



SUCCESS THROUGH ENGAGEMENT & PARTNERSHIP



***Your Pathway to Success***



**STEP's mission is to engage diverse individuals, families, and communities in the pursuit of social and economic success.**

**STEP's vision is to be a positive community and economic force, recognized as a leader in the services we provide or through the navigation of services provided by our community partners.**

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# Agency Profile

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

STEP, Inc. is one of 1,100 Community Action Agencies nationwide, and a member of the Community Action Agency Association of Pennsylvania (CAAP). Formally known as the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc., STEP was incorporated in 1966.

The many programs through which STEP provides services have been organized under five ***Pathways to Success***, which are highlighted in this brochure.



Visit us online at  
**[www.stepcorp.org](http://www.stepcorp.org)**

## STEP's two main locations:



### **Lycoming County**

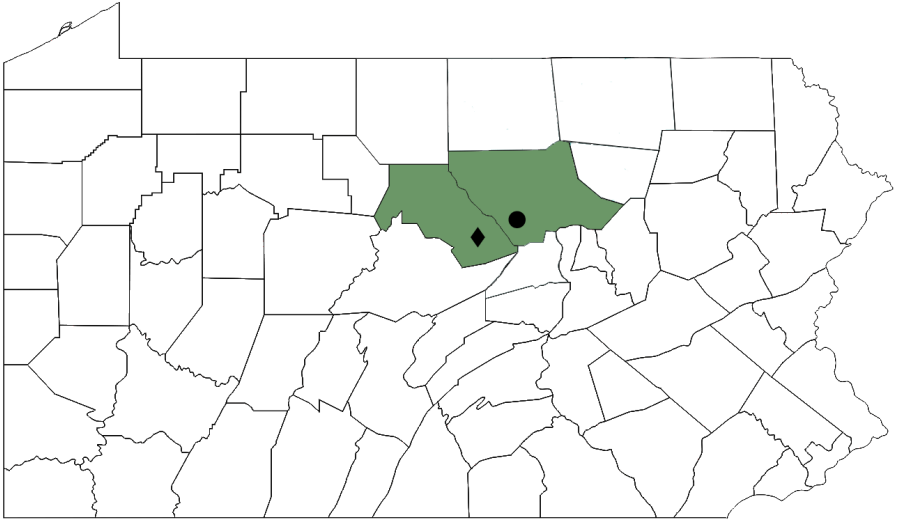
2138 Lincoln Street  
Williamsport, PA 17701  
Phone: 570-326-0587  
Fax: 570-322-2197



### **Clinton County**

124 East Walnut Street  
Lock Haven, PA 17745  
Phone: 570-858-5800  
Fax: 570-858-5808

# Agency Service Area



● STEP Lincoln Street Offices: Williamsport

◆ STEP Clinton County Community Center: Lock Haven

STEP primarily provides services in Lycoming and Clinton counties (green area on map) under five Pathways to Success: Early Learning, Housing Options, Independent Living, Workforce Development, and Community Collaboration.

STEP, Inc. is a private, nonprofit Community Action Agency offering programs focused on Success Through Engagement and Partnership, designed to meet community needs in Lycoming and Clinton counties. STEP, Inc. does not discriminate on the basis of age, sex, handicap, religion, race, color, or national origin.

# Early Learning

## STEP Head Start

The mission of STEP Head Start is to foster hope, growth, self-sufficiency, and social competence in children and their families in partnership with parents and the community.

Preschool children in Lycoming and Clinton counties are eligible for enrollment. There is no cost to participants. Applications are taken year-round, and vacancies are filled from the waiting list. While children from low-income families have enrollment priority, children from higher-income families may be enrolled as well.

