

2017-2018

Annual Report



**SUCCESS THROUGH
ENGAGEMENT & PARTNERSHIP**



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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 is one of approximately 1,000 Community Action Agencies nationwide (with 43 in Pennsylvania), and, based on the size of its annual budget, is the 3rd largest of the agencies serving solely in Pennsylvania. STEP is an active member of the national Community Action Partnership and the Community Action Association of Pennsylvania (CAAP). STEP fulfills its mission and achieves the **three national community action goals** through programs under its **five Pathways to Success**: Early Learning, Housing Options, Workforce Development, Community Collaboration, and Independent Living.

Three National Community Action Goals:

- | | | |
|--|---|---|
| <p>1</p> <p>Individuals and families with low incomes are stable and achieve economic security.</p> | <p>2</p> <p>Communities where people with low incomes live are healthy and offer economic opportunity.</p> | <p>3</p> <p>People with low incomes are engaged and active in building opportunities in communities.</p> |
|--|---|---|

Services and strategies utilized by STEP to achieve the National Community Action Goals:

 <p>Education & Cognitive Development</p>	 <p>Employment</p>	 <p>Income, Infrastructure & Asset Building</p>
 <p>Health/Social Behavioral Development</p>	 <p>Housing</p>	 <p>Civic Engagement & Community Involvement</p>

Message

"Is STEP moving in the right direction?" I asked our readers that question last year. While this can and should be asked continuously, it makes sense to have something specific to determine and analyze what we do and how we do it.

Throughout the year we have partnered with other community nonprofits to complete the Community Needs Assessment. Never have we taken such a comprehensive look at the issues facing our customers and communities. Using objective data, focus groups, and surveys from the community, partners and customers, we identify the needs of the community and determine how we can make a positive change. We can and *will* change our programming to address needs not already being addressed by one of our community partners.

We analyze our program effectiveness in many ways. Customer surveys and feedback, monitoring visits, and organizational standards all reflect the positive impact we are making.

Considering all this information, I say, "Yes, STEP and our customers are moving in the right direction." Through customer success stories and testimonials, self-sufficiency matrix improvements, and other data captured, we know that STEP staff and volunteers have once again done a fantastic job delivering much-needed programming to more than 17,000 customers. We know that customers have become or remain independent through their hard work and determination. My heartfelt thanks go to all our staff and volunteers who have dedicated their lives to helping others, and to our customers who have worked so hard to become or remain socially and economically successful!

It has been my pleasure to spend another year as the Chairperson of STEP, Inc.'s Board of Directors. During my service, I have seen the continuation of a whole person, whole family approach that leverages resources so that customers can make real progress.

This Annual Report lays out a lot of statistics from STEP's 30+ programs. It may look like a lot of unrelated information. The important thing to realize is that the services represented by these bits of information are not occurring in isolation. Community Action Agencies like STEP focus not just on one need, but on all the barriers a person is facing. More than that, they focus on the whole family's needs. This multi-generational approach is the difference between a band-aid and a lasting repair that allows individuals, families, and communities to continue making improvements.

Among STEP's over-300-strong workforce, we recognize those reaching milestones, celebrating their tremendous dedication to STEP's mission, and welcome new members. The Board of Directors continues to push for the exploration of new revenue streams that will give STEP the resilience to continue into the future. This year, the Housing Options Pathway Endowment Fund was created, and the drive to create the Community Collaboration Pathway Endowment Fund was begun. These efforts – and all of STEP's successes – would not be possible without consistent support from STEP staff, contributors, and community partners.

I look forward to another year of leading the STEP Board of Directors, and seeing what developments the year will bring!



Jim Plankenhorn
Jim Plankenhorn
 President & CEO
 STEP, Inc.



Jeffrey Snyder
Jeffrey Snyder
 Chairperson
 STEP, Inc. Board of Directors

Governance – 2017 - 2018

Board of Directors

STEP's Board of Directors is tripartite in structure, with members representing the public, private, and low-income sectors/populations of Lycoming and Clinton counties.



