

ANNUAL REPORT

2010-2011

45th Anniversary



Success Through Engagement & Partnership

Pathways to Success

Early Learning

Housing Options

Workforce Development

Community Collaboration

Independent Living



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 Association of Pennsylvania (CAAP). Formally known as the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc., STEP was incorporated in 1966.

In addition to serving individuals, families, and communities primarily in Lycoming and Clinton Counties, STEP also provides homeownership counseling in Centre, Columbia, Montour, Northumberland, Snyder, Sullivan, Tioga, and Union Counties. Early learning professional development services are provided in the aforementioned counties, along with Bedford, Blair, Bradford, Cambria, Fulton, Huntington, Juniata, Mifflin, Perry, and Somerset Counties. The many programs through which STEP provides services have been organized under five “Pathways to Success”.



Pathways to Success [Programs]

EARLY LEARNING [Head Start, Early Head Start, Pre-K Counts, Parent-Child Home Program (PCHP), and Central Regional Key (CRK)]

High quality early learning experiences provided by skilled professionals, in partnership with parents and communities, prepare children for success in school and in life. The Early Learning Pathway leads to success in school and life.

HOUSING OPTIONS [Housing & Building Initiatives, Outreach, Homeownership Counseling]

Individuals and families secure and maintain safe, affordable, and energy-efficient housing. The Housing Options Pathway leads to a safe and affordable home.

WORKFORCE DEVELOPMENT [Work Ready, Child Care Information Services, YouthBuild]

Individuals overcome barriers to obtain or maintain employment and achieve self-sufficiency. The Workforce Development Pathway leads to employment and self-support.

COMMUNITY COLLABORATION [Community Connect AmeriCorps, Linkage Lycoming]

Through cooperation and partnerships, resources are maximized, and organizations and communities are enriched. The Community Collaboration Pathway leads to increased resources for individual and community success.

INDEPENDENT LIVING [Office of Aging, Transportation]

Senior citizens and persons with disabilities maintain their independence and self-reliance, and continue to participate in community activities. The Independent Living Pathway leads to dignity and choices throughout life.



MESSAGE

A Commitment to Customer and Community Success

Economies and politics are changing rapidly . For Americans, the federal budget deficit, along with balancing state budgets, will require our government officials to scrutinize and most likely change many domestic programs.

This process leads to uncertainty as to the future of many social and economic programs, including those that have been long-standing. There's the potential that some programs may be eliminated, others will have reduced funding, and those that continue to be funded will most certainly see changes in the level of service. These changes could have a dramatic impact to all socio-economic classes.

Organizationally, we are positioning ourselves to be nimble and responsive to change, or rather, opportunity. This will allow us to continue to be a productive instrument of public policy while successfully “engaging diverse individuals, families and communities in the pursuit of social and economic success.”

This year’s annual report highlights our corporate product, that being human and community success. While our customer impacts are important to the individuals and families that we engage, equally important are the impacts to our communities that directly and indirectly impact all our residents.

As we celebrate STEP’s 45th anniversary this year, we are unreservedly and confidently walking the “Pathway” to the future. We will respond to change and seize the opportunities. Our Board of Directors and staff are committed to unparalleled customer service to the individuals, families, communities and partners that we engage. This, along with measureable and high quality deliverables to our customers and our communities, will pave our way into the future.

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

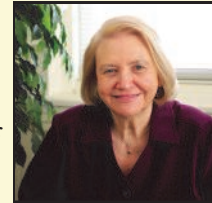
Terry E. Roller
President & CEO





Terry E. Roller officially succeeded Janet Alling as President & CEO on June 24, 2011. Terry had served as the Director of Youth Programs, the Wilderness Challenge Program, the Weatherization Program, the Housing & Building Initiatives Program, and the Transportation Program.

Janet Alling retired as President & CEO, after 38 years of unparalleled commitment and dedication to STEP, Inc. Janet had also served as the Director of Head Start, and the Assistant Director and Executive Director of STEP.



Victoria Woodring, a participant in STEP's Work Ready Program, was one of only fourteen recipients statewide to receive the prestigious Self-Sufficiency Award. Given by the Community Action Association of Pennsylvania, she was presented the award by State Representative Rick Mirabito.

The "STEP Forward Endowment Fund" was created as a vehicle for the development and management of an endowment fund to provide resources to support the mission of STEP. William E. Nichols - STEP's Founding Father and first President of the Board of Directors - helped create the fund and also made a significant contribution.



STEP established the following service awards:

Employee of the Year - recognizing the employee who displays exceptional service to customers, fellow employees, the community and STEP's mission.

Volunteer of the Year - recognizing an individual, organization, or group that impacts STEP's infrastructure, enhances service delivery to customers or directly impacts the customers.

Public Service - recognizing public officials, organizations or groups that have positively impacted the mission of STEP.

