



Success

Through

Engagement &

Partnership

Annual Report

2008-2009

STEP, Inc. -- Mission Defined

The star of STEP, Inc.'s mission is success: Success both socially and economically for diverse individuals, families, and communities. We at STEP are honored to engage those customers in the pursuit of that success and to form partnerships to strengthen the potential for that success.

How do we understand ourselves within that mission when we participate in more than 20 major programs? These programs have their own diversity and focus on: a wide range of ages from children to seniors; from preparation for school and life to dignified, independent living in retirement; from employment issues to energy efficiencies; from debt reduction to home ownership. How do we get our arms around all that we engage in? How do we help the community get its arms around the totality of STEP, Inc.?

To that end, Management Team members have defined Pathways to Success, pathways that lead to both social and economic varieties of success. All of our separate programs have been organized under a Pathway to Success that most clearly defines its purpose and impact. Those Pathways to Success are: Child Development & Early Learning; Workforce Development; Housing Options; Independent Living, and Community Collaboration.



Janet Alling
President & CEO

This Annual Report outlines the successes of our customers under these Pathways to Success. We honor the successes of those customers, and the staff who have appropriately engaged those customers in the pursuit of their own success.

Janet Alling

Board of Directors

The Board of Directors governs STEP, a private nonprofit Community Action Agency, formally incorporated in 1966 as the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. STEP is a member of the national Community Action Partnership and the Community Action Association of Pennsylvania (CAAP).

MISSION

STEP, Inc., engages diverse individuals, families, and communities in the pursuit of social and economic success.

David B. Stone, Jr. - Chairman
Marshall Conklin - Vice Chairman
Carolyn Bullock - Secretary/Treasurer
Alan S. Anderson, Sr.
Robert Cross
Geralyn Fausnaught
Leonora Hannagan
Russell G. Kimura
Joel Long
Elizabeth E. Manlove
Carrie Pase
Jeff C. Wheeland

Also serving during 2008-2009

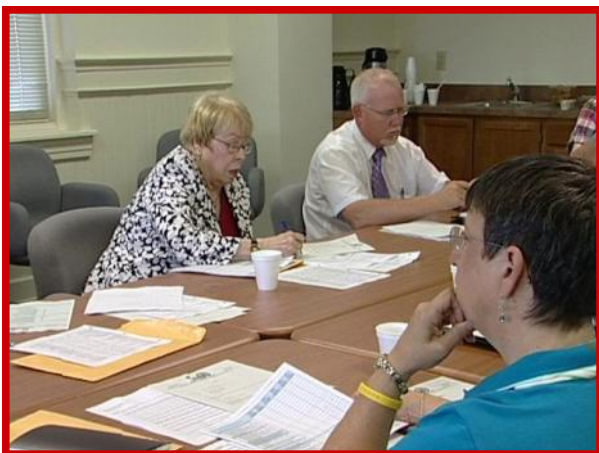
Russell C. Reitz
Kim Tucker
Darlene Weaver



David Stone (Board Chairman) and Janet Alling (President & CEO)



Commissioner Joel Long, Marshall Conklin (Vice Chairperson), and Councilperson GERALYN FAUSNAUGHT



Carolyn Bullock (Secretary/Treasurer), Tom Salisbury (Chief Financial Officer), and Councilperson GERALYN FAUSNAUGHT



Robert Cross and Russell Kimura

Independent Living

Senior citizens and persons with disabilities maintain their independence and self-reliance, and continue to participate in community activities.



Anna Bittner, Sandra Stutzman (front), Sarah Shirley and Margaret Foster (back) are all smiles as they return home from an active day at the Messiah Senior Center.



"I'm able to be independent in my own apartment with the help of STEP'S Office of Aging. I don't want to be owing to my children, who would do anything for me. I love my apartment and being independent." Dick Breen



*"The STEP program is wonderful. I can't praise them enough. I'd be lost without them. I love coming to the Senior Center."
Eleanor Schlorff*



Customers can go anywhere for any reason to maintain their independent lifestyles (including a ride on the Hiawatha Riverboat), by utilizing STEP Transportation.

