

ANNUAL REPORT

2011-2012

Serving the Community for 46 Years



Success Through Engagement & Partnership

Pathways to Success

Early Learning

Housing Options

Workforce Development

Community Collaboration

Independent Living

Past, Present, and Future

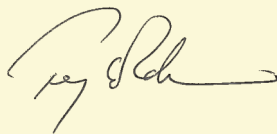
This Annual Report highlights **S**uccess **T**hrough **E**ngagement and **P**artnership as achieved by our customers, and the resulting impacts on the community and local economy. These did not occur by happenstance, but through the efforts of many, including our customers, the STEP Board of Directors, the Aging Advisory Council, the Head Start Policy Council, corporate and individual contributors, public and private partners, volunteers, and last, but certainly not least, our employees.

The *“Year In Review”* on pages 6 and 7 highlights three major **S**uccesses **T**hrough **E**ngagement and **P**artnership. We believe that these three reflect our commitment to the past, present and future.

Although the current economic climate necessitates change for the long-term sustainability of STEP’s Transportation Program, a legacy from STEP’s early days and an undeniable asset in the regional transportation system, the service now remains intact and viable for the future. Clearly, our customers’ trips to medical appointments and other locations are critical for maintaining their independent lifestyles. Resulting community and economic impacts are the prevention of premature institutionalization and need for long-term care.

Our resourceful response to the devastation wrought by the 2011 flood represents our commitment to a present and immediate need. Our customers were homeowners who were able to reoccupy their rehabilitated homes. Additionally, families also received rental assistance while displaced from their primary residences during rehabilitation or relocation. Resulting community and economic impacts are the prevention of homelessness, preservation of mortgages, and the continuation of a stable tax base.

The creation of the Clinton County Community Center represents a commitment to our community’s future for people of all ages. Our customers include children, seniors, and all community members, who benefit from a long-awaited permanent home providing a true one-stop for all services offered under our corporate umbrella. The community and economic impact is substantial. Project construction injected more than \$5 million into the local community and revitalized a long vacant building in a commercial mall.

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

Terry E. Roller
President & CEO





GOVERNANCE and COUNCILS

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David B. Stone

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Also serving in 2011-2012

Eileen Harley

Jeffery C. Wheeland

Lori Weigel



STEP Board of Directors



Aging Advisory Council Members



Head Start Policy Council Members

HEAD START POLICY COUNCIL

Chairperson

Katie McCaslin

Parents

Melissa Anderson

Melena Lenker

Supaporn Shetler

Lori Weigel

Community Representatives

Heather Bower

Cindy Schuyler

Heather Wood

Also Serving in 2011-2012

Grace Morey

Erica Kuhns

Tina Smith

AGING ADVISORY COUNCIL

Chairperson

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Janice Fye

Members

Barbara Barger

Thomas Nau

Raymond Humphrey

Margaret Scott

Joel Long

Joseph Sohmer

Tony Mussare

Jim Martin

David Heiney

Donna Flaig

Also Serving in 2011-2012

Wiebe Jelsma

Margaret McElrath



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.'s twenty county service area spans Central Pennsylvania.



Formally known as the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc., STEP was incorporated in 1966. During this time, President Lyndon B. Johnson established Community Action Agencies across the United States of America to fight the war on poverty. While the mission of Community Action Agencies still pays homage to their origins, many Community Action Agencies have redefined themselves as catalysts for community revitalization, lead partners for regional programs, and providers of high-quality wraparound services.

STEP, Inc. is one of 1,100 Community Action Agencies nationwide, and the third largest of the 43 in Pennsylvania, based on size of annual budget.* STEP, Inc. is an active member of the national Community Action Partnership and the Community Action Association of Pennsylvania (CAAP). The 32 programs through which STEP, Inc. provides services are organized under five “Pathways to Success” that work to fulfill STEP, Inc.’s mission:

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

HOUSING OPTIONS: Housing & Building Initiatives, Outreach, Homeownership Counseling

WORKFORCE DEVELOPMENT: Work Ready, Child Care Information Services (CCIS), YouthBuild

COMMUNITY COLLABORATION: Community Connect AmeriCorps, Linkage Lycoming

INDEPENDENT LIVING PATHWAY: Office of Aging, Transportation

* 2011 Community Action Association of Pennsylvania (CAAP) Annual Report and Community Service Block Grant Summary