Outstanding Contributor - recognizing an individual, organization, or group that makes a significant donation to STEP (financial, in-kind, technical services, or products).

Customer Achievement - recognizing an individual, organization, or group that achieves or exceeds their personal, educational, or professional goals.

With ongoing reconstruction throughout fiscal year 2010-2011, the Clinton County Community Center (124 East Walnut Street in Lock Haven) held its ribbon-cutting and official grand opening on September 22, 2011.

STEP's YouthBuild Program received the National Director's Association of YouthBuild USA's Award for Placement and Employment/Post-Secondary Education at a ceremony on January 26, 2011 in Washington, D.C. Rob Getz, YouthBuild Building Trades Supervisor, and Dan Merk, Program Director, proudly display the award.



STEP's YouthBuild program was one of only a handful of YouthBuild programs in the country selected by President Obama's administration to participate in nationwide Round Table Discussions on May 20, 2011. Mr. Bill Wehry, Executive Director of Pennsylvania's Farm Service Agency, represented the Obama Administration. The Round Table discussions afforded youth the opportunity to express their concerns, issues, and needs directly to the President.

STEP Office of Aging, in collaboration with other partner organizations, formed the Lycoming Clinton Link - an aging and disability resource center. "Link" is designed to provide education, outreach, and streamline access regarding long-term living services for persons 18 and older.

In collaboration with the City of Williamsport, the Salvation Army, and The Campbell Street Center, STEP Community Connect AmeriCorps sponsored the community-wide, 2nd Annual Martin Luther King, Jr. Day "Walk for Service" on January 17, 2011. Over 100 participants walked from the Salvation Army in Williamsport to the Campbell Street Center, where approximately 150 people listened to remarks by Williamsport Mayor Campana and keynote speaker, Hank Mitchell, Executive Director of the Center.



STEP's Homeownership Counseling program collaborated with Lycoming County Court, Lycoming Law Association, and North Penn Legal Services to develop a successful mediation process to assist homeowners in avoiding foreclosure. Of the 300 foreclosures filed last year in Lycoming County, STEP participated in over 100 conferences, resulting in approximately two thirds of the homeowners keeping their homes.



CLINTON COUNTY COMMUNITY CENTER

GRAND OPENING AND RIBBON-CUTTING CEREMONY
SEPTEMBER 22, 2011



Customer Impacts

- Custom-designed, custom-built modern exercise area for seniors and preschoolers.
- Fully handicapped-accessible facility with sufficient parking and easy access to building.
- High-quality indoor and outdoor learning environments.
- Large, custom-designed outdoor recreation area for infants, toddlers, preschoolers, and seniors.
- Shared staff workspaces facilitate increased collaboration and networking to better meet all customer needs.
- Presence of infants, toddlers, and preschoolers in the same building, fosters seamless transitions and early education service planning.
- Proximity of young children and senior citizens offers ample opportunities for intergenerational programming.



State Senator John Wozniak, shown presenting a citation to STEP, and State Representative Michael Hanna were instrumental in securing \$2 million in state funding for the Center.



Over 200 guests attended the ribbon-cutting ceremony.



CLINTON COUNTY COMMUNITY CENTER



“ This project exemplifies community collaboration. It will provide a permanent physical location and serve as a one-stop for the delivery of all STEP’s services through the Pathways To Success.”
It was all made possible through the grassroots energy from our seniors.”
 Terry Roller, STEP President & CEO



Playground Area



Community Impacts

- \$5.5 million construction project that supported over 90 jobs in rehabilitating the facility.
- Consolidated services will bring hundreds of citizens to the site each week, and will benefit neighboring retail outlets.
- Long-vacant, deteriorating former retail outlet was rehabilitated into a state-of-the-art Community Center.
- Availability of retail services to STEP’s customers in the same shopping plaza. Extension of sidewalk in front of the Community Center, allowing easy flow of mutual customers.
- Activity Center capable of hosting non-STEP events, with adjoining commercial kitchen and flexible dividing wall.
- Vibrant hub of community services and activities replacing a deteriorating, vacant building.



Lobby



Conference Room



EARLY LEARNING

Pathway to Success

High quality early learning experiences provided by skilled professionals, in partnership with parents and communities, prepare children for success in school and in life. The Early Learning Pathway leads to success in school and life.

PROGRAMS: Head Start; Early Head Start; Pre-K Counts; Parent-Child Home Program (PCHP); and, Central Regional Key (CRK).

SERVICES: education; family engagement; nutrition; health services; social services; support for children with disabilities; parent decision-making opportunities; early learning programs' quality improvement; grant management; professional development; technical assistance; school-age child care; infant/toddler child care; and, local education and resource network teams (LEARN).