Independent Living

Pathway
to
Success

IMPACT

- 4,141** Senior citizens maintained their independence by receiving one or more services from STEP's Office of Aging.
- 1,326** Seniors participated in activities and were served meals at the ten Senior Community Centers to help them "Stay active and live longer".
- 877** Seniors received **103,046** meals-on-wheels to maintain their nutritional health.
- 152** Seniors maintained their independence by receiving **20,220** single-trip bus passes to utilize public transportation.
- 148** Seniors received special in-home care to prevent admittance into a nursing care facility.
- 12** Seniors were transitioned back into their own homes through the *Nursing Home Transition* program.
- 113** Caregivers received **\$147,207** to defray the cost of in-home care, and **\$5,965** for in-home modifications and assisted devices.
- 1,723** Medical Assistance recipients utilized STEP Transportation for **56,123** one-way trips for medical appointments.
- 4,176** Customers maintained their independence by utilizing STEP Transportation.
- 146,504** One-way trips were provided to customers for any purpose – including medical appointments, church service, work, nursing home visits, social service appointments, and grocery shopping.
- 1,013,749** Miles were traveled, transporting customers throughout Clinton and Lycoming Counties, as well as the Eye Center in Allenwood and the Geisinger Medical Center in Danville.



Bernie Bell and Marian Kmetz maintain their good health by participating in the 'Healthy Steps in Motion' exercise class, led by volunteer instructor, Pat Kaczmarek (center).



Aldine Dewald (with driver, Kimber Williams) maintains her independence and her ability to participate in community activities by utilizing STEP's wheelchair accessible vehicles.



"After my husband died and I lost my job, I held the biggest pity party ever. And then when I came to the Jersey Shore Senior Center, it turned my life around. I help with meals-on-wheels, and I have so many friends here. This is a great place to be." Pat Grissler

Child Development & Early Learning

High quality early learning experiences provided by skilled professionals, in partnership with parents and community, prepare children for success in school and in life.

IMPACT

\$2,730,055 was awarded to **459** child care providers in **17** central Pennsylvania counties for quality improvement by STEP's Central Regional Key.

\$850,000 was awarded to **15** Community Engagement Groups (representing 17 counties) to address their respective community child care needs.

\$364,012 was awarded to colleges and contracted professional development instructors to conduct continuing education and professional development workshops for over **10,000** Early Learning staff in **17** central Pennsylvania counties.

508 Certified Early Learning Programs achieved *Keystone STARS* designation – improving the quality of learning for **17,215** children in **17** central Pennsylvania counties.

141 Early Learning programs enhanced their ability to provide quality education by meeting research-based criteria to achieve an advanced *Keystone STARS* designation.

1,750 Children in over **100** classrooms were read 'If you were a Penguin' by 200 community leaders, as part of Pennsylvania's One Book Project.

78 Early Learning Programs received on-site consultation regarding staff qualifications, health and safety, curriculum development, as well as leadership and management skills.

108 *Parent-Child Home Program* children, ages 2 – 3, and their parents received educational materials and home-based early literacy services and educational materials. **97%** of participating children demonstrated improvement on key school readiness indicators and **97%** of participating parents demonstrated improvement on key positive parenting indicators.



Alve'ona, Tamara and Dayvon

Dress up clothes and props inspire children to use their imagination and role-play to transform themselves and objects. Dramatic play develops children's social-emotional and language skills, builds vocabulary, and validates and extends children's personal experiences.



Creativity in early learning programs.



Amber and her mom, Jacquie, share a hug at Linn #2 Head Start classroom.



Clinton PreK Counts children placed 2nd among 287 classrooms, by exercising 49,701 minutes in the 6-week 2009 Fitness Challenge. Except for Lycoming-Clinton Head Start program children, competing classrooms were all K - 12th grade school students, which makes earning second place even more impressive.

