

ANNUAL REPORT

2013-2014

Serving the Community for 48 Years



Success Through Engagement & Partnership

Pathways to Success

Early Learning

Housing Options

Workforce Development

Community Collaboration

Independent Living

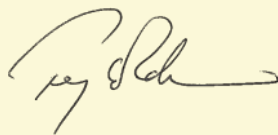
Community Action Celebrates its 50th Year

This year we celebrate the 50th year of the historic signing of the Economic Opportunity Act (EOA) by Lyndon B. Johnson. The EOA was introduced by President Johnson as the "War on Poverty" in his State of the Union address on January 8, 1964.

The EOA provided the impetus for the creation of a national network of community action programs (CAPs), including STEP, Inc. (Lycoming-Clinton Counties Commission for Community Action). Incorporated in 1966, STEP celebrates its 48th year engaging "diverse individuals, families, and communities in the pursuit of social and economic success."

This historic legislation also established the Office of Economic Opportunity to administer the application of federal funding throughout the country. This federal funding enters Lycoming and Clinton counties through STEP in the form of Community Service Block Grant (CSBG) funding. STEP uses this funding as "seed money" to develop partnerships, programs, and services that provide family, community, and agency impacts. This past fiscal year, STEP leveraged its annual allocation of \$350,000 in CSBG funding to secure and infuse an additional \$25 million throughout Clinton and Lycoming counties. These resources resulted in the delivery of 28 programs through our 5 Pathways to Success: Early Learning, Housing Options, Workforce Development, Community Collaboration, and Independent Living.

CAPs are held to high standards of performance through six national goals that are used to monitor progress and accomplishments, and on which we are required to report. On behalf of STEP's Board of Directors, Aging Advisory Council, Head Start Policy Council, volunteers, and staff, we present the 2013-2014 Annual Report depicting substantial family, community, and agency impacts.

A handwritten signature in black ink, appearing to read "Terry E. Roller".

Terry E. Roller
President & CEO





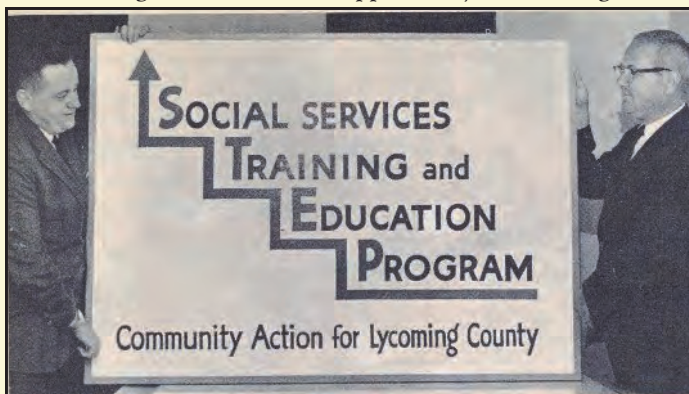
AGENCY PROFILE

The mission of STEP, Inc. is to engage diverse individuals, families, and communities in the pursuit of social and economic success.

In 2014 STEP salutes the 50th year of Community Action as it celebrates its 48th year. In the fifty years since their inception, Community Action Programs have transformed into community catalysts focused on family-, agency-, and community-level outcomes.



President Lyndon B. Johnson in his first State of the Union address, June 8, 1964, signs the Economic Opportunity Act creating Community Action Programs.



STEP Founder and first chairperson, Bill Nichols (left), and J.B. Packer Young, president of the Council of Community Services (right), unveil the first STEP sign in 1966.

STEP, Inc. is one of 1,100 Community Action Agencies nationwide, and, based on the size of its annual budget, is the 3rd largest of the 43 in Pennsylvania. STEP, Inc. is an active member of the national Community Action Partnership and the Community Action Association of Pennsylvania (CAAP). STEP fulfills its mission and achieves the six national community action goals through programs under its five Pathways to Success:

EARLY LEARNING: Head Start, Early Head Start, Pre-K Counts, Parent-Child Home Program (PCHP)

HOUSING OPTIONS: Housing & Building Initiatives, Utilities Assistance Program, Homeownership Counseling

WORKFORCE DEVELOPMENT: Work Ready, Child Care Information Services (CCIS), Welfare to Work Transportation