Jeffrey Snyder
Chairperson
Clinton County
Commissioner



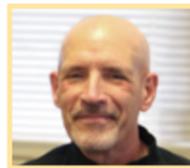
Aron Carter
Vice Chairperson
Jersey Shore State Bank



Regan Garey
Secretary
Lock Haven University



Lindsay Stamm
Treasurer
Lycoming County
Housing Authority



Randall Allison
Williamsport
City Council



Susan Bigger
Williamsport Area
School District



Maria Boileau
Clinton County
Voter Registration



Robert Cross
Equinox Ltd.



Linda Hess
STEP Aging Advisory
Council Representative



Tia Hillyer
Clinton County
Housing Authority



Jack McKernan
Lycoming County
Commissioner



Gail Nestlerode
Nestlerode Contracting
Co., Inc.



Brenda Nichols
Larson Design Group



Jacqueline Oliva
River Valley
Health & Dental Center



Amber Wilt
Head Start Policy
Council Representative

Also serving in the 2017-2018 year: Carolyn Hawk, Gregory Wilson

Aging Advisory Council



Officers

Raymond Humphrey
Chairperson

Linda Hess
Vice Chairperson

David Heiney
Secretary

Also serving
in 2017-2018:
Carolyn Bullock

Members

Barbara Barger
Sharon Cashwell
Leslie Houser
Rochelle Keefer
Jack McKernan
Paulette Seitzer
Jeffrey Snyder
Joseph Sohmer
Lois Stryker
Nancy Watson

Head Start Policy Council



Officers

Heather Stroble
Chairperson

Malena Dunn
Vice Chairperson

Aron Carter
Treasurer

Parents

Canda Boatman
Malena Dunn
Stephan Henderson
Leigh McCarty
Amber Wilt

Community Representatives

Aron Carter
Paulette Clementoni
Kenneth Hoover
Heather Stroble
Patricia Wylie
Debra Zinck

Also serving in 2017-2018:

Kara Smith, Lapree Handy, Amanda Hassler,
Amber Kohler, Melissa Magargle, Carmella Johnson,
Shelley Litz, Sara Gower, Barb Forshey, Tabettha Mayer

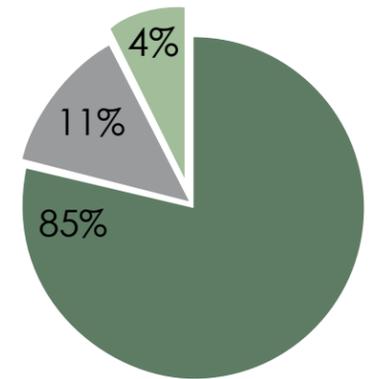
Financial Position

Statement of Financial Position

Total Assets.....	\$9,356,858.
Total Liabilities.....	\$2,476,143.
Net Assets.....	<u>\$6,880,715.</u>

Statement of Activity

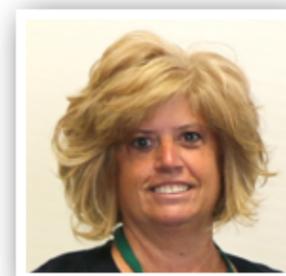
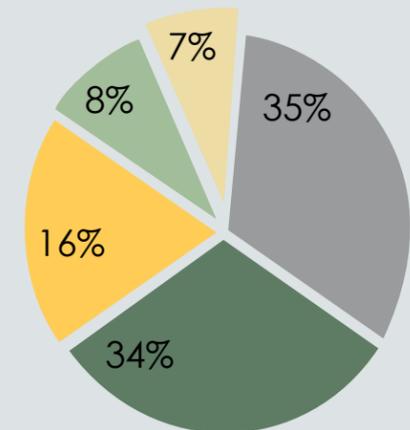
Total Grant Revenue & Other Support.....	\$24,853,903.
Total Program Expenses.....	\$24,711,628.
Excess (Deficit) Revenue Over Expenses.....	<u>\$142,275.</u>



