their electricity provider.”** TXU Energy believes in lending a helping hand and is committed to making a difference in the local Texas communities. That caring attitude is represented in the long-standing, strong partnership that it has forged with WTO, Inc. for over 30 years. Through Energy Aid funds provided by TXU, WTO, Inc. assisted families with \$133,529.37 in 2016.

TXU Energy continues to provide on-site training to WTO, I staff each year. Patrick Johnson of TXU Energy was in Lamesa on January 21, 2016 to provide updates and reminders about pledging and tips on working with TXU clients. Rachel Lett with the TXU Energy Assistance Group accompanied Patrick. Lunch was provided by TXU for all training participants and WTO, I staff at the Lamesa Head Start Training Room.

TXU Energy’s bill-payment assistance program continues to be the largest assistance program among electricity providers in the United States – including regulated utilities and competitive retailers in Texas. In 2012, the National Fuel Funds Network, an organization of utility and social service executives, recognized TXU Energy for outstanding achievement on behalf of low-income customers.



WEST TEXAS OPPORTUNITIES, Inc.

WTO, Inc. would like to extend a big "THANK YOU" to TXU Energy and Atmos Energy for their generous program support and for sponsoring this Annual Report



West Texas Opportunities, Inc.
603 N. 4th Street
Lamesa TX 79331
800.245.9028
www.gowto.org