*The services provided by STEP Head Start include:*

- **Education:** Individualized learning experiences that foster each child's social, emotional, intellectual, and physical growth.
- **Health:** Physical and dental examinations, immunizations, comprehensive health screenings, and necessary follow-up services.
- **Nutrition:** Nutritious snacks and lunches that meet USDA standards; nutrition education for children and parents.
- **Family Engagement:** Individualized family partnerships goal setting, and personal support; volunteer opportunities.
- **Parent Decision Making:** Opportunities for parents to participate in program planning and decision making, in addition to sharing program governance with the STEP Board of Directors.
- **Social Services:** Support and referrals to help families.
- **Support for Children with Disabilities:** Early identification and intervention to support children with disabilities and their inclusion in all program activities.



**STEP Head Start**

2138 Boyd Street, Williamsport

570-601-9601

[hsinfo@stepcorp.org](mailto:hsinfo@stepcorp.org)



# Early Learning

## STEP Early Head Start

Early Head Start provides early, continuous, and comprehensive year-round child development and family support services to pregnant women, infants, and toddlers, including those with disabilities.

The Early Head Start health specialist visits the homes of pregnant women to support positive maternal and child health. Children from birth through age three and pregnant women in Lycoming and Clinton counties are eligible for enrollment. Applications are accepted year-round and vacancies are filled from the waiting list. While children from low-income families have enrollment priority, children from higher-income families may be enrolled as well.

*There are two Early Head Start program models:*

- **Center-Based:** STEP has four center-based classes: two in Lycoming County and two in Clinton County. Classes have eight children each and meet year-round.
- **Home-Based:** Early Head Start home visitors make weekly 90-minute visits to the homes of infants, toddlers, and their families in support of early learning. Monthly playgroups are special opportunities for home-based children and families to socialize and learn together. Visits and playgroups are year-round.



**STEP Early Head Start**  
2138 Boyd Street, Williamsport  
570-601-9601  
[hsinfo@stepcorp.org](mailto:hsinfo@stepcorp.org)

# Early Learning

## STEP PA Pre-K Counts

Pennsylvania Pre-K Counts provides high-quality preschool education to three- and four-year-olds with funds provided by the Pennsylvania Department of Education. Highly qualified, trained, and caring staff provide educational services to help children grow intellectually, physically, socially, and emotionally. Parents are every child's most important teachers. The program encourages parental participation in all program activities to help children succeed.

Preschool children in Lycoming and Clinton counties, including those with disabilities, are eligible for enrollment. Applications are taken year-round and vacancies are filled from a waiting list as they occur. While children from low-income families have enrollment priority, children from higher-income families may be enrolled as well. There is no cost to participants.

- ***Education:*** Individualized learning experiences that foster each child's social, emotional, intellectual, and physical growth.
- ***Health:*** Physical and dental examinations, immunizations, comprehensive health screenings, and necessary follow-up services.
- ***Nutrition:*** Nutritious snacks and lunches that meet USDA standards; nutrition education for children and parents.
- ***Family Engagement:*** Individualized family partnerships goal setting, and personal support; volunteer opportunities.
- ***Parent Decision Making:*** Opportunities for parents to participate in program planning and decision making, in addition to sharing program governance with the STEP Board of Directors.
- ***Social Services:*** Support and referrals to help families.
- ***Support for Children with Disabilities:*** Early identification and intervention to support children with disabilities and their inclusion in all program activities.



# Early Learning

## Early Learning Resource Center - Region 7

The Region 7 Early Learning Resource Center (ELRC) is the hub of child care information for Lycoming, Clinton, and Tioga counties. The ELRC is a partner with the PA Office of Child Development and Early Learning. The ELRC provides quality supports for early learning programs and helps families access high quality early learning programs.

### ***Support for families:***

ELRCs provide families with information on quality child care and personalized child care referrals to child care providers based on your specific needs or preferences. ELRCs also administer the Child Care Works subsidized child care program. For all of your child care questions and needs, contact the ELRC for your local area or call the Child Care Works Helpline at 1-877-4-PA-KIDS.