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

- 648 STEP Office of Aging volunteers contributed 50,478 hours and traveled over 110,141 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.
- 7 APPRISE insurance counselors met individually with 299 seniors and conducted group presentations to 2,282 seniors, enabling them to better understand and access Medicare and prescription drug coverage.
- 14 volunteers through the AARP tax preparation program assisted 930 seniors in preparing their tax forms.
- 757 Head Start and Early Head Start volunteers provided training, program planning and governance, evaluation, and assistance with classroom activities.
- Head Start and Early Head Start volunteers contributed 18,083 volunteer hours.
- 345 volunteer hours were contributed by 8 Head Start Policy Council parents and community representatives, who played an essential role in program governance and evaluation.
- 214 volunteer hours were contributed by STEP Board of Directors through monthly meetings and other activities.
- 1,820 volunteer hours were contributed to the Homeownership Counseling program, assisting families to avoid foreclosure.
- 14 Ombudsmen volunteers visit 29 facilities on a regular basis to assist residents with resolving complaints.

Community Impacts

- Total volunteer hours provided to STEP programs is over 70,940.
- Total monetary value of STEP's volunteers: services exceeds \$1.5 million.



AARP Tax Preparation Volunteers assisted Seniors with filing their income tax forms.



Meals On Wheels Volunteers delivered meals to over 800 local seniors this year.



Head Start Volunteers were honored at annual picnic.

STEP stands for **S**uccess **T**hrough **E**ngagement and **P**artnership, the Annual Report illustrates how our projects relate to our acronym.

STEP FLOOD RECOVERY EFFORTS

Success: STEP, Inc.'s Flood Recovery Programs (Homes In Need – Flood Recovery Program and Affordable Housing Gap Funding Program) were developed to assist Lycoming County flood survivors. The purpose of the two programs was to help flood survivors return to rehabilitated homes.



Engagement: STEP, Inc. assisted 21 homeowners with home rehabilitation projects, enabling them to return home, and, in addition, provided 18 homeowners with rental assistance while their homes were being completed.



Partnership: STEP, Inc. with Pennsylvania's Department of Community and Economic Development, ten corporate contributors, the Williamsport Lycoming Community Fund at the First Community Foundation of Pennsylvania, Lycoming County Board of Commissioners, and Lycoming County Long Term Flood Recovery Committee.



CLINTON COUNTY COMMUNITY CENTER

Success: Clinton County Community Center Ribbon Cutting Ceremony was held September 22, 2011.



Engagement: A one-stop delivery location for Clinton County residents, the Center has developed as a community asset providing services for all ages.



Partnership: STEP, Inc. with US Department of Health and Human Services, Administration for Children, Youth, & Families, Commonwealth of Pennsylvania, through efforts of The Honorable John Wozniak, State Senator, and The Honorable Michael Hanna, State Representative; local senior citizens' donations; Pennsylvania Department of Environmental Protection; Pennsylvania Department of Aging; and Clinton County Board of Commissioners.

STEP TRANSPORTATION

Success: STEP Transportation moves towards long-term sustainability.

Engagement: Through implementing 14 measures including changes in operational hours and internal personnel, as well as many improvements for vehicle drivers, STEP Transportation was able to improve cost efficiencies of the program.

Partnership: STEP, Inc. with Community Leaders, PennDOT, customers, and area health service providers.





FINANCIAL POSITION

Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. June 30, 2012

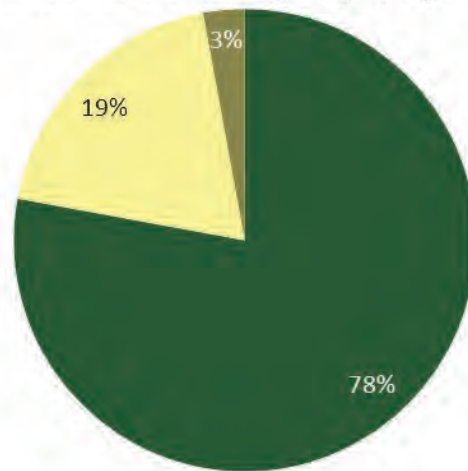
Statement of Financial Position

Total Assets	\$10,668,403
Total Liabilities	<u>\$7,105,168</u>
Net Assets	<u>\$3,563,235</u>

Statement of Activity

Total Grant Revenue and Other Support	\$32,772,739
Total Program Expenses	<u>\$32,772,739</u>
Excess (Deficit) Revenue Over Expenses	<u>0</u>