COMMUNITY COLLABORATION: AmeriCorps, One-Stop System

INDEPENDENT LIVING: Office of Aging, Transportation



GOVERNANCE and COUNCILS

BOARD OF DIRECTORS

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Russell Kimura

Vice Chairperson
Leonora Hannagan

Secretary
Carolyn W. Bullock

Treasurer
Randall Allison

Members
Joseph Cato
Aron Carter
Robert Cross
John Kiernan
Wilfred Knecht
Joel Long
Elizabeth Manlove
Tony Mussare
David B. Stone

Also serving
Kristine Combs
Loni Gamble
Marie Harris



STEP Board of Directors



Aging Advisory Council Members



Head Start Policy Council Members

HEAD START POLICY COUNCIL

<u>Chairperson</u> Sharon Spoon	<u>Secretary</u> Barbara Forshey
<u>Vice Chairperson</u> Joseph Cato	<u>Treasurer</u> Aron Carter

Parents
Leanne Applegate Jonaesha Smith
Robin Guillaume Tracie Yerger
Leigh McCarty

Community Representatives
Paulette Clementoni Jacqueline Whiteman
Vanessa Hunter Heather Wood
Melissa Magargle Debra Zinck

Also Serving in 2013-2014
Kristine Combs Jason Meskell
Lisa Carley

AGING ADVISORY COUNCIL

Chairperson
Raymond Humphrey

<u>Vice Chairperson</u> Carolyn W. Bullock	<u>Secretary</u> Janice Fye
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Members
Barbara Barger Joseph Sohmer
Joel Long David Heiney
Margaret Scott Tony Mussare

Also Serving in 2013-2014
Donald Miller
Tom Nau



FINANCIAL POSITION

Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. June 30, 2014

Statement of Financial Position

Total Assets	\$10,363,657
Total Liabilities	<u>\$6,067,844</u>
Net Assets	<u>\$4,295,813</u>

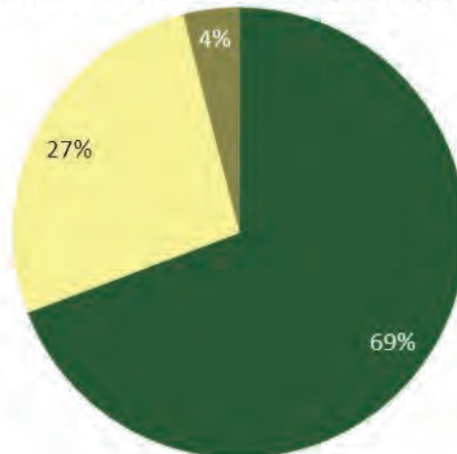
Statement of Activity

Total Grant Revenue and Other Support	\$24,078,144
Total Program Expenses	<u>\$24,078,144</u>
Excess (Deficit) Revenue Over Expenses	<u>0</u>

Economic Impacts:

- STEP employed approximately 290 people during the fiscal year ending June 30, 2014, paid cumulative wages of almost \$8.5 million, and generated local payroll taxes of \$139,000.
- STEP paid approximately \$2,789,544 in contracted services to vendors located in Lycoming and Clinton counties.
- STEP paid approximately \$349,000 in rent to local property owners.

Total Revenue \$24,078,144



- 69% Federal and State Grants and Contracts \$ 16,750,417
- 27% Local Grants and Contracts \$ 6,425,276
- 4% Service Fees and Miscellaneous \$ 902,451



FINANCIAL POSITION

Program Expenditures for the Pathways to Success

Early Learning 33%	\$7,887,650
<ul style="list-style-type: none">• Head Start \$4,337,859• Parent-Child Home Program \$196,567• Head Start Supplemental \$965,268• Central Regional Key \$3,440• Pre-K Counts \$686,011• Early Head Start \$1,477,556• Maternal, Infant, and Early Childhood Visitation \$187,949	
Housing Options 8%	\$2,122,231
<ul style="list-style-type: none">• Weatherization and Housing Services \$1,771,658• Outreach Services \$350,573	
Workforce Development 16%	\$3,960,434
<ul style="list-style-type: none">• Work Ready \$136,963• Welfare to Work Transportation \$180,239• Child Care Information Services \$3,643,232	
Community Collaboration 4%	\$883,387
<ul style="list-style-type: none">• AmeriCorps \$372,924• Information & Referral \$100• Neighborhood Assistance \$45,971• Administration & Planning \$464,392	
Independent Living 32%	\$9,224,442
<ul style="list-style-type: none">• Office of Aging \$4,656,326• Shared-Ride Transportation Services \$2,180,436• Persons with Disabilities Transportation \$111,099• Medical Assistance Transportation \$2,276,581	
TOTAL EXPENDITURES	\$3,960,434



VOLUNTEERS

STEP is able to provide high-quality services to its clients because of dedicated, caring volunteers, who are always willing to *step up* to lend a hand!