### ***Support for providers:***

ELRCs provide support for child care providers through Quality Coaches to help the provider achieve Keystone STAR 3 and 4 status, assisting in building connections with community partners, and supporting children and families in accessing additional services.

***Anyone can use the services of the ELRC!***

***The ELRC offers services for families, early learning professionals, and community members. Contact your nearest ELRC to find services to help you!***

**1-800-4-PA-KIDS | 1-800-472-5437**

**Lycoming County**  
**STEP, Inc.**  
**2138 Lincoln St.**  
**Williamsport**

**Clinton County**  
**STEP, Inc**  
**124 E. Walnut St.**  
**Lock Haven**

**Tioga County**  
**5 East Avenue**  
**Wellsboro**

# Housing Options

## STEP Utilities Assistance Program

The vision of the Utilities Assistance Program is for individuals and families to learn to manage their own resources, and plan for their futures.

STEP's Utilities Assistance Program works with individuals and families toward solutions for improving their quality of life, alleviating crisis situations, and assisting customers with making informed decisions about their futures.

The Utilities Assistance Program partners with PPL Electric Utilities and with UGI Corporation's subsidiaries, Penn Natural Gas and Central Penn Gas. Qualified customers are offered affordable utility payments through their Customer Assistance Programs (CAPs). CAPs offer a reduced monthly payment as coverage for utility service, cancel a portion of any debt owed to the company, and provide energy education and weatherization services.

### *STEP's Utilities Assistance Program includes:*

- **PPL OnTrack Program:** Works with households at or below 150% of Federal Poverty Income Guidelines (FPIG) on establishing a fixed, affordable monthly payment plan to pay for electrical usage. The benefit PPL pays is the difference between the actual monthly bill and the OnTrack Payment.
- **UGI Customer Assistance Program:** Offers an income-based or usage-based payment agreement with potential for shortfall forgiveness to residential customers at or below 150% of the FPIG.
- **PPL's Operation HELP:** Assists households at or below 200% of the FPIG who are experiencing unexpected hardships with paying utility bills.
- **UGI's Operation Share:** Provides assistance with paying heating bills to residential customers who are faced with hardship due to an unforeseen situation, and with incomes at or below 200% of the FPIG.

# Housing Options

## STEP Housing & Building Initiatives

STEP's Housing & Building Initiatives is dedicated to the development and improvement of residential housing, in partnership with families, neighborhoods, and local government.

This program offers residential housing rehabilitation, accessibility, and energy-efficient housing improvements to residents of Lycoming and Clinton counties. Through community collaboration and partnerships with county and local municipal governments, and other nonprofit organizations, the program leverages local, state, and federal housing resources.

The program is income based. Eligible applicants must have a household income below 80% of the area's median income level. Staff members engage eligible homeowners and renters in developing a plan to use identified resources to provide affordable, safe, accessible, and energy-efficient housing improvements. The program utilizes a highly trained staff with demonstrated design and construction management capabilities, and extensive training and field experience in rough and finish carpentry, masonry, plumbing, HVAC, and energy conservation techniques.

Housing & Building Initiatives plays an integral partnership role in housing rehabilitation and strategic and holistic community revitalization plans in both counties, including the Main Street programs, Brownfield Revitalization, PA Wilds, and the Brodart Neighborhood Improvement Project.

**Lycoming & Clinton Counties**  
**2138 Lincoln Street, Williamsport | 570-327-5420**

# Housing Options

## STEP Weatherization Assistance Program

STEP's Weatherization Assistance Program (WAP) for Lycoming and Clinton counties, a federally funded program under the Department of Energy (DOE), is designed to help eligible residents reduce their home energy costs. Weatherization measures are performed on houses, apartments, and mobile homes.

After a client is determined to be eligible, an energy auditor visits the home to inspect the heating and water systems, and the dwelling itself. A blower door is used to determine air leakage into the home. The energy auditor reviews information to determine measures that need to be performed.