Program Expenditures

Early Learning 34%	\$8,276,546.
Head Start \$4,050,755	
Parent-Child Home Program \$24	
Head Start Supplemental Program \$1,022,056	
Pre-K Counts \$1,096,711	
Early Head Start \$1,944,496	
Maternal, Infant, & Early Childhood Visitation \$162,504	
Housing Options 8%	\$1,890,439.
Weatherization & Housing Services \$1,565,543	
Outreach Services \$324,896	
Workforce Development 16%	\$3,975,702.
Work Ready \$181,946	
Employment Transportation Assistance Program \$76,819	
Child Care Information Services \$3,716,937	
Community Collaboration 7%	\$1,815,382.
AmeriCorps \$791,906	
Neighborhood Assistance \$23,704	
Supportive Housing Program \$300,549	
Service Navigation \$214,401	
Administration & Planning \$298,183	
Other \$186,639	
Independent Living 35%	\$8,753,559.
Office of Aging \$4,705,703	
Shared-Ride Transportation Services \$1,539,425	
Medical Assistance Transportation \$2,508,431	

Total Program Expenditures.....\$24,711,628.



Traci Lowe
Chief Financial Officer
STEP, Inc.

Message from the Chief Financial Officer

We are proud of the outcomes we achieved during the fiscal year July 2017 - June 2018. Through program and fiscal collaboration, our staff has done an outstanding job delivering services to the individuals the programs were intended to reach. We continuously evaluate our internal processes to identify ways to deliver the services our clients need, in the most cost-effective manner.

Traci Lowe

Our Volunteers

STEP appreciates all of its volunteers. As a Community Action Agency, STEP relies on volunteers to meet its goals. Many of STEP's volunteers are concentrated in its Office of Aging and Early Learning programs, as well as STEP's governing bodies. All service provided by members of the STEP Board of Directors, Head Start Policy Council, and Aging Advisory Council is on a volunteer basis, complementing the thousands of volunteers and AmeriCorps members who serve with the agency.

The total monetary value of STEP's volunteers and AmeriCorps service members is **\$633,450**. This calculation is based on research completed by Independent Sector showing that, in 2017, the value of Pennsylvania's estimated volunteer time was \$24.35 per hour.

A total of **1,162** volunteers provided service to STEP programs throughout the year.

Low-income individuals donated **56,683** volunteer hours to STEP.

STEP Board of Directors members donated over **170** hours of service.

612 Head Start and Early Head Start volunteers contributed **16,147** hours. Much of this time is from parents, who practiced child development skills, requested and received training on a wide variety of subjects, and participated in program planning and decision making.

479 STEP Office of Aging volunteers contributed approximately **46,750** hours delivering Meals on Wheels, assisting with Center for Healthy Aging activities, leading exercise activities, providing insurance counseling, and visiting homebound seniors.

18 Ombudsmen volunteers made **244** visits to **33** facilities to assist residents with resolving complaints.

Volunteers through the AARP Tax-Aide program filed **1,448** federal returns, **1,192** state tax returns, and **346** local Earned Income Tax returns, while providing information to **102** individuals.

» Carolyn Bullock 30 Years of Volunteerism

On Wednesday, June 27, the STEP Office of Aging Advisory Council held its monthly meeting at the Williamsport Home, where STEP President & CEO Jim Plankenhorn presented Carolyn Bullock with the Outstanding Volunteer Award.

Carolyn Bullock has served on the STEP Office of Aging Advisory Council for 30 years, beginning her tenure in 1988, and serving as chairperson from 2011-2013. Carolyn also served on the STEP Board of Directors from 1998-2015. Regarding her service, Carolyn said, "I felt that volunteering with STEP was a very worthwhile use of my time, and the Aging Advisory aspect was of particular interest to me - I'm glad I had the opportunity to contribute all of these years."



Our Employees

During the 2017-2018 fiscal year, STEP employed over 300 staff members. STEP staff assisted over 17,000 customers, guiding individuals, families, and communities on their pathways to success.