Customer Impacts

- 487 children increased their skill levels in all areas of learning by one full developmental level.
- 325 children increased their skills in all areas of learning by two full developmental levels.
- 235 kindergarten-eligible children demonstrated kindergarten readiness skills in all areas of learning.
- 798 children received 33% of their daily nutritional requirements through nutritious snacks and lunches.
- 798 children were linked, many for the first time, with an accessible source for ongoing and follow-up medical and dental care.
- 936 parents were supported in their roles as primary educators of their children and participated in decision-making and personal growth opportunities.
- 159 children with disabilities benefited from specialized inclusive education.
- 81 children in the Parent-Child Home Program demonstrated improvement on key school readiness indicators, and 68 children improved their early literacy and positive social skills. 77 parents demonstrated improvement on key positive parenting skills.



Real life experiences help Head Start children and their parents learn. Fire safety is one of Head Start's core curricula.



Head Start's "Males with Nails" activity provides a fun bonding and learning activity for Austin Grossnickle II and his son, Austin III. Research indicates that children are more successful when they have a positive male role model in their lives.



Bryce, Caylyn and Liam develop their environmental awareness skills, tactile skills, and socialization skills while performing a "scientific" bubble experiment.



EARLY LEARNING

Pathway to Success



Early learning practitioners from Clinton County Child Care facilities are enrolled in a CRK-sponsored quality improvement program to earn their nationally recognized Child Development Associate certification.

Customer Impacts

- More than 10,000 Early Learning staff from 20 central Pennsylvania counties enhanced their professional development by completing workshops conducted by colleges and consultants.
- 363 certified Early Learning programs earned a Keystone STARS designation by improving the quality of learning for 14,265 children in 20 central Pennsylvania counties.
- 29 Early Learning programs met research-based criteria and earned an advanced Keystone STARS designation.
- 438 children in 24 classrooms enhanced their listening and reading skills by participating in Pennsylvania's "One Book" project.
- 28 early learning classrooms improved their quality of care and education as a result of onsite technical assistance regarding staff qualifications, health and safety, curriculum development, and leadership and management skills.

Olivia, Courtney, and Cassidy paint a Chinese dragon as part of the "Music, Dance, Arts, and Drama" curriculum. Funds provided by CRK enable child care facilities, such as the Cambria County Child Development Center, to offer diverse developmental programs.

Community Impacts

- Head Start saved the community \$46,131,603. Studies indicate that for every dollar invested in Head Start the community saves seven dollars in social costs. Head Start graduates are more likely to graduate high school and college, less likely to need special education or depend on public assistance, and less likely to commit a criminal offense.
- CRK awarded \$2,814,426 to child care providers in 20 central Pennsylvania counties for quality improvement. Children who participate in quality early education programs are more likely to do well in school and on academic achievement tests, graduate high school and attend college.
- CRK awarded \$322,247 to institutions of higher education and other professional instructors for the professional development of Early Learning practitioners.
- CRK awarded \$1,078,121 to county community engagement teams for technical assistance and health consultation for Keystone STARS programs.

CRK sponsored professional development workshops, such as this School-Age Child Care Conference at Toftrees Conference Center in Centre County. Chelsea Ashcroft is a nationally recognized child care expert.





HOUSING OPTIONS

Pathway to Success

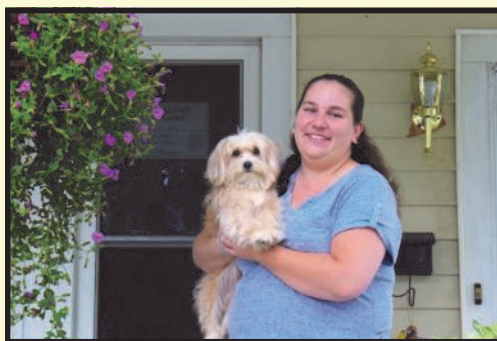
Individuals and families secure and maintain safe, affordable, and energy-efficient housing. The Housing Options Pathway leads to a safe and affordable home.

PROGRAMS: Housing & Building Initiatives; STEP Outreach; and, Homeownership Counseling.

SERVICES: affordable rentals; housing rehabilitation; weatherization; heating system repair/replacement; affordable utility bill payment plans with PPL and UGI; low-income heating assistance program (LIHEAP); Homelessness Prevention and Rapid Re-Housing Program (HPRP); financial management; foreclosure prevention; and, first-time homebuyer education.

Customer Impacts

- 20 low-to-moderate-income families obtained or maintained affordable housing by accessing rental units operated by STEP. In partnership with a local human service organization, individuals with physical or mental disabilities achieved a greater degree of independence by residing in 50% of the affordable units.
- 69 low-income families realized an increase in the value of their homes and/or greater accessibility as a result of renovations to remove handicapped-accessible barriers or rectify structural code compliance deficiencies and safety issues.
- 330 households significantly reduced their energy-related costs as a result of weatherization services.
- 1,336 families decreased their utility debt, paid bills in a timely manner, and/or avoided eviction or utility termination.