Child Development & Early Learning

Pathway
to
Success

IMPACT

- 581** Preschool children received comprehensive Head Start services, including quality early learning experiences to foster social, emotional, intellectual and physical growth, 1/3 of their daily nutritional requirement, and regular nutrition education.
- 98-100%** of enrolled three and four year old children gained at least one developmental level in the areas of language, literacy, math, science, art, social/emotional, and physical development.
- 813** Head Start parents were supported in their roles as primary educators of their children and offered opportunities for participation, decision-making, and personal growth.
- 577** Head Start children were linked with a source for ongoing, accessible medical and dental care; **495** children are up-to-date on a schedule of age-appropriate preventive and primary health care; **21** children received medical follow-up treatment to improve their health status; **581** children are up-to-date on immunizations; **525** children received preventive dental health care; **79** children received treatment for identified dental problems.
- 551** Head Start families received comprehensive support and social services.
- 96** Children with disabilities (20% of enrollment) received inclusive education and treatment services in Head Start. **32** children (33%) were diagnosed for the first time during the 08-09 program year.
- 113** Three and four-year-old children benefited from *PA Pre-K Counts*. **99-100%** of enrolled three and four year old PA Pre-K Counts children gained at least one developmental level in the areas of language, literacy, math, science, art, social/emotional, and physical development.
- 475** Head Start children were transported to and from classes and field trips.



Kaiden Deseau and Blake Willits practice safety while building a 'box race car'.



"Through STEP's Central Regional Key program, we were able to purchase supplies and equipment such as puzzles, books, toys, and art supplies that enhance our facility and help the children learn. The people at STEP are very prompt, friendly, outgoing, and warm." – Melissa Lundy, Director of Bostley's Child Care and Preschool Learning Center in Williamsport.



Quality time with Caregivers

Housing Options

Individuals and families secure and maintain safe, affordable and energy-efficient housing.



STEP partnered with Habitat for Humanity to provide this home in Williamsport with a state-of-the-art heating and cooling system, including a high efficiency heat pump. A solar hot air panel was also installed to augment the primary heating system, resulting in greater energy savings.



“STEP has been a life saver for my family. When my electric service was turned off, I lost food in my refrigerator and freezer. They worked with PPL to get my service turned back on, and they have also helped me in so many other ways. I am so grateful to my Caseworker, Susan Elliott, and all the people at STEP.” Michelle Weiser



Energy costs will significantly be reduced, as a result of cellulose insulation being blown into the sidewalls of this home by Weatherization employee, Steve Katherman.



With the goal of reducing dependence on fossil fuels and maximizing energy efficiency, STEP installed solar hot water panels on this home in Avis, that will provide at least 60% of the household’s hot water needs.

Housing Options

Pathway
to
Success

IMPACT

- 1,921** Households received information and direct services such as rent rebates, the waiver of security deposits charged by utility companies, referrals to weatherization programs, local food banks, and other community services that could result in dissolving barriers and increasing stability within the family.
- 3,151** Households decreased their debt by enrolling in affordable utility bill payment plans with PPL and UGI.
- 223** Households avoided utility service termination, or received emergency fuel assistance during the heating season.
- 23** Households received rental assistance to avoid eviction and potential homelessness.
- 584** Housing units were weatherized, resulting in greater energy-efficiency.
- 78** Senior citizens remained safe in their own homes as a result of structural modifications totaling \$44,535.
- 90** Families maintained their homes through budgeting counseling.
- 75** Families were able to maintain their residence by receiving Foreclosure Prevention Counseling.
- 19** Families secured or maintained affordable/accessible housing in a rental unit operated by STEP.
- 15** Families acquired the skills to purchase and maintain their first home, upon completion of Pre-purchase Education and Budget Counseling.
- 12** Homes or rental units realized an increase in assessed property value as a result of rehabilitation and/or renovation services.
- 12** Homes or rental units met building standards of quality, as a result of rehabilitation and/or renovation services.
- 6** Families accessed adequate and affordable housing through referral to the Section 8 Housing Voucher Program.



"I don't know where I'd be if not for STEP. They helped me with my utility bills, which helped me to be independent. They helped me to achieve goals I never thought I'd achieve."
Marlon Walker



"If it wasn't for STEP, we'd be out on the street. They helped us prevent foreclosure, and we are so grateful." Maria Vidal



"I call it my home. I love it here. To be able to live in such a nice place like this (STEP's affordable housing unit) has really boosted my self-esteem."
Carl Strand

Workforce Development

Individuals overcome barriers to obtain or maintain employment and achieve self-sufficiency.