Economic Impact:

Total monetary value of STEP's volunteers exceeds \$2.3 million.

Community Impacts:

A total of 2,436 volunteers provided services throughout the agency.
Total volunteer hours provided to STEP programs is over 102,808.
Each volunteer provided an estimated 42 hours during this fiscal year.



STEP Office of Aging Meals on Wheels volunteers.



STEP AmeriCorps Members and community volunteers assembled 40,000 meals for local food banks.



Policy Council honors Head Start volunteers.

Customer Impacts

Head Start and Early Head Start volunteers contributed 19,278 volunteer hours.

598 Head Start and Early Head Start volunteers provided training, program planning and governance, evaluation, and assistance with classroom activities.

259 volunteer hours were contributed by 21 Head Start Policy Council members and community representatives who played an essential role in program governance and evaluation.

600 STEP Office of Aging volunteers contributed 52,781 hours delivering Meals on Wheels, assisting with senior center activities, leading exercise activities, providing insurance counseling, visiting homebound seniors, and serving as ombudsmen.

28 volunteers through the AARP tax preparation program assisted 1,125 seniors in preparing their tax forms.

225 volunteer hours were contributed by STEP Board of Directors through monthly meetings and other activities.

17 Ombudsmen volunteers visited 29 facilities on a regular basis to assist residents with resolving complaints.



FAMILY-LEVEL IMPACTS

GOAL 1: Low-Income People Become More Self-Sufficient.

The National Community Action Goal 1 targets services provided to assist low-income families and individuals on their paths to self-sufficiency. The National Performance Indicators below illustrate STEP's progress with regard to achieving this goal.



Employment:

- Of the 224 unemployed individuals enrolled in the Workforce Development Pathway programs, 55 obtained a job.
- Of the 59 employed individuals enrolled in the Workforce Development Pathway programs, 29 maintained a job for at least 90 days.



Economic Asset Enhancement & Utilization:

- Of the 1,125 individuals seeking assistance with tax preparation, 1,125 received assistance and qualified for some type of tax credit through STEP's Office of Aging Tax Assistance Program.
- Of the 145 persons seeking financial counseling assistance, 78 demonstrated ability to complete and maintain a budget for 90 days through STEP's Housing Counseling Program.
- Of the 2,998 households seeking assistance for utilities, 2,998 were provided services through STEP's Utilities Assistance Program.



FAMILY-LEVEL IMPACTS

GOAL 1: Low-Income People Become More Self-Sufficient.



Employment & Educational Supports:

- Of the 758 parents (either employed, attending school, or both) seeking child care information services, 628 were able to enroll their children in before- or after-school programs.
- Of the 1,378 employed parents seeking care for a child or dependent, 1,378 obtained services through STEP's Workforce Development Pathway, specifically Child Care Information Services' (CCIS) Child Care Subsidy Program.



Employment Supports:

- Of the 1,117 families seeking to maintain safe and affordable housing, 669 were assisted through STEP's Housing Options Pathway programs.
- Of the 558 employed persons seeking transportation assistance to and from employment, 549 obtained access to reliable transportation through STEP Transportation's programs.



COMMUNITY-LEVEL IMPACTS

GOAL 2: The Conditions in which Low-Income People's Lives are Improved.

The National Community Action Goal 2 targets improving conditions in which low-income people live. The National Performance Indicators that follow focus on *Community Revitalization Projects* and *Quality of Life Improvements* and show how STEP is progressing toward achieving this goal.

Community Quality of Life and Assets:

- In the summer of 2014, STEP in partnership with the Williamsport Area School District coordinated the Smart Starts Summer Program for 48 students from Stevens Primary School. Targeting children entering grades K-3, the program helped build the continuum of care for STEP Head Start students. Head Start teachers orchestrated the three-hour-per-day program, which combined academic enrichment and life skills activities.