"Through STEP's Homeownership Counseling Program, I was able to buy my first home. They helped me get my credit in order. I learned the ins and outs of purchasing a home, and the savings program they enrolled me in was excellent. I love my new home." Nicole Leiby



"The On-Track program [that STEP enrolled me in] has encouraged me to manage and control my electric and gas usage. Now I'm able to build financial stability for my family. The affordable payments allow me to concentrate more than ever to become self-sufficient in all areas." Jamie Northrup



"The STEP Outreach program helped me from being homeless after I lost my full-time job after 13 years. The program helped me get back on my feet and also helped me find a new home and helped me to get settled in. I have a great respect for what they do for people. Thank you very much." Francine Fry



HOUSING OPTIONS

Pathway to Success



STEP's Housing & Building Initiatives staff repaired the sidewalk, replaced windows, finished drywalling, and replaced the front porch steps of the home of Donna Cox in Montgomery. Donna commented, "After I lost my job at the hospital I didn't have the money to finish projects. I'm very grateful for the work that was done and the guys were really nice and did a great job."

Customer Impacts

- 182 low-income families (including senior citizens and persons with disabilities) remained in their homes as a result of emergency fuel assistance payments to local fuel vendors and utility companies.
- 168 individuals avoided homelessness, thereby preventing the need for shelter costs, while providing a stable home environment for their school-age children within the local school districts.
- 190 families learned effective financial management strategies to help them acquire or maintain their homes.
- 110 families avoided foreclosure.
- 13 families acquired the skills and knowledge to purchase their first home.

Community Impacts

- 330 homeowners saved \$3,987,071 in energy-related costs. An additional savings of \$3,022,877 was realized in social benefits, such as increased employment, economic stimulation, reduced uncollected bills, improved health and safety, and an increase in the value of 683 neighboring homes.
- \$139,251 in subsidized utility payments was distributed to PPL and UGI.
- \$81,881 in emergency fuel assistance was paid to local fuel vendors and utility companies, arranged by STEP and provided by PPL and UGI.
- Landlords received \$298,526 to potentially preserve and improve rental properties and neighborhoods.
- 190 families, who received financial management training, accumulated \$30,020 in personal savings and reduced their debt by \$41,040.
- \$1,149,390 in homeowner property values and \$4,597,560 in neighboring property values were preserved as a result of foreclosure counseling.
- Lending institutions realized a savings of \$5.5 million in foreclosure-related expenses.
- 13 first-time homebuyers added \$24,700 in tax dollars to the local economy. Due to a stable home environment, they maintained their jobs, which saved their employers an estimated \$77,610 in turnover costs.



WORKFORCE DEVELOPMENT

Pathway to Success

Individuals overcome barriers to obtain or maintain employment and achieve self-sufficiency. The Workforce Development Pathway leads to employment and self-support for individuals, and economic success for the community.

PROGRAMS: Child Care Information Services (CCIS); Work Ready; YouthBuild; Welfare-to-Work Transportation; and, Job Access Reverse Commute Transportation.

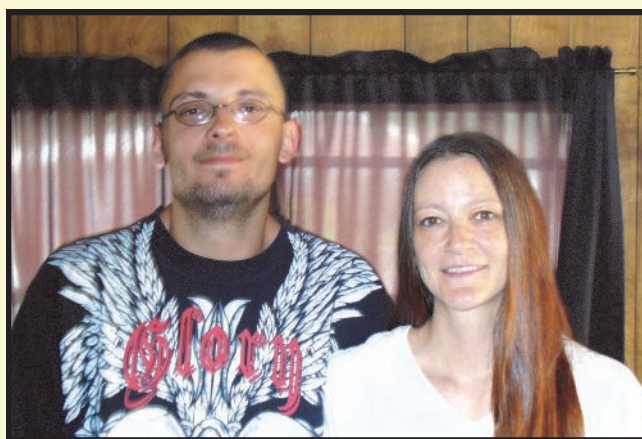
SERVICES: subsidized child care; resource and referral; GED/high school diploma studies; job skills and life skills training; supportive services; paid work experience/subsidized employment; job placement; transition to post-secondary education; leadership development; hands-on construction training; transportation assistance for employment; and, expanded transportation routes to support employment.

Customer Impacts

- 21 at-risk youths obtained and maintained employment.
- 41 individuals transitioned from public assistance to gainful employment.
- 80 individuals transitioned from public assistance and maintained their employment as a result of access to affordable public transportation.
- STEP, partnering with River Valley Transit, developed and expanded public transportation routes in Lycoming County. This provided an opportunity for 25,741 individuals to obtain or maintain employment.
- Parents from 1,354 families were able to maintain their employment and afford quality child care. This care was provided for a total of 2,594 children through child care subsidies.



YouthBuild member, Todd Brown, gains hands-on experience as he constructs a perimeter fence at a Habitat for Humanity home in Williamsport.