» Employee of the Year

Kim Lathan



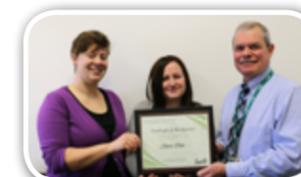
» Quarterly Employee Award Winners



Autumn Noll
Center Coordinator
STEP Office of Aging



Kim Lathan
Care Manager
STEP Office of Aging



Dana Cain
Multimedia Specialist
STEP Administration



Toni Troxell
AP/Payroll Coordinator
Fiscal Department

» Employee Milestones 35, 30, & 25 Years



Lynette Delaney
35 Years of Service
Utilities Assistance



Kathy Cowher
30 Years of Service
STEP Head Start



Amy Heverly
25 Years of Service
STEP Office of Aging



Stacy Willits
25 Years of Service
STEP Office of Aging

» Agency Development Highlights

141 hours of board member training were completed.

59 employees completed ALICE (Alert, Lockdown, Inform, Counter, Evacuate) training.

158 employees completed CPR training.

14 employees are certified to perform protective service investigations.

1 staff member is a national certified Results-Oriented Management and Accountability (ROMA) trainer, with **1** trainer in training.

6 employees are trained in Tai Chi, **3** in Zumba Gold, **4** in Healthy Steps in Motion, **2** in Chronic Disease Self-Management, and **3** in Healthy Steps for Older Adults.

Early Learning

STEP's Early Learning Pathway includes Head Start, Pre-K Counts, Early Head Start, and the Maternal, Infant, and Early Childhood Home Visiting program. These high-quality early learning experiences are provided by skilled professionals, in partnership with parents and communities. The Early Learning Pathway leads to success in school and life.

736 infants and children obtained age-appropriate immunizations and medical and dental care.

934 children participated in preschool activities to develop school readiness skills.

1,028 parents and other adults improved their home environment.

903 parents and other adults have learned and now exhibit improved parenting skills.

57,001 breakfasts and **62,414** lunches were served, helping infants and children to gain health and physical development improvements as a result of adequate nutrition.

483 families were connected to services.

169 children with disabilities or who required special services were enrolled.

519 family partnerships were established with caregivers.

511 children are up-to-date on age-appropriate preventative/primary health care.

572 children were provided with continuous accessible health care.

505 children over 1 year old received dental exams.

124 children were in need of dental treatments; **86** received treatment.

Vision Screenings

Did you know that 1 in 4 children have a vision issue that needs attention before entering kindergarten?

To address this need, STEP Head Start is proactive with vision screening! **744** children had their vision screened during the 2017-2018 program year, and **122** children were referred to a vision specialist for follow up. Here are our results:

68 children received glasses or are actively doing patch therapy.

25 children are being monitored for possible future vision problems.

8 children have upcoming appointments scheduled.

13 children left our program before their appointment.

3 children did not have an immediate need for vision correction.

5 children did not follow up.



Family Pathways Program

The Family Pathways Program was made possible through a collaboration between STEP Head Start and Penn State's Institute for the Study of Adult Literacy (ISAL). ISAL was awarded a three-year family literacy grant to serve Head Start families in Lycoming County at STEP's Round Hills Campus, and is contracted to serve 30 families a year.

The family literacy model of education emphasizes that parents are children's first teacher. Family literacy impacts the daily lives of parents, children, and other family members, and focuses on the learning for their future members.

Families enrolled in the Family Pathways Program participate in a four component model that integrates quality early childhood education, adult learning, parent support, and interactive parent and child literacy activities. Services occur simultaneously; adults participate in education activities while their children learn in STEP Head Start classrooms. Parents and children share their new literacy experiences, enabling them to become partners in education.



Pictured above: Family Pathways Program participant Niya Yaw with her daughter Avaey Klaus. Through the program, Niya received her High School Equivalency Diploma.

Round Hills Campus Community Garden

STEP Round Hills Campus has a new community garden thanks to a \$500 donation from AmeriHealth Caritas Northeast.