COMMUNITY-LEVEL IMPACTS

GOAL 2: The Conditions in which Low-Income People's Lives are Improved.



Community Improvement and Revitalization:

- STEP is a partner in the Brodart Neighborhood Improvement Project through administering a targeted Homes In Need—Housing Rehabilitation Program. Of the 43 homeowner applicants to date, 24 have projects in the eligibility process, 3 are in progress, 8 have been completed, and 8 were cancelled. The multidimensional impact of this project is key!
- Private, public, and nonprofit partners have come together to advance the multiyear RiverWalk Center project, which involves transforming the former Department of Conservation and Natural Resources Forest Service Building in South Williamsport into a state-of-the-art Senior Activity Center. Ground breaking is anticipated in 2015.

The RiverWalk Center





COMMUNITY-LEVEL IMPACTS

GOAL 3: Low-Income People Own a Stake in Their Community.

The National Community Action Goal 3 targets engaging low-income individuals within the organization and in the larger community. The National Performance Indicators below focuses on *Community Enhancement* and *Community Empowerment* through participation, and show STEP's progress toward achieving this goal.



Community Empowerment through Participation:

- 29 low-income people participated in formal community organizations, government, boards, or councils through STEP's efforts, giving them the opportunity to provide input to decision making and policy setting.
- Low-income individuals provided 34,757 volunteer hours to STEP.



Community Empowerment through Participation:

- 1,468 low-income people engaged in non-governance community activities or groups created or supported by STEP.



AGENCY-LEVEL IMPACTS

GOAL 4: Partnerships Among Supporters and Providers of Services to Low-Income People Are Achieved.

The National Community Action Goal 4 targets STEP's ability to partner with both public and private entities to actively work on developing opportunities and improving the quality of life for residents within its service area. This goal is measured through the number of unduplicated partnerships that all of STEP's programs can identify.

Expanding Opportunities through Community-Wide Partnerships:

- | | |
|--|---|
| • Nonprofit: <u>86</u> | • Consortiums/Collaborations: <u>32</u> |
| • Faith-Based: <u>58</u> | • School Districts: <u>13</u> |
| • Local Government: <u>21</u> | • Institutions of Post Secondary Education: <u>10</u> |
| • State Government: <u>21</u> | • Financial/Banking Institutions: <u>8</u> |
| • Federal Government: <u>15</u> | • Health Service Institutions: <u>32</u> |
| • For-Profit Businesses & Corporations: <u>118</u> | • Statewide Associations or Collaborations: <u>10</u> |
| TOTAL: <u>424</u> | |



STEP AmeriCorps program links nonprofits with members to provide capacity building and organizational structure. This year 18 nonprofit partners in Lycoming and Clinton counties benefited from the service of 22 AmeriCorps members. In total, STEP AmeriCorps provided 26,120 hours of service to the community. As a national service program, AmeriCorps is celebrating its 20th anniversary year of providing unique service experiences.

2013-2014 AmeriCorps Host Sites:

- | | |
|--|---------------------------------------|
| ⇒ Annie Halenbake Ross Library | ⇒ Salvation Army—Lock Haven |
| ⇒ Campbell Street Family & Youth Community Association | ⇒ Salvation Army—Pennsdale |
| ⇒ City of Lock Haven | ⇒ Salvation Army—Williamsport |
| ⇒ Clinton County Housing Authority | ⇒ STEP Head Start |
| ⇒ Clinton County Life Center | ⇒ STEP Office of Aging |
| ⇒ Infant Development Program, Inc. | ⇒ STEP Transportation |
| ⇒ North Penn Legal Services | ⇒ West End Christian Community Center |
| | ⇒ West House |
| | ⇒ Williamsport Area High School |





AGENCY-LEVEL IMPACTS

GOAL 5: Agency Increases Its Capacity to Achieve Results.

The National Community Action Goal 5 targets the human capital resources available through STEP's staff to help the agency better achieve its goals. The National Performance Indicators focus on the certifications and accomplishments of STEP's staff.