"STEP's CCIS program is an absolute blessing! If I had to pay full price for day care, I wouldn't be able to afford it; it would be half of my paycheck. The money I save [with subsidized day care] really helps. I can use it for groceries and other staples. It sure makes life better."

Jennifer Crane, pictured with husband Jeff



WORKFORCE DEVELOPMENT

Pathway to Success



Navarro Adams was able to secure and maintain his job at Penn Recycling because of the transportation provided by STEP's Welfare-to-Work Transportation program. "I wouldn't have a good job if it wasn't for STEP. I am truly grateful to have access to reliable transportation. And, my caseworkers were exactly what I needed: stern, focused, and very caring."

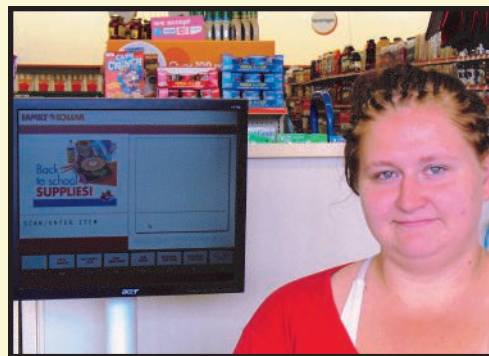
YouthBuild members, Steve Temple and Steve Williams, study construction math, as they prepare for their National Center for Construction Education and Research (NCCER) certificate.



State Representative Rick Mirabito spoke about how state government operates and the importance of exercising the right to vote as part of the YouthBuild curriculum's Leadership component.

Community Impacts

- Taxpayers saved \$258,792 in annualized cash assistance/subsidized living costs.
- Taxpayers saved an estimated \$560,000 in incarceration costs.
- Employers saved an estimated \$324,431 in employee turnover costs.
- The employment of 62 individuals resulted in an infusion of \$156,809 in tax dollars into the local economy.
- Subsidized child care supported over \$17 million in wages earned by working parents.
- 351 child care providers in Lycoming and Clinton Counties received \$5,864,756 in subsidy payments.



Through STEP's Work Ready program, Ashton Andrews obtained employment at Family Dollar. "They helped me find a job and they're very supportive and kind. They are there when I need them. They gave me career direction, helped me establish career goals, and provided me with bus passes so I could get to work."



INDEPENDENT LIVING

Pathway to Success

Senior citizens and persons with disabilities maintain their independence and self-reliance, and continue to participate in community activities. The Independent Living Pathway leads to dignity and choices throughout life.

PROGRAMS: Office of Aging; and, Transportation Service.

SERVICES: senior center activities; home-delivered meals; congregate meals; transportation sponsorship; casework and assessment; personal care and home support; family caregiver support program; home modifications and assistive devices; ombudsman; APPRISE and legal services; protective services; waiver services and nursing home transition; information & referral; volunteer services; and, transportation for medical and social service appointments, work and leisure activities.

Customer Impacts

- 3,962 senior citizens maintained their independent life styles, as a result of in-home and community-based services.
- 840 homebound seniors maintained their nutritional health by receiving 110,557 home-delivered meals. The weekday deliveries also provided a social contact and safety check to enable the seniors to remain in their homes.
- Home modifications were completed for 42 seniors to address access and safety concerns.
- 4 seniors were transitioned from nursing home care to their own homes to resume their independent lifestyle.
- 96 primary caregivers provided care to ensure that 96 seniors were able to remain at home.
- 13 grandparents provided a stable home environment for 19 neglected or abandoned grandchildren.
- Specialized in-home care services enabled 158 seniors to avoid nursing home placement and remain in their homes.



I'm 89 and have a heart problem, and I'm afraid to turn on the stove, and I can't go buy groceries. So, it sure is nice to have a person come in every day, smiling, and bring me a wonderful meal. They're really, really nice people."
Elnora Paulhamus

In-home personal assistance services provided by STEP Office of Aging have enabled Nancy Lose to return to her own home, after nine years of residing in a nursing home. "I really can't say enough about The Office of Aging. Without them I would still be in the nursing home. They helped so much and everyone has been very pleasant and just great."





INDEPENDENT LIVING

Pathway to Success



Tiffany Fry (left) and Carla Yeckley (right) are able to maintain their employment at Hope Enterprises because of transportation provided by STEP. Ray Mertz (middle) utilizes STEP Transportation to attend a special day camp in Williamsport on a daily basis.

Customer Impacts

- 1,196 seniors regularly attended Senior Community Centers for exercise, learning, recreation and nutritious meals. These seniors benefited from health clinics (including flu shots), farmers' market vouchers, food distribution, and tax preparation services.
- 34 seniors who experienced abuse through exploitation, neglect by a caretaker, or self-neglect, had these abusive situations eliminated.
- 121 workers with disabilities were able to maintain their employment with 98 local employers by utilizing affordable STEP Transportation.
- 2,023 customers successfully accessed health care professionals, as a result of 103,386 one-way trips.
- 3,422 customers maintained their independent lifestyles by accessing STEP transportation for 141,408 one-way trips covering 1,059,307 miles.