“I wouldn’t be able to afford child care and I wouldn’t be able to work if not for STEP’s subsidized child care. It feels good to be able to support my family. I recommend STEP’s child care program to all my friends. I also work here at Bostley’s, which allows me to be with my daughter, Summer.” Kaela Stonecipher



“STEP has given me the opportunity to train to be a carpenter...to do something with my life. I enjoy working with my hands, and this is what I really want to do.” Kevin Donovan



“I eventually want be a video game designer and, through STEP and the J.V. Brown Library Learning Center, I am pursuing my GED so that I can then go to school to pursue my dream.” Will Lester

*“Thanks to STEP, I am working on improving my basic skills to become more employable.”
Laura Ackerman*



*“Because of this program (STEP’s Supported Work Program), I have been able to get a vehicle, update my resume to get a job, and work flexible hours so that I can be home with my son when he needs me. The program is a blessing to me.”
Tina Argogast and Logan*

Workforce Development

Pathway
to
Success

IMPACT

- 1,256** Families with **2,642** children maintained or obtained employment with the support of subsidized, affordable child care.
- 678** Children in Lycoming and Clinton Counties were enrolled in 'Before and After' school programs, which allowed their parents to maintain employment.
- 1,076** One-way trips were provided to individuals by STEP Transportation for employment-related activities, including to and from work.
- 24** Individuals transitioned from welfare to work by obtaining part or full-time employment.
- 24** Individuals obtained work experience as a nonpaid volunteer to develop their employability skills.
- 8** Individuals learned effective budgeting in order to open their own savings accounts.



"Being a single father with two children, I wouldn't be able to work and have a nice place for my kids if it wasn't for STEP helping me with subsidized child care. Instead of paying \$150 a week, I pay \$10. And that is a big help so that I can provide for my kids and do things we wouldn't otherwise be able to do." Nathan Grimes



"If it wasn't for STEP's subsidized child care, I wouldn't be able to work – plain and simple. Damontray, my 3-year old, and Saquan, my 3-month old, love it here. The folks at STEP are very helpful and are always there when I have a question or concern." Earlynne King



Clair Pratt is in the process of constructing a handicapped accessible ramp that will benefit senior citizens. She commented, "I'm excited about the opportunity to learn skills that will make me more employable. This is a really great program."

Community Collaboration

Through cooperation and partnerships, resources are maximized, and organizations and communities are enriched.



STEP, along with substantial manpower provided by the Lycoming County Pre-Release Center, renovated this home in Montgomery. The home represents one of many 'visual impact' projects that beautify and upgrade homes, and instill a greater sense of pride in the community.



STEP's Community Connect AmeriCorps members organized the first annual Martin Luther King, Jr. 'Walk for Peace' - which brought together several community groups and organizations, as well as the over 100 people who participated in the walk.



In compliance with the 'International Property Maintenance Codes' adopted by Montgomery, this community revitalization project involved grading and maintaining an embankment to avoid soil erosion, along with sidewalk and stair repairs. Electrical and plumbing upgrades, as well as the installation of new windows corrected code deficiencies.

Scenic Byway Route 120 Housing Revitalization project



Untreated, exposed homosote board (paper board) has deteriorated and is not typically used as exterior sheathing. New earth tone vinyl siding was installed by STEP to provide proper insulation that reduces energy costs and also beautifies the home - a gateway home to the 'PA Wilds'.

Community Collaboration

IMPACT

- 3,597** Individuals were connected to the appropriate community organizations for needed assistance.
- 969** *Telephone Reassurance* contacts by volunteers linked individuals to the community and helped foster independence.
- 25,094** Emergency-aid services (totaling **\$2,026,661**) were provided to **5,056** individuals and families in Lycoming County by Clearinghouse member agencies.
- 90** Homeless individuals received coordinated services through the Clearinghouse partnership.
- 36,189** contacts were made to STEP's Office of Aging staff, who provided senior citizens with information or referred them to the appropriate community resources.
- 10** Community partners collaborated with STEP to address affordable housing needs, issues, and concerns.
- 30** STEP AmeriCorps members provided **32,234** hours of community service at **14** nonprofit partner host sites.
- 30** AmeriCorps members received **945** hours of training, including a 16-hour Community Emergency Response Training.
- \$607,938** is the value of AmeriCorps members' service to the community.
- 10** AmeriCorps members completed a second term of service.
- 5** AmeriCorps members received the 'Presidential Award' for serving 100 or more hours beyond the required hours for the program.