Total Revenue \$32,772,739



■ 78%	Federal and State Grants and Contracts	\$ 25,515,125
■ 19%	Local Grants and Contracts	\$ 6,309,079
■ 3%	Service Fees and Miscellaneous	\$ 948,535



FINANCIAL POSITION

Program Expenditures for the Pathways to Success

Early Learning 39% \$12,869,553

- Head Start \$4,185,693
- Parent Child Home Program \$136,931
- Head Start Supplemental \$595,833
- Central Regional Key \$5,505,814
- Pre-K Counts \$685,543
- Head Start Expansion- ARRA \$313,067
- Early Head Start - ARRA \$1,446,672

Housing Options 12% \$4,060,756

- Weatherization and Housing Services \$1,886,173
- Weatherization - ARRA \$1,343,985
- Outreach Services \$400,828
- Affordable Rental Properties \$213,183
- Homeless Prevention Rapid Re-Housing - ARRA \$216,587

Workforce Development 17% \$5,442,021

- Work Ready \$120,928
- Welfare to Work Transportation \$153,250
- Child Care Information Services \$5,003,240
- Youth Build \$164,603

Community Collaboration 3% \$931,843

- AmeriCorps \$431,164
- Information & Referral \$43,326
- Administration & Planning \$457,353

Independent Living 29% \$9,468,566

- Office of Aging \$4,670,132
- Transportation Services \$2,854,982
- Persons with Disabilities Transportation \$154,209
- Medical Assistance Transportation \$1,789,243

TOTAL EXPENDITURES \$32,772,739



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, School-age child care, Infant/Toddler child care, Technical assistance, and Local education and resources network teams (LEARN).

Customer Impacts

- 124 pregnant women, infants, and toddlers received comprehensive Early Head Start child development and family support services year round.
- 766 preschool children received comprehensive Head Start services, including quality early learning experiences to foster social, emotional, intellectual, and physical growth. 94% of 3-year olds met or exceeded proficiency level in all areas of development. 96% of 4-year olds met or exceeded proficiency level in all areas of development.
- 352 kindergarten-eligible children demonstrated kindergarten readiness skills.
- 766 children received 33% of their daily nutritional requirements through nutritious snacks and lunches.
- 766 children were linked, many for the first time, with an accessible source for ongoing and follow-up medical and dental care.
- 938 parents were supported in their roles as primary educators of their children and participated in decision-making and personal growth opportunities.
- 183 children with disabilities benefited from specialized inclusive education.

Success Through Engagement & Partnership



Success: Head Start classrooms are centrally located to the Clinton County Community Center (CCCC).

Engagement: Five Head Start classrooms and three Early Head Start classrooms in one location bring synergy to the Early Learning Pathway.

Partnership: STEP, Inc. with Clinton County Community Center Partners



Intergenerational activities are regular events at the CCCC.



EARLY LEARNING

Pathway to Success



Head Start children receive medical and dental checkups.

Customer Impacts

- 56 children in the Parent-Child Home Program demonstrated improvement on key school readiness indicators, and 46 children improved their early literacy and positive social skills. 47 parents demonstrated improvement on key positive parenting skills.
- CRK supports 816 early learning programs within its 20-county service delivery area. CRK enrolled 420 programs in PA Keystone STARS Program, exceeding the state mandated goal of 412.
- CRK helped 58 programs advance to a higher STARS level, exceeding state-mandated goal of 18 programs.
- 16,179 children participated in the 420 Keystone STARS-designated programs. Studies show that children who attend Keystone STARS programs do better in school, and are more likely to graduate high school and attend college.
- CRK trainers helped more than 12,300 Early Learning staff from 20 central PA counties grow professionally and improve the quality of service they provide to children.

Community Impacts

- Studies indicate that for every dollar invested in Head Start the community saves between \$7.00 and \$17.00 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 \$2,834,098 in grants to child care providers for learning materials, professional development, classroom furnishings, gross motor equipment, and expenses related to improving business practices.
- CRK awarded \$415,587 to institutions of higher education and to other professional development organizations for the training and credential-based coursework to enable providers to move up the career lattice.
- 170 child care programs received 4,197.75 hours of mentoring and consultation services in areas of Early Childhood Mental Health, Early Learning Environment, Business Practices, Health and Safety, and Curriculum and Assessment.



Head Start classroom celebrates Dr. Seuss Day!