Community Impacts

- \$52,352 was paid to local contractors to complete home modifications.
- \$217,272 was paid to local vendors for in-home care services and supplies.
- \$27,153 was paid to local vendors for items such as clothing, food, and school supplies.
- \$2,836,050 was paid to local vendors for specialized in-home care services, supporting approximately 150 local jobs.



STEP Transportation driver, Bill Kepner, drops off Norbert Crouse for his dialysis appointment. Approximately 23% of STEP's daily ridership (about 150 per day) relies upon our vehicles that are equipped with a hydraulic ramp or manual ramp.

"I can exercise at the East Lycoming YMCA thanks to the partnership with the Senior Center that allows me to use the pool and all the equipment for free. I've made at least 15 new friends and I've even volunteered to deliver meals-on-wheels. I love it." Barbara Drawbaugh





COMMUNITY COLLABORATION

Pathway to Success

Through cooperation and partnerships, resources are maximized, and organizations and communities are enriched. The Community Collaboration Pathway leads to increased resources for individual and community success.

PROGRAMS: Linkage Lycoming; and, Community Connect AmeriCorps.

SERVICES: emergency services clearinghouse; information & referral; volunteer promotion; community service; and, partner capacity building.

Customer Impacts

- 65 area human service organizations in Lycoming County ensured service delivery, eliminated duplication, and maximized limited resources through the tracking, monitoring and coordination provided through Linkage Lycoming's Clearinghouse component.
- 5,441 low-income families or individuals received 30,243 services for such needs as rent, utilities, fuel, food, clothing, and necessary household items. Included within these numbers were 580 homeless families, comprised of 644 adults and 380 children.
- 276 instances of duplication of services were identified, reported, and resolved.
- 7,667 information & referral linkages were made to appropriate community resources, in response to individuals or families seeking assistance.
- 28 AmeriCorps members provided 33,427.25 hours of service to 14 area nonprofit organizations and schools.



At the Son Light House in Muncy, volunteers process requests for food to be distributed to needy families and individuals. The Clearinghouse component of Linkage Lycoming tracks and monitors services provided by 65 area nonprofit organizations to ensure service delivery and prevent duplication of service.



Cathy Stopper, Linkage Lycoming Program Manager, and Informational Assistant, Sue Nelson, review and update the information and referral database of hundreds of nonprofit organizations in Lycoming and Clinton Counties. The database contains program descriptions, intake and eligibility requirements, geographic parameters, hours of operation, and contact personnel.



COMMUNITY COLLABORATION

Pathway to Success



STEP's Community Connect AmeriCorps sponsored the 2nd annual MLK Day "Walk for Service" on January 17, 2011, in collaboration with the City of Williamsport, the Salvation Army, and The Campbell Street Center. Dr. Martin Luther King, Jr. encouraged everyone to serve their communities, which aligns with AmeriCorps' commitment to community service. One hundred citizens participated in the walk from the Salvation Army to The Center in Williamsport, where over 150 people listened to remarks by Williamsport Mayor Gabe Campana and keynote speaker, Hank Mitchell, Executive Director of the The Center.

Customer Impacts

- 28 AmeriCorps members enhanced their knowledge base and learned about community resources and local issues of concern to better prepare them to serve their respective communities. 1,032 hours of training was provided by community leaders.
- 28 AmeriCorps members learned to properly respond to emergency situations as a result of 16 hours of Community Emergency Response Training (CERT).
- 6 AmeriCorps members earned the President's Volunteer Service Award by serving 100 or more hours beyond the required hours for the program. The award recognizes and honors their commitment to strengthening our nation and making a difference through volunteer service.



"STEP Community Connect AmeriCorps gave me a chance to serve my community and serve as an Invoice Specialist with STEP's Housing & Building Initiatives program, where I was eventually hired. With the AmeriCorps education award, I have been able to pay off some of my student loans, and I'll be able to pursue further education."
Mike Laychur

Community Impacts

- Linkage Lycoming monitored the provision of emergency services to needy individuals and families in Lycoming County. These services were provided by 65 health and human service organizations, and were valued at over \$2.3 million.
- The elimination of duplicated services provided by area human service organizations saved local donors and grantors an estimated \$19,870.
- Service provided by Community Connect AmeriCorps members to 14 area nonprofit organizations and schools is equivalent to an economic value of \$675,565.