North Penn Legal Services is one of several nonprofit, host sites that partnered with STEP's Community Connect AmeriCorps, to provide hands-on experience for AmeriCorps members. Helen Grosso (left) is serving her second and final term as an AmeriCorps member. Tara Sullivan is an AmeriCorps alumnus who served at North Penn Legal Services and is now employed by them as an Intake Worker.



STEP's AmeriCorps members organized an intergenerational activity between the youth of our community and tenants of the Williamsport Elderly apartments. Involving ages ranging from 5 to 80, an ornamental and edible garden was planted for tenants to enjoy all year long.



*"There's no way we could keep track of all the people we serve and avoid duplication of service, if it wasn't for STEP's Clearinghouse component."
John Aderhold – Director, Fairlawn Food Bank*

Economic Development

Over **\$17,000,000** in local wages, earned by working parents, was supported by subsidized childcare, administered by the Child Care Information Services component of STEP's Early Care & Education Administration.

The Central Regional Key component of STEP's Early Care & Education Administration awarded grants totaling **\$800,000** to **15** Community Engagement groups, in order to improve early care and education support services within each of the 17 central Pennsylvania counties served.



Grants and contracts awarded by Central Regional Key to local communities and child care facilities in the **17** county region totaled **\$2,746,289** and benefited **18,884** children.

125 Workers with disabilities utilized accessible STEP Transportation vehicles for **8,251** trips, enabling them to maintain their employment with local businesses.

465 Local residents were employed by STEP during the past fiscal year. **297** people worked in full-time positions.

\$607,938 is the value of STEP's AmeriCorps members' service to the community.



\$8,933,123 in wages was earned, and **\$1,957,973** was paid in payroll taxes by local residents employed by STEP.

\$26,315,369 was brought into the community by STEP through state and federal contracts this past fiscal year, creating or maintaining local employment, and purchasing local goods and services in order to carryout STEP's mission.

75 Individuals applied for PHFA-financed loans to avoid foreclosure on their homes, with guidance from STEP's Homeownership Counseling program.

\$21,742 in property taxes and payments-in-lieu-of-taxes were paid by STEP during the past fiscal year.

1,709 Volunteers for STEP donated **81,517** hours of service, which is equivalent to a contribution of **\$661,918** to the community.

Based on national averages, resources locally spent on Weatherization this past year will benefit households by reducing heating bills by as much as **32%** and save homeowners an additional **\$358** on other energy-related costs.

\$2,453,210 in tax dollars was potentially saved by serving nursing home eligible seniors in their home setting. The in-home services, which are provided through sub-contracts, supported approximately **200** local jobs.



Volunteers

The success of STEP's Independent Living and Child Development and Early Learning Pathways is reliant, to a significant measure, upon the services rendered by 1,709 dedicated and committed volunteers, who contributed 81,517 hours of service with their time, skill, and energy.



Naomi Leidhecker, Letha Paulhamus, Marian Kmetz, and Kate Livermore deliver meals-on-wheels to homebound seniors. They feel that it is both rewarding and satisfying to serve others.

Head Start Volunteer Awards



Top: Mary Chaplain (1501 hours); Rose Williams representing Williamsport Home Base #2 (2,774 hours); Ashley Miller (245 hours); Kathy Dowling, Policy Council Chair (725 hours); Amanda White (443 hours); Jenny Englert and Jackie Singer representing Linn #2 (2,009 hours) Bottom: Jeremy Matlack (128 hours); Kelsa Mackenzie (38 hours); Renee Koons (889 hours)



Chris Shultz (left) received the George C. Meck Volunteer of the Year award from Carolyn Bullock, Chairperson of the Office of Aging's Advisory Board.

Impact

670 Office of Aging volunteers contributed **45,375** hours, assisting with Senior Center activities, visiting homebound seniors, delivering meals-on-wheels, leading exercise activities, providing insurance counseling, and serving as ombudsmen.