Agency Development:

- Staff who attend trainings: 234
- Hours of staff in trainings: 19,314
- Board members who attend trainings: 15
- Hours of board members in training: 100
- American Institute of Certified Planner: 1
- Staff trained and providing Poverty Simulation to the community: 2
- Nationally Certified Results Orientated Management Accountability (ROMA) Trainer: 1
- Nationally Certified ROMA Intern: 1
- Certified Community Response Team Members: 2
- Staff registered with Older Adult Protection Services: 16
- Staff trained in First Aid/CPR: 8
- Staff trained in Tai Chi: 7
- Registered Nurse: 1
- Occupational Safety and Health Administration (OSHA) Compliance & Workforce Safety Certified: 8
- OSHA Construction Safety and Health Certified: 5
- OSHA Fall Arrest System Certified: 4
- Residential Building Inspectors: 3
- International Code Council Accessibility Inspectors and Plans Examiner: 2
- Environmental Protection Agency Lead-Based Paint Certified: 10
- Lead Hazard Control Inspectors: 2
- Lead Hazard Control Supervisors: 4

In March of 2014, STEP Administration initiated the 12-month STEP Leadership Program. Seven staff members were accepted into the first STEP Leadership Program class. Throughout the program, staff learn the basics of Community Action and STEP administration and take an in-depth look at each of the five Pathways to Success.



Participants in STEP Leadership Program (l to r) front row: Debbie Hanley (Independent Living), Jean Myers (Community Collaboration), Marcella Englert (Independent Living), Kim Andy (Community Collaboration), and Cheri Keeler (Early Learning); back row: Jeff Dawson (Housing Options) and Fred Englert (Housing Options).



FAMILY-LEVEL IMPACTS

GOAL 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Families and Other Supportive Environments.

The National Community Action Goal 6 focuses on providing services for vulnerable populations, specifically seniors and children. This goal is measured through the National Performance Indicators focusing on: Independent Living, Emergency Assistance, Child & Family Development, Family Supports, and Service Counts.



Independent Living

- 5,594 senior citizens were provided services through STEP Office of Aging.



Independent Living

- 2,029 individuals with disabilities were provided services through STEP's programs.



FAMILY-LEVEL IMPACTS

GOAL 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Families and Other Supportive Environments.

The National Community Action Goal 6 focuses on providing services for vulnerable populations, specifically seniors and children. This goal is measured through the National Performance Indicators focusing on: Independent Living, Emergency Assistance, Child & Family Development, Family Supports, and Service Counts.

STEP Linked Families with the following Emergency Assistance:

- Emergency Food: 34
- Emergency Fuel or Utility Payments: 390
- Emergency Rent or Mortgage Assistance: 101
- Emergency Car or Home Repair: 92
- Emergency Temporary Shelter: 5
- Emergency Medical Care: 2
- Emergency Protection from Violence: 9
- Emergency Legal Assistance: 13
- Emergency Transportation: 55
- Emergency Clothing: 7
- Other Emergency Needs: 2,531



Before



After

Family Supports for Vulnerable Populations:

- Access to reliable transportation: 4,300
- Maintenance of safe, affordable homes: 290
- Food assistance through STEP Office of Aging Meals on Wheels: 4,436
- Food boxes delivered: 3,009
- Units of clothing distributed: 764
- Rides provided: 93,289
- Information and Referral calls: 45,287





FAMILY-LEVEL IMPACTS

GOAL 6: Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Families and Other Supportive Environments.



Child & Family Development Infants & Children:

- 1,400 infants & children obtained age-appropriate immunizations and medical and dental care.
- 1,409 infants and children gained health and physical development improvements as a result of adequate nutrition.
- 1,473 children participated in preschool activities to develop school readiness skills.
- 611 children participated in preschool activities that prepare them developmentally for entering kindergarten or first grade.



Child & Family Development - Adults & Family Maintenance

- 328 parents and other adults have learned and now exhibit improved parenting skills.
- 107 families enrolled in the Family Caregiver Support Program.



INDIVIDUAL PARTNERS

WE GREATLY APPRECIATE ALL OF OUR FINANCIAL CONTRIBUTORS.