CORPORATE SUPPORT

WE GREATLY APPRECIATE ALL OF OUR FINANCIAL CONTRIBUTORS



Jersey Shore State Bank



Knight-Confer Funeral Home

THE RIGHT
DEGREE HEATING
and AIR
CONDITIONING



COMPREHENSIVE
FINANCIAL SERVICES



DICE SURGICAL



Hunsberger Office
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**BILLTOWN CAB
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**Complete Cleaning
Service**
"Let us do the dirty work"



Melinda
Irwin



INDIVIDUAL SUPPORT

WE GREATLY APPRECIATE ALL OF OUR FINANCIAL CONTRIBUTORS

Janet Alling
Sally Berfield
Larry and Robin Chilson
Patricia Cohick
Patricia Essip
Barbara and George Griffith
Bradley D. Hall
Kevin Hodrick
Pat Jenkins
Daryl and Scott Kern
John and Diane Konieczny
Traci and Marc Lowe
Elizabeth Manlove
Evelyn A. Moore
Susan and Stephen Nelson
William E. Nichols
Jim and Cheryl Plankenhorn
Terry and Julie Roller
Cathy and Robert Stopper
Edith Williamson
Shirley Yoder



VOLUNTEERS

The success of STEP's Office of Aging, Homeownership Counseling and Head Start programs is very much dependent upon the wide range of services provided by dedicated volunteers.

Customer Impacts

- 641 STEP Office of Aging volunteers contributed 58,740 hours and traveled over 150,000 miles delivering meals-on-wheels. They also assisted with Senior Center activities, led exercise activities, provided insurance counseling, visited homebound seniors, and served as ombudsmen. 8 APPRISE insurance counselors enabled 184 seniors to better understand and access Medicare and prescription drug coverage.
- 740 Head Start and Early Head Start volunteers, including 674 parents, contributed 8,510 volunteer hours. They practiced parenting and child development skills, received training on a wide variety of subjects, and participated in program planning and decision-making.
- 266 volunteer hours were contributed by Head Start Policy Council parents and community representatives, who played an essential role in program governance and evaluation.
- 1,980 volunteer hours were contributed to the Homeownership Counseling program, assisting families to avoid foreclosure.

Community Impacts

\$566,393 is the economic value of the 69,496 hours of service contributed by STEP volunteers to the community.



A luncheon was held to honor STEP Office of Aging volunteers in Lycoming County at the Messiah Senior Center on May 19, 2011. Award certificates were given to those who donated the most hours at each Senior Center, as well as for years of service.

STEP Board Secretary/Treasurer and Aging Advisory Council Chairperson, Carolyn W. Bullock, presents the George C. Meck Volunteer of the Year award to Thomas Nau, who volunteered 1,389 hours at the Faxon Senior Center.



The Head Start Policy Council honored outstanding parent volunteers with a picnic and a ride on the Hiawatha Paddlewheel Riverboat. Top row: Carrie Bennett, Lynn Burkhart, Amy Doud, Jennifer Shearer, Charity DiMassimo, and Molly McHenry. Bottom row: Katie McCaslin, Supaporn Shetler, and Stephanie Garret. Not pictured: Pamela Aderhold, Fay Bilbay, Shannon Rachau, Stephanie Kraynak, Jamie Aderhold, Anthony Manley, and Mark Phillips Sr.



GOVERNANCE and COUNCILS

BOARD OF DIRECTORS

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Leonora Hannagan - Vice Chairperson
Carolyn W. Bullock - Secretary/Treasurer

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Marie Harris
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Wilfred Knecht
Joel Long
Elizabeth E. Manlove
Katie McCaslin
Lori Weigel
Jeff C. Wheeland

Also serving during 2010-2011

Andrew Brown, Marshall Conklin,
Jennifer Fox, Katelynn Voelker



Board of Directors Meeting



Clinton County Community Center Ribbon Cutting Ceremony (9/22/11)

Terry Roller, President & CEO; Board Members: Joel Long, Carolyn Bullock, Katie McCaslin,
Elizabeth Manlove, Leonora Hannagan, Russell Kimura, Robert Cross, and David Stone.

AGING ADVISORY COUNCIL

Carolyn W. Bullock - Chairperson
Donald Mill - Vice Chairman
Janice Fye - Secretary

Barbara Barger
Raymond Humphrey
Wiebe Jelsma
Joel Long
Margaret McElrath
Thomas Nau
Margaret Scott
Joseph Sohmer
Jeff Wheeland