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

- 21 families were assisted through the Homes In Need - Flood Recovery Program and returned to their homes.
- 18 families were provided with rental assistance while their flood-damaged homes were repaired.
- 172 families were assisted through the Financial Management Counseling Program.
- 88 families enrolled in the Foreclosure Prevention Program were able to make strides toward keeping their homes.
- 453 individuals in the Homelessness Prevention & Rapid Re-Housing Program were able to secure housing during the program, which ran from January 2010 to August 2012.
- 41 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.
- 817 households significantly reduced their energy-related costs as a result of weatherization services.
- 1,288 families decreased their utility debt, paid bills on time, and/or avoided eviction or utility termination.
- 184 households were assisted through emergency fuel assistance

Success Through Engagement & Partnership

Success: Partnership to support New Covenant United Church of Christ's Journey House, the transitional living facility for homeless families.

Engagement: STEP Housing Counseling Staff will provide case management to Journey House residents to help them reach their goal of self-sufficiency.

Partnership: STEP, Inc. with New Covenant United Church of Christ, and Lycoming County United Way



*To all in STEP,
We would like to thank you all for the disaster assistance you gave us in the repair of our home in Trout Run. We did not know where to begin with our limited finances and emotional exhaustion. Thanks to the donors to the program and the directors and the professional workers we can now take over. Ted & Hil Franklin*



The Franklin Family shared a note in appreciation of STEP's work.



HOUSING OPTIONS

Pathway to Success



"The Homelessness Prevention and Rapid Re-Housing Program grant through STEP provided a home for me and my son, and saved me from eviction. This program helped me overcome my struggles and I am definitely a mother that my son can be proud of. I am currently happily settled into a stable housing situation that I am thrilled with. Thanks to you all."

– Nichole Hill



"I don't think we would have made it back in our home without you all. May God Bless each one of you for your help and kindness." – Susan and Richard Bird, Sr.



STEP Housing Rehabilitation Programs address known home deficiencies and safety issues while stabilizing neighborhoods and communities.

Community Impacts

- \$320,000 in funds were secured specific to the September 2011 flood recovery efforts and were injected back into the community to assist flood survivors.
- 817 homeowners saved \$3,691,471 in energy-related costs. An additional savings of \$2,798,763 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 neighboring homes.
- \$134,248 in subsidized utility payments was distributed to PPL and UGI.
- \$78,585 in emergency fuel assistance was paid to local fuel and utility companies to assist 184 households in crisis, arranged by STEP and provided by PPL and UGI.
- Landlords received \$458,999 through rental assistance for tenants, which could be used to potentially preserve and improve rental properties and neighborhoods
- 172 families who received financial management training accumulated \$27,176 in personal savings and reduced their debt by \$37,152.
- \$919,512 in homeowner property values and \$3,678,048 in neighboring property values were preserved as a result of foreclosure counseling.
- Lending institutions saved \$6.8 million in foreclosure-related expenses.
- 10 first-time homebuyers added \$19,000 in tax dollars to the local economy. With a stable home environment, they maintained their jobs, which saved their employers an estimated \$59,700 in turnover costs.
- Housing rehabilitation programs addressed accessibility, code deficiencies, and safety issues in 41 homes at an average cost of \$14,608 with a total investment of \$598,928 for stabilizing homes and neighborhoods.



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

- 31 at-risk youths obtained and maintained employment.
- 71 individuals enrolled in the Work Ready Program learned skills to help them obtain gainful employment .
- 16 individuals transitioned from public assistance to gainful employment.
- 73 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 25,110 individuals to obtain or maintain employment.
- Parents from 1,161 families were able to maintain their employment and afford quality child care. This care was provided for a total of 2,290 children through child care subsidies.

Success Through Engagement & Partnership



Success: Navarro Adams, participant in STEP's Work Ready Program, was one of 14 recipients statewide to receive the Self-Sufficiency Award from the Community Action Association of Pennsylvania

Engagement: Mr. Adams enrolled in Work Ready unemployed, but ended with three jobs and a new lease on life.

Partnership: STEP, Inc. with Pennsylvania Department of Public Welfare, and Community Action Association of PA



STEP's Child Care Information Services (CCIS) of Lycoming and Clinton Counties provides child care subsidies to allow parents who are employed or in school full-time to continue to do so.



WORKFORCE DEVELOPMENT

Pathway to Success

Success Through Engagement & Partnership



Success: STEP's YouthBuild Program received National Recognition for Success in Placement.