Children and families from STEP Head Start and the Family Pathways Program at STEP Round Hills Campus came together to plant vegetables and flowers in their new garden beds.

"Sometimes children think their food comes from the grocery store. When they see an apple, they really don't know its source," said STEP Head Start Deputy Director Laurel Cowher. "This is giving children the chance to see where their food source comes from, that it is natural, and that plants grow in soil and need water and sunshine to grow," she added.

With help from their teachers and parents, these new gardeners planted sunflowers, tomatoes, eggplant, and kale. Once it's time to harvest, students and their families will be able to try the vegetables they planted.



Housing Options

STEP's Housing Options Pathway includes Weatherization, Housing and Building Initiatives, and the Utilities Assistance Program. Individuals and families secure and maintain safe, affordable, and energy-efficient housing. The Housing Options Pathway leads to a safe and affordable home.

288 participants were able to maintain safe and affordable housing through STEP's Housing Options Pathway.

28 families removed handicap-accessibility barriers, code deficiencies, and/or safety issues, at an average of **\$13,497** per home.

433 energy efficiency kits with a value of **\$43,300** were distributed to help customers reduce their energy consumption.

1,821 households seeking assistance for utilities were provided services through STEP's Utilities Assistance Program. An additional **229** customers obtained a utility security deposit waiver.

122 households were weatherized through state funded programs providing **\$529,178** in social benefits (employment, home quality, economic stimulation, reduced uncollected debt, improved health and safety), and **\$697,698** in energy-related savings.

Approximately **\$1,184,239** leveraged by PPL & UGI for utilities assistance, with average forgiveness of **\$45** (electricity) and **\$139** (gas).

1,559 customers improved their energy efficiency, leading to lower utility bills.

Housing Options Success Story

An 89-year-old veteran who owns a home in Clinton County qualified for STEP's Homeowner Occupied Rehabilitation Program. Updates on the 1955 home included exterior excavation (to prevent basement flooding, which has been a recurring problem), railings on the basement stairway, electrical work in the basement, a walk-in shower in his bathroom, and new exterior paint.



The homeowner says he was most looking forward to the accessible bathroom update, stating that, "at 89 years old I don't walk as straight as I used to, and a walk-in shower will help make the bathroom safer."

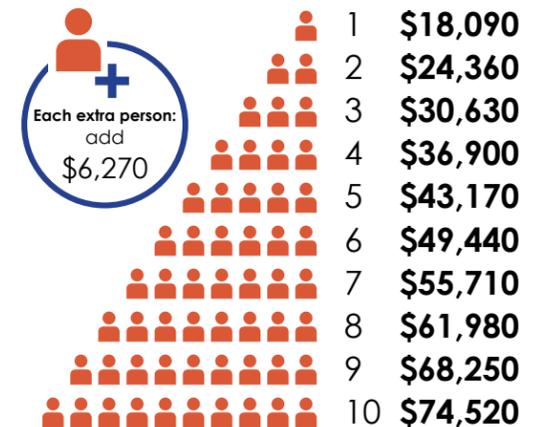
LIHEAP Crisis Program

The Low-Income Home Energy Assistance Program (LIHEAP) helps families living on low incomes pay their heating bills in the form of a cash grant. LIHEAP's Crisis program is for households in immediate danger of being without heat.

This past "Crisis" season has been the busiest STEP has had in over six years! From November 1, 2017 through April 13, 2018, STEP's Housing Options Pathway programs received 136 referrals from the County Assistance Offices for no heat situations in Lycoming and Clinton counties. Of those 136 referrals, STEP replaced the heating systems for 52 households, and made repairs to 72 households. The remaining 12 households did not need services after evaluation.



2017-18 Income Guidelines for homeowners and renters



Supportive Housing Program Success Story

Amber and Vince* came to the Supportive Housing Program (SHP) highly recommended by the American Rescue Workers. Upon referral, they were homeless, married but forced to stay in separate shelters. Amber's housing situation was preventing her from having custody of her three children. Vince was employed through a temp service and Amber was seeking employment. Vince was also on probation, and both are in recovery.