HEAD START POLICY COUNCIL

Molly McHenry - Chairperson
Community Representatives

Barbara Albert
Candice Belisle
Paul Daniels
Cindy Johnson
Lee Anne Rauch

Parents

Lynn Burkhart
Katie McCaslin
Supaporn Shetler
Lori Weigel



FINANCIAL POSITION

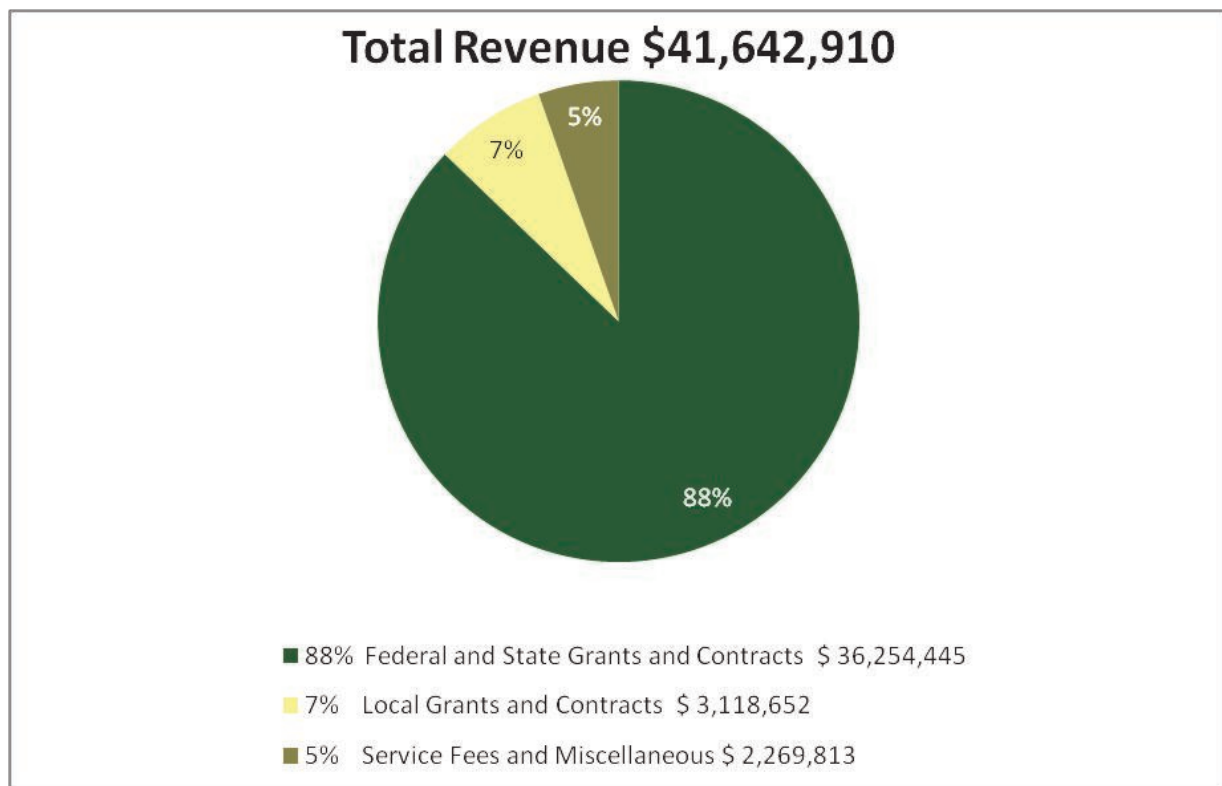
Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. June 30, 2010

Statement of Financial Position

Total Assets	\$5,641,662
Total Liabilities	<u>\$3,496,391</u>
Net Assets	<u>\$2,145,271</u>

Statement of Activity

Total Grant Revenue and Other Support	<u>\$41,642,910</u>
Total Program Expenses	<u>\$41,642,910</u>
Excess (Deficit) Revenue Over Expenses	<u><u>0</u></u>





FINANCIAL POSITION

Program Expenditures for the Pathways to Success

Early Learning 41%	\$17,108,250
Head Start \$4,880,828	
Parent Child Home Program \$201,831	
Head Start Supplemental \$624,283	
Central Regional Key \$5,444,588	
Pre-K Counts \$666,829	
Head Start Expansion- ARRA \$617,634	
Early Head Start - ARRA \$4,672,257	
Housing Options 11%	\$ 4,808,698
Weatherization and Housing Services \$1,833,057	
Weatherization - ARRA \$2,054,229	
Outreach Services \$349,016	
Asset Building \$40,650	
Affordable Rental Properties \$263,873	
Homeless Prevention Rapid Re-Housing - ARRA \$267,873	
Independent Living 25%	\$ 10,289,168
Office of Aging \$4,830,270	
Transportation Services \$3,199,213	
Persons with Disabilities Transportation \$180,291	
Medical Assistance Transportation \$2,079,394	
Workforce Development 17%	\$ 6,915,666
Work Ready \$261,062	
Welfare to Work Transportation \$258,070	
Child Care Information Services \$5,677,572	
Youth Build \$718,962	
Community Collaborations 6%	\$ 2,521,128
Communities Empowering Youth \$52,379	
AmeriCorps \$321,857	
AmeriCorps – ARRA \$24,423	
Information & Referral \$37,805	
Administration & Planning \$365,366	
Administration & Planning - ARRA \$290,920	
Redevelopment Capital Assistance Program \$1,178.378	
Conservation Works Program \$250,000	
TOTAL EXPENDITURES	\$41,642,910



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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