Engagement: Youth graduating from STEP's YouthBuild Program have a placement rate of 97%, ranking it 12th out of all programs reporting in the United States.

Partnership: STEP, Inc. with YouthBuild USA, Local Colleges and Universities, First Community Foundation Partnership of Pennsylvania, and the Business Community

Community Impacts

- Taxpayers saved \$203,844 in annualized cash assistance/subsidized living costs.
- Taxpayers saved an estimated \$122,500 in incarceration costs.
- Employers saved an estimated \$328,184 in employee turnover costs.
- The employment of 16 individuals resulted in an infusion of \$23,764 in tax dollars into the local economy.
- Subsidized child care supported over \$10,572,385 in wages earned by working parents.
- 80 child care providers in Lycoming and Clinton counties received \$4,076,207 in subsidy payments.



STEP's YouthBuild Program combines classroom activities, such as occupational skills training with hands-on experiences through housing rehabilitation, and advance participants' placement into higher education or on a career path.



Trish Olson, STEP Work Ready participant, works with Community Collaboration staff as part of her job experience training.



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: Linkage Lycoming Clearinghouse, Information & Referral, Volunteer promotion, Community service, and Partner capacity building

Customer Impacts

- 45 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.
- 5,352 low-income families or individuals received 28,590 services for such needs as rent, utilities, fuel, food, clothing, and necessary household items. Included within these numbers were 1,211 homeless families, comprised of 1,213 adults and 616 children.
- 150 instances of duplication of services were identified, reported, and resolved.
- 5,281 information & referral linkages were made to appropriate community resources in response to individuals or families seeking assistance.
- 31 AmeriCorps members provided 32,774 hours of service to 18 area nonprofit organizations and schools.

Success Through Engagement & Partnership



Success: Martin Luther King, Jr. Day of Service annual "Walk for Service" held on January 16, 2012

Engagement: Over 100 community members participated in this signature event that highlights Dr. King's teachings and the direct service, capacity building, outreach, technical assistance, and education provided through AmeriCorps members serving with area partners.

Partnership: STEP, Inc., Lycoming College, Pennsylvania College of Technology, Representative Rick Mirabito, Campbell Street Family & Youth Community Association, Community Alliance for Progressive Positive Action (CAPPA) plus 18 AmeriCorps partner host sites.



Linkage Lycoming's Clearinghouse members quarterly meeting.



COMMUNITY COLLABORATION

Pathway to Success

Customer Impacts

- 26 AmeriCorps members enhanced their knowledge base and learned about community resources and local issues of concern to better prepare them to serve their communities. 1,068 hours of training was provided by community leaders.
- 14 AmeriCorps members learned to properly respond to emergency situations through 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.

Success Through Engagement & Partnership



Success: Donation of transit vehicle helps support Community Alliance for Progressive Positive Action (CAPP) and leads to other collaborative efforts, including a scholarship program for income-eligible youth to enroll in the award-winning after-school program.

Engagement: CAPP is now able to better transport youth to and from their program center. Currently, 60 students are enrolled in CAPP's after-school program.

Partnership: STEP, Inc. with CAPP



AmeriCorps members at CERT certification.

Community Impacts

- Linkage Lycoming Clearinghouse monitored the provision of emergency services to needy individuals and families in Lycoming County. Services provided by 45 health and human service organizations were valued at over \$2.4 million.
- Clearinghouse's elimination of duplicated services provided by area human service agencies provided a potential future savings of \$15,090.
- Service provided by Community Connect AmeriCorps members to 18 area nonprofit organizations and schools is equivalent to an economic value of \$683,665.64.
(Based PA's value of \$20.86 per hour)



Volunteers register at Community Connect AmeriCorps Event



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

- 3,886 senior citizens maintained their independent lifestyles as a result of in-home and community-based services.
- 813 homebound seniors maintained their nutritional health by receiving 110,147 home-delivered meals. Weekday deliveries also provided a social contact and safety check to enable those seniors to remain in their homes.
- Home modifications or assistive devices that were provided for 56 seniors addressed access and safety concerns.
- 3 seniors were transitioned from nursing home care to their own homes to resume their independent lifestyles.
- 98 primary caregivers provided care to ensure that 98 seniors were able to remain at home.
- 10 grandparents provided a stable home environment for 15 neglected or abandoned grandchildren.
- Specialized in-home care services enabled 182 seniors to avoid nursing home placement and remain in their own homes.
- 29 low-income seniors had general and health care powers of attorney prepared.
- 566 seniors were able to remain in their own homes, utilizing 49,906 hours of personal care and home support services.