Amber and Vince were enrolled in the Tier I Pilot program, receiving case management and graduated financial assistance. With their backgrounds, finding housing was still difficult, but with SHP support they were able to find a landlord willing to work with them. With housing stabilized, Amber was able to have 50% custody of her children, keeping them every other week. Vince is off probation, still employed, and the family was able to obtain a car for reliable transportation. The family is adjusting well and excited about what the future holds.

Workforce Development

STEP's Workforce Development Pathway includes the Work Ready Program, the Employment Transportation Assistance Program, and Child Care Information Services of Lycoming County. Through these programs, 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.

211 unemployed individuals were enrolled in Workforce Development Pathway programs.

71 customers obtained employment-ready literacy skills.

116 participants enrolled in Work Ready; **31** participants obtained job placements.

131 individuals obtained access to reliable transportation or a driver's license.

689 families and **1,173** children obtained care through Child Care Information Services.

Community Level Improvement Transportation Expansion to Support Employment

STEP's 2015 Community Needs Assessment identified that transportation was a major barrier for employment, health care, and various other human needs in Clinton County. Previously, STEP was the only transportation provider serving the area, with services limited to shared-ride, medical assistance transportation, and lottery sponsorships. Fixed route transportation was recognized as being needed to expand employment opportunities and attract businesses to Clinton County.

STEP worked with Clinton County Commissioners and facilitated meetings to bring River Valley Transit, the fixed route provider in Lycoming County, to the table to start the conversation of a fixed route to Lock Haven in Clinton County. As a result, two fixed route services are now in place.



Pictured from left: Ron Reynolds, Vice President of Clinton County Operations for UPMC Susquehanna; Clinton County Commissioners Jeff Snyder, Paul Conklin, and Pete Smeltz; River Valley Transit bus driver Jamie Gilbert, and William Nichols Jr., General Manager of River Valley Transit.

CAAP Self-Sufficiency Award Recipient Youth Enrichment for Success (YES) Program

Alexis Kibler-Russitano (pictured below at left) was nominated for a 2018 Community Action Association of Pennsylvania (CAAP) Self-Sufficiency Award and received her award during the CAAP's Annual Conference on October 4, 2018 in State College, PA, accompanied by her YES program caseworker Stacy Bower (at right).

Alexis was referred to STEP's Youth Enrichment for Success (YES) program by the Education Leading to Employment and Career Training program. Alexis was a new mother in need of supportive services as she struggled to complete her high school diploma through cyber school as well as meet her newborn's needs as a teenage mother.

Alexis met with a YES program caseworker on a weekly basis as she completed the necessary enrollment and assessments to develop a goal plan and work towards gaining self-sufficiency. Shortly after being enrolled into the YES Program, the family experienced a tragic house fire that destroyed their house and all of their belongings. Alexis and her family received numerous donations from the community and The American Red Cross provided temporary shelter at a hotel. After several weeks of searching for safe and affordable housing the family was able to move into a new apartment. Alexis continued to work towards her high school diploma and successfully graduated in July of 2017. After graduation, Alexis determined she wanted to pursue a career in the nursing field. Alexis received paid training through The Williamsport Home and obtained her Certified Nursing Assistant (CNA) certificate.

Alexis has shown enhanced parenting skills, improved level of maturity, self-sufficiency, and determination to work towards maintaining a stable future. She continues to maintain employment, safe housing, and has successfully completed all of the requirements of the YES program. Alexis plans on continuing her full-time employment as a CNA and going back to school to become a Licensed Practical Nurse. Alexis explained one of her biggest lessons learned was she has a strong support system within the community as well as her family.



Community Collaboration

STEP's Community Collaboration Pathway consists of Service Navigation and STEP AmeriCorps. 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.

19 nonprofit partners in Lycoming and Clinton counties benefitted from the service of STEP AmeriCorps members.

STEP AmeriCorps members provided **35,504** hours of service to the community.