*STEP's Weatherization Assistance Program includes:*

- **DOE Weatherization Program:** Reduces total energy usage through technologies and analysis for households with incomes below 200% of the Federal Poverty Income Guideline (FPIG).
- **PPL Weatherization Program (WRAP):** Reduces electric usage for PPL customers with incomes below 150% of the FPIG.
- **Low Income Home Energy Assistance Program (LIHEAP):** Provides for winter emergency heating system troubleshooting and replacement for households with incomes below 150% of the FPIG.



**Lycoming & Clinton Counties**

**2138 Lincoln Street, Williamsport | 570-327-5420**

# Workforce Development

## STEP Work Ready Program

STEP's Work Ready Program assists individuals who are referred by the County Assistance Office. The objective of the program is to assist individuals with stabilizing their barriers to success and with developing skills that prepare them for employment.

The program offers successful employment and personal skills development opportunities to help individuals improve their ability to “earn, keep, and grow” a steady family-supporting income.

Once potential employees are armed with important tools and skills, they are prepared to be successfully matched with potential employers. Customers are provided with case management and referred to other services such as skill and behavior assessment, support groups, life skills, GED instruction, counseling, substance abuse treatment, and others. These are services that will help them both attain and retain employment and develop the capacity to earn a life-sustaining income.



# Workforce Development

## STEP Employment Transportation Assistance Program

STEP's Employment Transportation Assistance Program provides transitional transportation assistance and minimizes barriers that prevent families receiving Temporary Assistance for Needy Families (TANF) and other income-eligible persons from being hired in competitive employment and from becoming dependable employees.

The program provides transportation utilizing existing partnerships and coordination structures, including River Valley Transit, STEP's Shared-Ride, Billtown Cab Co., and Lock Haven Taxi, to provide the most cost-effective means of transportation assistance for residents of Lycoming and Clinton counties.

### *Transitional transportation assistance is available through:*

- *Bus Passes • Shared-Ride Transportation • Taxi*
- *Mileage Reimbursement • Child Care Transportation*

Customers must provide monthly documentation of employment. In addition, taxi and shared-ride services and mileage reimbursement require the employer to validate that the customer is working the days and hours that are consistent with trips taken.

Participants may receive benefits for a maximum of one year, with a maximum lifetime amount of benefits. Assistance gradually declines as participants achieve longevity in their employment and are able to develop self-sufficient means of transportation. Customers receive case management from STEP staff, who coordinate progress and target a selection of needed services.

**Lycoming & Clinton Counties**

**2138 Lincoln Street, Williamsport | 570-326-0587**



# Community Collaboration

## STEP Service Navigation

Find your Pathway to Success with STEP Service Navigation! When you utilize Service Navigation you will receive services tailored to meet you and/or your family's needs, whether you are in need of Information and Referral to other STEP or community services, or whether you would be eligible and benefit from case management to develop and work on goals to improve your self-sufficiency.

With Service Navigation, you are asked to provide some information regarding yourself and/or your family and complete an Assessment Questionnaire to help determine other STEP or community services for which you may be eligible. Information regarding those services will then be provided and STEP staff will either make the referrals for you or provide you with the information to contact the service providers, whichever you prefer.

### Lycoming County

2138 Lincoln Street  
Williamsport, PA 17701  
570-327-5485  
[step@stepcorp.org](mailto:step@stepcorp.org)

### Clinton County

124 East Walnut Street  
Lock Haven, PA 17745  
570-858-5800  
[step@stepcorp.org](mailto:step@stepcorp.org)



# Community Collaboration

## STEP AmeriCorps

The STEP AmeriCorps program partners with various nonprofit organizations and schools in Lycoming and Clinton counties to provide service opportunities to meet the region's community needs.

Through their service, members gain experience that enhances employment skills. A member helps the host organization to increase their service delivery efficiency and effectiveness. AmeriCorps service members coordinate volunteer opportunities, in the community, connecting with diverse individuals and families.

