

2019 | **ANNUAL REPORT**



COMMUNITY
ACTION
PARTNERSHIP
of **LANCASTER**
COUNTY

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Letter from the CEO

VANESSA PHILBERT



DEAR FRIEND,

Impact is defined as “a strong effect on someone or something.” As I reflect on my own lived experience, I can easily identify impactful moments—moments that changed me, challenged me and motivated me. During my transition into the CEO role at CAP, I have had a great sense of urgency related to the work we do and the IMPACT we can make in our community.

Sitting with this feeling of urgency led me to a place of reflection. I began to remember all the moments in my life impacted by poverty, struggle and survival. Life at times left me breathless, stuck and unable to think about tomorrow’s possibilities. However, in the midst of these challenges were also opportunities—opportunities wrapped in people who not only cared about my current condition but also saw potential and promise in what I could become. Maya Angelou once said, “If you find it in your heart to care for somebody else, you will have succeeded.” My hope is that the impact CAP creates under my leadership reflects the success of those who cared for me along the way.

The impact of our team on the Lancaster community is felt daily through the ways we connect, support and uplift our neighbors. It’s the food boxes distributed at the Crispus Attucks food pantry. And the STEM concepts taught to early learners. And the gratis legal support provided by Domestic Violence Services. Our values guide our behavior and are designed to be actions not just words. Living these values—#ValuesinAction—has become our pathway to creating justice, equity and prosperity in our community.

As we look toward the future, we do so with a sense of hope amid the global uncertainty created by the COVID-19 health pandemic. A new strategic plan will guide our mission’s work toward eliminating poverty. New collaborations will allow us to extend our reach to serve more families in a more comprehensive way. And our dedicated team is committed to innovation and agility in delivering essential services to our neighbors in need.

We could not do this important work without the support of our caring community. As Ruth Bader Ginsburg said, “Fight for the things that you care about, but do it in a way that will lead others to join you.” Thank you for joining us in the fight against poverty.

Vanessa Philbert

A handwritten signature in white ink, appearing to read 'Vanessa Philbert', set against the pink background.

MISSION

EMPOWERING

COMMUNITY

DRIVING

ACTION

BUILDING

PARTNERSHIP



TO ELIMINATE POVERTY.

VISION

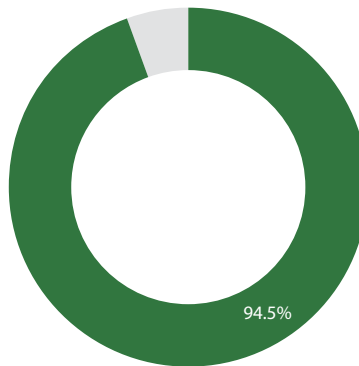
Our community is a model of equity, justice and prosperity.



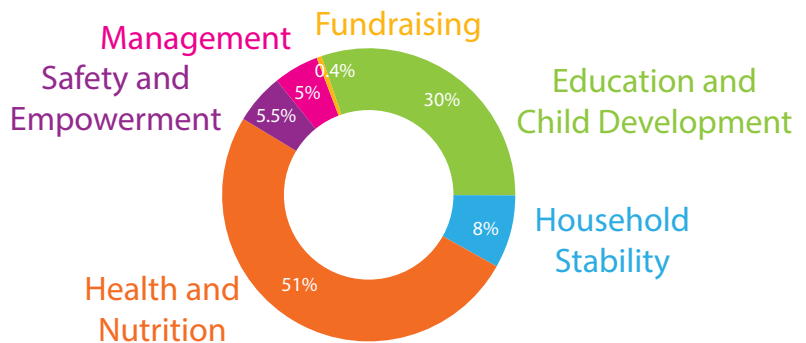
FINANCIALS

94.5% of our functional expenses support programs; only 5.5% support administrative expenses.

Here those numbers are broken down even more by impact team and supporting services.