30 AmeriCorps service terms were completed with an education award.

11 STEP AmeriCorps members exited the program for employment.

Intake & assessments were completed to determine what services were needed for **2,236** households.

STEP served **2,416** CSBG-eligible customers—individuals at or below 120% of the federal poverty income guideline.

571 goals were achieved through Family Navigation, along with **691** self-sufficiency matrix improvements.

Expanding Opportunities Through Community-Wide Partnerships

Nonprofit: **166**

Faith-based: **34**

Local Government: **36**

State Government: **30**

Federal Government: **27**

For-Profit Businesses & Corporations: **137**

Consortiums/Collaborations: **28**

Housing Consortiums/Collaborations: **12**

School Districts: **21**

Institutions of Post-Secondary Education: **8**

Financial Institutions: **9**

Health Service Institutions: **53**

Statewide Associations or Collaborations: **9**

Total: 570 organizations

STEP AmeriCorps 2017-2018 Host Sites

American Red Cross

Annie Halenbake Ross Library

Central PA Food Bank

City of Williamsport Recreation Department

Clinton County Housing Authority

Covation Center, Inc.

Firetree Place

Habitat for Humanity

Infant Development Program, Inc.

Lock Haven University

North Penn Legal Services

Pennsylvania College of Technology

River Valley Health & Dental Center

River Valley Regional YMCA Jersey Shore Branch

STEP Office of Aging

STEP Transportation

Susquehanna Greenway Partnership

West End Christian Community Center

Williamsport Area School District

STEP AmeriCorps Day of "A"

Nearly 600 AmeriCorps members from across the state came to Williamsport on Tuesday, March 13, 2018 for the "Day of A," the organization's day to celebrate what it stands for by working on service projects together.

One city hosts the event each year, and this was the first time PennSERVE, the state-level agency that oversees the AmeriCorps program in Pennsylvania, chose STEP AmeriCorps and Williamsport.

Members started their day at the Community Arts Center to discuss AmeriCorps and the importance of community service. Keynote speaker Steve Keener, President and CEO of Little League International, spoke about the importance of teamwork, fair play, and sportsmanship - mentioning those same qualities will lead the younger generation to give their time to programs like AmeriCorps - serving their communities and being good, responsible citizens.

Additional speakers included: Executive Director of PennSERVE, Maureen Eccleston; Secretary of the Pennsylvania Department of Labor and Industry, Jerry Oleksiak; Lycoming County Commissioner Jack McKernan; STEP AmeriCorps Program Manager Emily Gale; and STEP AmeriCorps members Shamea Chestnut, Odren Polk, Tyran Fisher, and Kayla Drummond.

After the speaker presentations, groups of AmeriCorps members gathered to go out into the community to work on service projects at local non-profit organizations, including the City of Williamsport Recreation Department, YWCA, Central Pennsylvania Food Bank, Transitional Living Centers, Family Promise, Pennsylvania College of Technology, and the American Rescue Workers.



Community Collaboration Endowment Fund

Throughout the year, STEP worked toward establishing the Community Collaboration Endowment. This permanent endowment will generate income each year that is able to support any of STEP's Community Collaboration Pathway programs, which lead to increased resources for individual and community success.



To assist in building the endowment, STEP held a variety of activities to raise funds, including: Jon Mackey's Quizzo Cruise aboard the Hiawatha, a Murder Mystery Dinner at DiSalvo's, and Gift Card BINGO at STEP's Clinton County Community Center. To date, the fundraising efforts have raised over \$20,000 - all of which will be used to establish the Community Collaboration Endowment Fund.

Independent Living

STEP's Independent Living Pathway consists of Office of Aging services and STEP Transportation. Through these programs, senior citizens and persons with disabilities maintain their independence with self-reliance, and continue to participate in community activities. The Independent Living Pathway leads to dignity and choices throughout life.

4,592 senior citizens and **1,493** individuals with disabilities were able to continue living independently.