Success Through Engagement & Partnership



Success: Opening of Montoursville-Loyalsock Senior Center at The Hillside Senior Living Community

Engagement: Provides a new location for seniors to enjoy social experiences, congregate meals, and exercise classes. The Center has become one of the most popular and provides an array of events and programs for the sixty plus crowd.

Partnership: STEP Office of Aging with The Hillside, and area senior citizens



Mill Hall seniors engage in computer class.



INDEPENDENT LIVING

Pathway to Success

Customer Impacts

- 1,203 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.
- 55 seniors who had reported experiencing abuse, exploitation, neglect by a caretaker, or self-neglect had these reports investigated and problems resolved.
- 103 workers with disabilities were able to maintain their employment with 91 local employers by utilizing affordable STEP Transportation.
- 2,902 customers successfully accessed health care professionals as a result of 85,524 one-way trips.
- 3,329 customers maintained their independent lifestyles by accessing STEP transportation for 110,447 one-way trips covering 921,172 miles.



STEP Transportation provides 85,524 health-related rides per year, including trips to regional dialysis clinics.



STEP Office of Aging partners with other agencies to provide coordinated services for the elderly and disabled through the Lycoming/Clinton LINK



Montoursville-Loyalsock seniors enjoy a picnic cookout at Indian Park.



Seniors gather at the Clinton County Community Center to enjoy entertainment by the Lindy Sisters.

Community Impacts

- \$37,678 was paid to local contractors for home modifications and assistive devices.
- \$923,762 was paid to local vendors for in-home care services and supplies through personal care, home support, and the Family Caregiver Support Program.
- Ombudsmen trained 100 residents in 24 nursing facilities and personal care homes to be Resident Rights Advocates in their facilities.
- \$2,801,375 was paid to local vendors for specialized in-home care services, supporting nearly 150 local jobs.
- \$469,104 was paid to local vendors in the provision of nutritious meals for seniors.



COMMUNITY PARTNERS

WE GREATLY APPRECIATE ALL OF OUR FINANCIAL CONTRIBUTORS



United States Federal Government

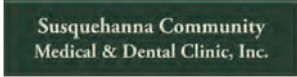
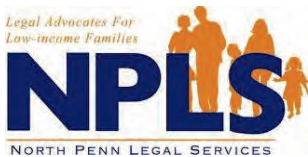
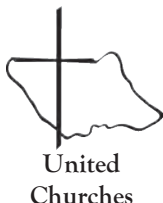
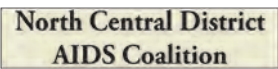
- Department of Agriculture
- Department of Emergency Management
- Department of Energy
- Department of Health & Human Services
- Department of Housing & Urban Development
- Department of Labor, Employment & Training Administration
- Department of Labor & Industry

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
- Department of Public Welfare
- Department of Transportation
- Pennsylvania Housing Finance Agency
- Office of the Budget



County & Local



WE GREATLY APPRECIATE ALL OF OUR FINANCIAL CONTRIBUTORS.



PPL Electric Utilities





INDIVIDUAL PARTNERS

WE GREATLY APPRECIATE ALL OF OUR FINANCIAL CONTRIBUTORS

Janet Alling
Sally Berfield
Claudia Hunold & Joseph Bitner
Borough of Flemington
Valerie and Frank Brungard
Carolyn W. Bullock
Carol & William Byrne
Alan & Patricia Cohick
Darlla Conway
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Robin DeAngelis
Bernard & Patricia Essip
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Marie & Charles Harris
Glenn Hoover Family
Wanda Hughes
Daryl & Scott Kern
John & Diane Konieczny
Kimberly Andy & Stephen Lane



INDIVIDUAL PARTNERS

WE GREATLY APPRECIATE ALL OF OUR FINANCIAL CONTRIBUTORS

Traci & Marc Lowe
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Shahnaz Mondanipour
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Susan & Stephen Nelson
Jeanne & Ervin Pagel
Jim & Cheryl Plankenhorn
Susan Pochyba
Terry & Julie Roller
Tom Salisbury
Rodney & Donna Saylor
Marilyn Sheriff
Spalding Memorial Library
David & Louisa Stone
Cathy & Robert Stopper
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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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