Individual Contributors:

Anonymous
Rachelle Abbott
Kim Andy
Carolyn W. Bullock
Darlla Conway
Gary & Robin Cronrath
Robert & Ardythe Cross
Adam W. Darker
Joe DeLauter
Anne & David Doerr
W. Fred Englert
Ted & Sue Evans
Teresa & Mike Gaetano
Frank & Kelly Gillis
Philip E. Good II
George & Barbara Griffith
Harvey & Brenda Ilgen
Kay Keller
Scott & Daryl Kern
Russell Kimura & F. Denise Hamby
Diane & John Konieczny
Janice D. Kuzio
Nancy Lady
Michelle Lawson
Cole & Suzanne Lee
Traci & Marc Lowe
Elizabeth Manlove
Trisha Marty
Anthony Mussare
Stephen & Susan Nelson
Robert O'Brien
Jim & Cheryl Plankenhorn
Terry & Julie Roller
Fredrick Shrimp
STEP Staff
David & Louisa Stone
Bob & Cathy Stopper
Georgia Stover

Harry Tompkins
Pauline Ungard
Thomas Zimmerman

Gifts of Tribute:

In memory of Phyllis M. Ulman:
Stephen & Candace Dewar

In memory of Howard Eisner:
George & Barbara Griffith

In memory of Harold Hunsinger:
Max & Eileen Wasson

In memory of June S. Gladczuk:
Anthony & Lorraine Langan
Agnes G. Gerbino
Thomas & Martha-Lynn Fazio

In memory of Irene Severino:
The Spaghetti Club, Renovo
Donna M. Dashem
David K. & Anne M. Doerr
Lorraine J. Norton
Ms. Eileen M. Nossal
Daniel A. & Rose M. Reeder
Frederick M. & Sylvia J. Roberts
Meta C. Smith
Wendy A. Stiver
Mr. George A. Taylor, Jr.
Ms. Shirley H. Walden



COMMUNITY PARTNERS

WE GREATLY APPRECIATE ALL OF OUR FINANCIAL CONTRIBUTORS.



United States Federal Government

Department of Agriculture
Department of Emergency Management
Department of Energy
Department of Health & Human Services
Department of Housing & Urban Development
Department of Labor, Employment & Training Administration
Department of Labor & Industry
Corporation for National Community Service

Commonwealth of Pennsylvania

Department of Aging
Department of Agriculture
Department of Community & Economic Development
Department of Education
Department of Environmental Protection
Department of Health
Department of Labor & Industry
PennSERVE Governor's Office of Citizen Service
Department of Public Welfare
Department of Transportation
Pennsylvania Housing Finance Agency
Office of the Budget



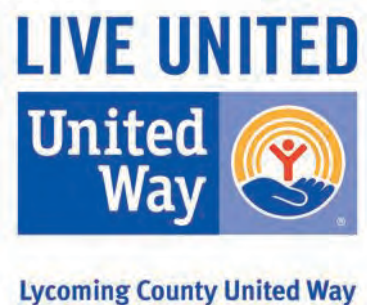
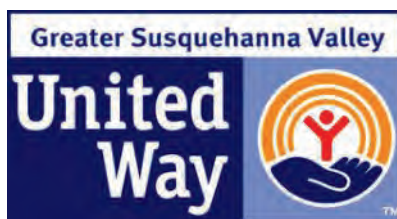
County & Local:



Clinton County



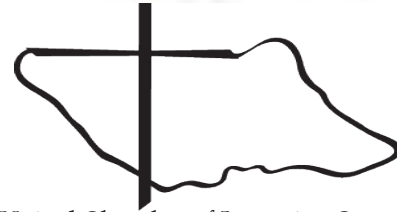
First Community
Foundation Partnership
OF PENNSYLVANIA



WE GREATLY APPRECIATE ALL OF OUR FINANCIAL CONTRIBUTORS.

The West End Christian Community Center

**The Annie Halenbake
Ross Library**



United Churches of Lycoming County



The Life Center of Clinton County





CORPORATE PARTNERS

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NuWeld, Inc.



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**FREY'S
COMMISSARY**

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The Park Home, Inc.



WE ALSO GREATLY APPRECIATE ALL OF OUR IN-KIND SPONSORS.



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STEAM SPECIALISTS, LLC



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Home of The Red Eyes



Hunsberger
Office Supply

WE ALSO GREATLY APPRECIATE ALL OF OUR IN-KIND SPONSORS.



Success Through Engagement & Partnership

The mission of STEP, Inc. is to engage diverse individuals, families, and communities in the pursuit of social and economic success.

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