122,742 meals were provided to **765** people through STEP Office of Aging's Meals on Wheels program, while **25,488** congregate meals were served.

Customers in tax preparation programs filed **1,448** federal tax returns and qualified for federal or state tax credits in the amount of **\$956,000**.

131 seniors were able to remain in their homes instead of a nursing facility through the Aging Waiver program.

120,658 one-way trips were provided through STEP Transportation, bringing approximately **\$385,730** in savings for **3,201** riders.

504 reports of need were filed and **233** investigations were conducted by Protective Service workers.

STEP Transportation Interactive Voice Response

STEP Transportation began implementation of Interactive Voice Response software in April 2018. This software automatically contacts riders the night before their scheduled trip. It will remind them of their pick-up time, and provide the option to the customer to cancel. The goal is to reduce no-shows.

A before-and-after comparison was made reflecting the occurrences of no-shows and cancellations at the door, resulting in a no-show reduction by 10% since the software was implemented.



Hope Enterprises Partnership



STEP Transportation and Hope Enterprises began partnering on transportation in October 2017. STEP is currently providing transportation for over 40 Hope clients, and the early feedback from parents and caregivers has been positive. STEP Transportation is continually committed to partnering with community agencies to enhance services for residents of Clinton and Lycoming counties. We look forward to growing and strengthening this partnership as time goes on.

STEP Office of Aging Older Adult Protective Services

STEP Office of Aging's Older Adult Protective Services workers are responsible for the implementation of the Older Adults Protective Services Act for individuals over 60. Our on-call Protective Services workers are available 24/7, reinforcing the Area Agency on Aging's commitment to:

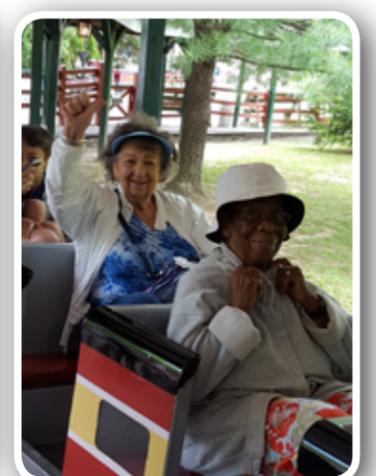
- Provide access to services necessary to protect the health, safety and welfare of older adults (age 60+) who lack the capacity to protect themselves and who are at imminent risk of abuse, neglect, exploitation or abandonment.
- Safeguard older people's rights while providing the protective services needed.
- Provide for detection, reduction, correction or elimination of abuse, neglect, exploitation and abandonment.
- Establish a program of services for older adults who need them.
- Educate the public as to the availability of services and create an awareness of the problem.

STEP'N Out! Bus Trips

Beginning in July 2017, STEP Office of Aging debuted the STEP'N Out! program. Funded by a grant from the Pennsylvania Department of Aging, STEP'N Out! is a way for individuals age 60 and older to experience local and regional history, entertainment, and famous landmarks.

Each of STEP's eight Centers for Healthy Aging held monthly trips, in addition to a once-a-month multi-center charter trip. Throughout the year, 94 STEP'N Out! trips were scheduled with destinations including restaurants, amusement parks, theatres, museums, county fairs, state parks, and shopping centers.

STEP'N Out! will continue in 2019 with quarterly trips to dinner theatres, the Philadelphia Flower Show, and more!



Donors – July 1, 2017 - June 30, 2018

Individual Contributors

- » Rachelle Abbott
- » Janet Alling
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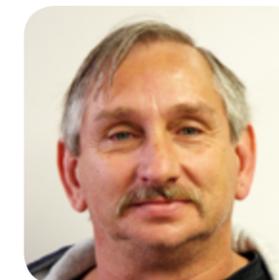
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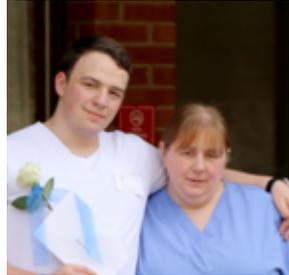
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