**Full-time members** serve a minimum of 1,700 hours, receive a biweekly living allowance, health care benefits, and child care assistance, if eligible. Upon completion, they can earn a \$6,095 educational award to repay qualified student loans or apply to future education expenses. (Those 55 or older may transfer this award to a child, grandchild, or foster child.)

**Reduced full-time members** serve a minimum of 1,200 hours, earn a biweekly living allowance, health care benefits, and child care assistance, if eligible. Upon completion, they can earn a \$4,144 educational award.

**Half-time members** serve a minimum of 900 hours, earn a biweekly living allowance, and receive a \$3,047 educational award upon completion.



### Lycoming & Clinton Counties

2138 Lincoln Street, Williamsport, PA 17701

570-601-9672 | [www.AmeriCorps.gov](http://www.AmeriCorps.gov)

[www.dli.state.pa.us/pennserve](http://www.dli.state.pa.us/pennserve)

# Independent Living

## STEP Office of Aging

The STEP Office of Aging is the local Area Agency on Aging, which works to advance the well-being of older adults residing in Lycoming and Clinton counties.

The office provides easy access to services for people age 60 and over through eight centers for healthy aging and two social services offices. The eight centers for healthy aging are active gathering places for seniors to stay engaged in their communities.

Centers provide opportunities for volunteer work, fellowship, games and activities, health screenings and information, various forms of exercise, and healthy meals. Centers also serve their communities by delivering Meals on Wheels, donating crafts, and in many other ways.

The STEP Office of Aging works to enable older adults to remain in their own homes and apartments. Information and referral to many federal, state, and local programs is available. Caseworkers help older adults to assess their abilities and needs, explore options, develop plans to best utilize their abilities, and arrange for informal and formal supports to meet their needs. Older adults are involved in the planning process and usually have a choice in the provider of service. Caseworkers can assist older adults who want to enter a nursing or personal care facility that will meet their needs, and assist those in nursing facilities in returning home with supportive services.

### Lycoming County

2138 Lincoln Street  
Williamsport, PA 17701

570-323-3096 | 1-800-332-8555

### Clinton County

124 East Walnut Street  
Lock Haven, PA 17745

570-858-5800 | 1-800-332-8555

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**24-HOUR ELDER ABUSE HOTLINE 1-800-332-8555**

# Independent Living

## STEP Office of Aging

The STEP Office of Aging offers an array of programs and services to adults age 60 and older, including those listed below.

- APPRISE (Medical Insurance Counseling)
- Care Management
- Community Centers
- Dining Out Meals
- Employment Services (Age 55+)
- Family Caregiver Support
- Fitness Programs
- Health Screenings & Education
- Home Support Cleaning
- Home Modifications
- Information & Referral
- Legal Programs
- Long-Term Care Assessment
- Long-Term Care Ombudsman
- Meals on Wheels
- Needs Assessment
- Nursing Home Transitions
- Personal Care
- Placement Services
- Protective Services
- Recreation & Socialization
- Transportation
- Volunteer Services

For more information on any of the services listed, please contact the STEP Office of Aging in Williamsport or Lock Haven.

The STEP Office of Aging is a partnership program funded by the following agencies: PA Department of Aging, PA Department of Human Services, PA Lottery Fund, Commonwealth of PA, Older Americans Act, client contributions, Lycoming County Commissioners, Clinton County Commissioners, and the US Department of Agriculture.

# Independent Living

## Home Delivered Meals

The home-delivered meals program, Meals on Wheels, provides seniors and persons with disabilities with complete, nutritious, home-delivered, noon meals—plus the friendly smile of a delivery volunteer.

Those in our communities, age 60 and older, who are homebound and unable to plan nutritious meals, shop for food, physically prepare their own meals, or travel to their nearest senior center may be eligible for this Office of Aging service. Another stipulation is that they must either live alone or have no one else in the home who can cook at least one hot meal per day. The consumer's impairment may be either short-term or permanent. The STEP Office of Aging caseworkers assess applications for the program and arrange for the service.