1,039 Head Start volunteers contributed **36,142** hours assisting in classrooms, attending meetings and training sessions, participating in program decision-making, and accompanying classes on field trips.

813 Head Start parents were included in the total number of volunteers. They practiced parenting and other child development skills in the classrooms, and received requested training on a wide variety of subjects.

234 Hours of service were contributed by Head Start parents and community representatives on the Policy Council. They played an essential role in program governance, program evaluation, approval of grant applications, hiring of staff, and approving program work plans.



Robert Bebble and his son, Dylan, build with blocks provided by the Parent-Child Home Program.

Community Support

This past fiscal year, STEP, Inc., received over \$112,000 in monetary and in-kind contributions from area businesses. Of that total, \$109,000 was contributed by businesses that received the Neighborhood Assistance Program (NAP) state tax credit. The NAP tax credit program is administered by the Pennsylvania Department of Community and Economic Development.

STEP is grateful for the generous support, which plays an integral role in helping us to pursue our mission of 'Engaging diverse individuals, families, and communities in the pursuit of social and economic success'.



Jersey Shore State Bank



Hunsberger Office Supply

Knight-Confer Funeral Home



Lonza



Phone: 570-398-5681 Call: 570-220-5659

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Financial Statements

STEP, Inc.

June 30, 2009

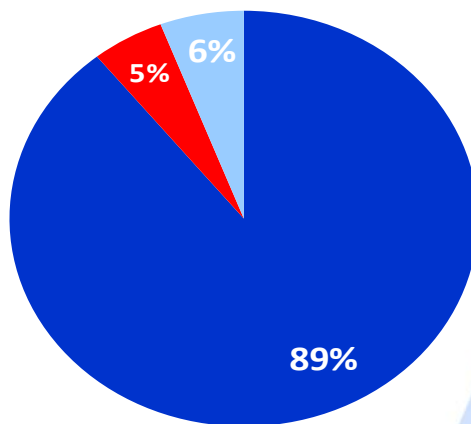
Statement of Financial Position

Total Assets	<u>\$5,786,899</u>
Total Liabilities	<u>\$3,255,186</u>
Net Assets	<u>\$2,531,713</u>

Statement of Activity

Total Grant Revenue and Other Support	<u>\$29,478,785</u>
Total Program Expenses	<u>\$29,478,785</u>
Excess (Deficit) Revenue Over Expenses	<u>0</u>

Grant Revenue & Support
\$29,478,785



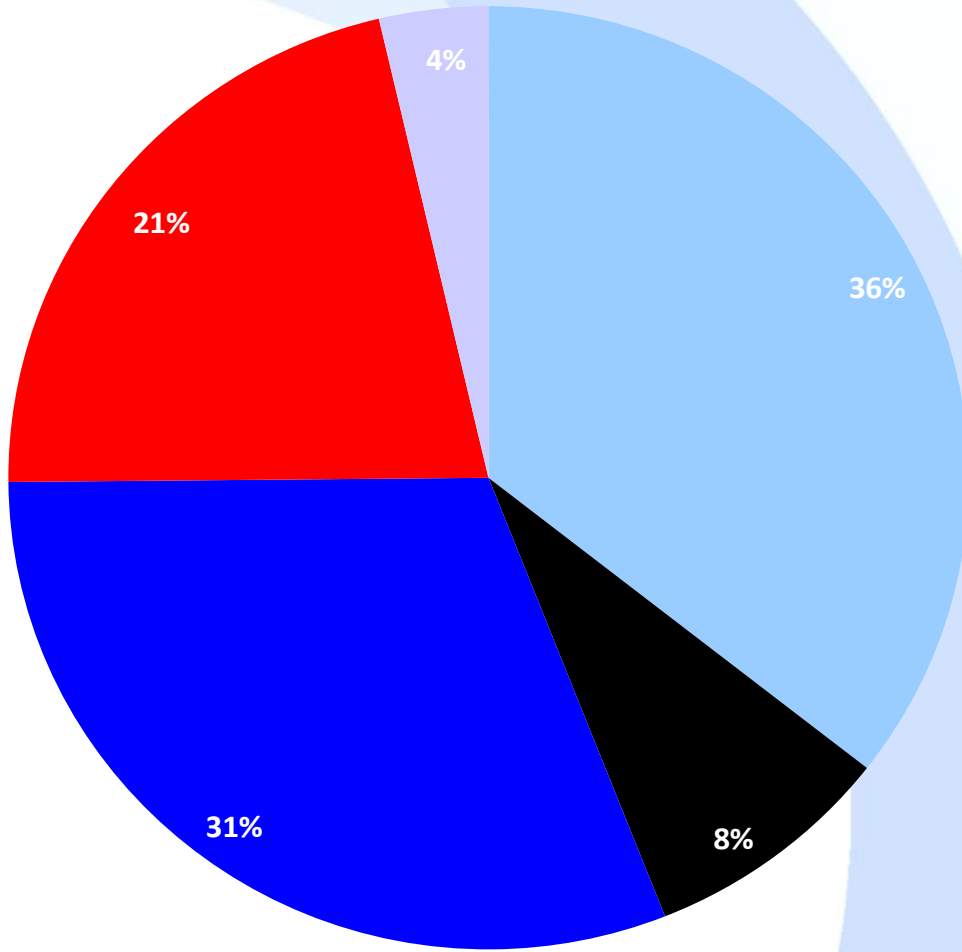
- 89% Federal and State Grants and Contracts \$ 26,315,369
- 5% Local Grants and Contracts \$ 1,458,213
- 6% Service Fees and Miscellaneous \$ 1,705,203

Program Expenses for the Pathways to Social and Economic Success

Child Development and Early Learning	36%	\$10,479,414
Head Start	\$3,776,946	
Parent Child Home Program	\$252,336	
Head Start Supplemental	\$635,370	
Central Regional Key	\$5,114,063	
Pre-K Counts	\$700,699	
Housing Options	8%	\$ 2,493,697
Weatherization and Housing Services	\$1,773,913	
Outreach Services	\$326,241	
Asset Building	\$39,084	
Affordable Rental Properties	\$354,459	
Independent Living	31%	\$ 9,094,447
Office of Aging	\$4,771,096	
Transportation Services	\$2,542,244	
Persons with Disabilities Transportation	\$135,364	
Medical Assistance Transportation	\$1,645,743	
Workforce Development	21%	\$ 6,329,822
Work Ready	\$253,956	
Welfare to Work Transportation	\$229,492	
Child Care Information Services	\$5,846,374	
Community Collaboration	4%	\$ 1,081,405
Communities Empowering Youth	\$269,012	
AmeriCorps	\$346,083	
Information & Referral	\$48,854	
Neighborhood Assistance Program	\$109,000	
Administration & Planning	\$308,456	
TOTAL EXPENSES		\$29,478,785

Program Expenses

\$29,478,785



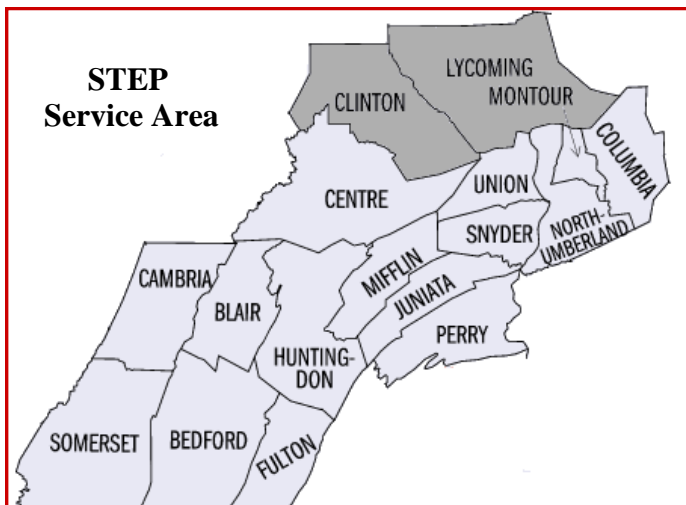
- 36% Child Development and Early Learning
- 8% Housing Options
- 31% Independent Living
- 21% Workforce Development
- 4% Community Collaboration



Success Through Engagement & Partnership



STEP employees guide our customers along the 'Pathways to Success'.



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