Weekday delivery of meals can also serve as a point of contact and safety check that contributes to peace of mind for both consumers and their loved ones.

If you are interested in volunteering to deliver meals, please contact the STEP Office of Aging. Contributing less than two hours per week of your time can make a big difference in the lives of neighbors in need.



### Lycoming County

2138 Lincoln Street  
Williamsport, PA 17701

570-323-3096 | 1-800-332-8555

### Clinton County

124 East Walnut Street  
Lock Haven, PA 17745

570-858-5800 | 1-800-332-8555

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**24-HOUR ELDER ABUSE HOTLINE 1-800-332-8555**

# Independent Living

## Centers for Healthy Aging

Centers for healthy aging provide opportunities for volunteer work, fellowship, games and activities, health screenings and information, various forms of exercise, and healthy meals. Centers also serve their communities by delivering Meals on Wheels, donating crafts, and in many other ways.

### ***Lycoming County***

#### ***George C. Meck Center East Lycoming YMCA***

*50 Fitness Lane, Suite 2  
Muncy, PA 17756  
570-546-2542*

#### ***Jersey Shore Center Tiadaghton Gardens***

*641 Cemetery Street  
Jersey Shore, PA 17740  
570-601-9591*

#### ***Lincoln Street Center STEP Building***

*2138 Lincoln Street  
Williamsport, PA 17701  
570-601-9573*

#### ***Loyalsock Center***

*1607 Four Mile Drive  
Williamsport, PA 17701  
570-601-9590*

#### ***RiverWalk Center***

*423 East Central Avenue  
South Williamsport, PA 17702  
570-601-9592*

### ***Clinton County***

#### ***Clinton County Community Center***

*124 East Walnut Street  
Lock Haven, PA 17745  
570-858-5800*

#### ***Mill Hall Center Mill Hall Fire Hall***

*9 Peale Avenue  
Mill Hall, PA 17751  
570-726-6378*

#### ***Renovo Center South Renovo Fire Hall***

*415 Fourth Street  
South Renovo, PA 17764  
570-923-2525*



# Independent Living

## STEP Transportation

STEP Transportation provides door-to-door, shared-ride service Monday through Friday from 6:00 a.m. to 6:00 p.m. in response to the needs of residents and visitors of Lycoming and Clinton counties. Transportation is provided for trips within Lycoming and Clinton counties, once a day to Geisinger Medical Center, and on an as-needed basis to the Eye Center of Central Pennsylvania in Allenwood.

Through Medical Assistance, transportation is provided on an as-needed basis to medical appointments throughout Pennsylvania. Cross-county transportation is also provided with the coordination of other neighboring transportation providers.

Consumers must reserve their rides before noon of the preceding business day. All residents and visitors to Lycoming and Clinton counties are eligible to use STEP Transportation. Some consumers may be eligible for enrollment in certain transportation sponsorship programs, which make fares more affordable.

### ***Sponsorship programs include:***

***Persons with Disabilities***

***Shared-Ride***

***Employment Transportation Assistance Program***

***Medical Assistance Transportation Program***

***Area Agency on Aging: trips to medical facilities, grocery stores, social service agencies, and centers for healthy aging***

STEP Transportation also provides safe and accessible transportation for Head Start students for classroom and field trip activities.

#### ***Lycoming County***

2138 Lincoln Street

Williamsport, PA 17701

570-323-7575 | 1-800-222-2468

#### ***Clinton County***

124 East Walnut Street

Lock Haven, PA 17745

570-858-5840 | 1-800-222-2468

## Notes

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## Notes

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# Agency-Wide Brochure

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## YOUR PATHWAY TO SUCCESS

**2138 Lincoln Street | Williamsport, PA 17701**

***[www.stepcorp.org](http://www.stepcorp.org)***

9/2020