Programs and Services



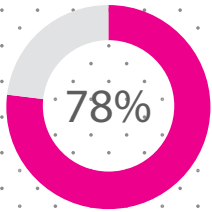
OVERVIEW

FAST FACTS

CAP AT A GLANCE

~40,000

People served every year



Women in senior leadership

>\$800

Spent per customer per year

300+

Employees

4

County locations

2

Programs serving multiple counties

EXECUTIVE TEAM

VANESSA PHILBERT, *CEO*

JAIME ARROYO, *CIO*

ANGIE LIGHTFOOT-ROTH, *CFO*

KRISTY AURAND, *CDO*

JOHN MCKOWEN, *CBO*

CENITA MEYERS-RICHARDSON, *CPO*

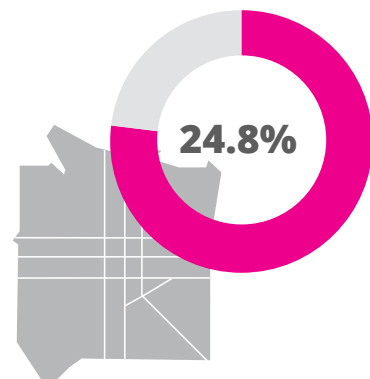
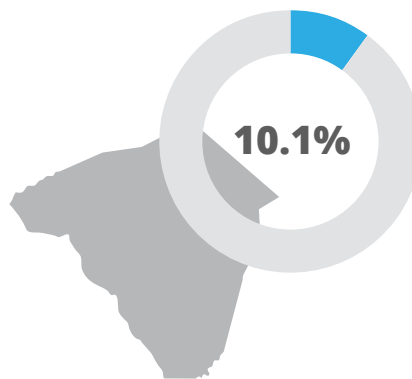
IMPACT TEAM STRUCTURE

CAP is structured in four impact teams, including Safety and Empowerment, Education and Child Development, Household Stability, and Health and

Nutrition. These teams were created in an effort to build collaboration among programs with commonalities.

STATE OF POVERTY

The poverty rate went down in both Lancaster City and County. In the city the drop was significant: 1.7% from the previous year, resulting in a decrease in the total number of people in poverty by 6%. In the county the drop was 0.3% and 3.3%, respectively.



SAFETY & EMPOWERMENT



Marisol*

**Name has been changed to protect the identity of the person*

After years of domestic violence and instability, Marisol got the courage to contact DVS via the 24-Hour Hotline. She spoke with a counselor about the dangerousness of her situation and was brought into the Safe House with her two daughters, ages 10 and 13. She had difficulty working due to a physical disability and was prevented from holding a job by her abusive partner, which kept her financially dependent. At the Safe House, Marisol attended education and support groups where she started to open up about her experiences. She found comfort and support with staff and the other residents. Marisol had many serious

obstacles to finding permanent housing and needed more time and support. She was excited to hear of an opening at the DVS Bridge House (safe, transitional apartment-style living) and applied. Once in the program, Marisol talked about the life she wanted for her family and was grateful for the continuing support she received, including goal-planning.

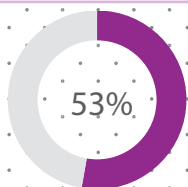
She obtained part-time employment which led to full-time work and opportunities for promotions and pay increases. She worked many second and third shifts, walking more than 2 miles back and forth to work. She worked on household budgeting

and credit repair, and opened up a personal bank account. She was able to obtain her driver's license and is preparing to purchase a car. She filed an income tax return for the first time in many years and was able to save her refund for a security deposit on permanent housing.

Finally, after just 13 months at Bridge House, Marisol found an affordable three-bedroom apartment in a neighborhood convenient to her job and her children's school. She and her daughters have achieved their dream of a safe, secure home free from domestic violence.

FAST FACTS

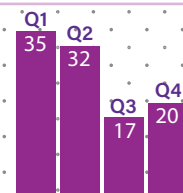
DOMESTIC VIOLENCE SERVICES



Bridge House residents who improved their credit scores

72

Individuals who were able to maintain safe and affordable housing due to an abuser leaving the home



Households experiencing homelessness who obtained safe temporary shelter by quarter

EDUCATION & CHILD DEVELOPMENT

THRIVE TO 5

A little boy who speaks Russian joined the “Thrive to 5” program last year. When he started, he did not speak any English and had a severe speech delay. He did not talk until he was two because of weakness in his muscles in his mouth. At first, we used picture cues to communicate. He also received services for support in developmental skills through the IU-13.



In part due to the Thrive to 5 staff’s coaching, by the end of last year he was talking in complete phrases in English! He used three- to four-word sentences, and although sometimes the word order was incorrect, the Thrive to 5 team could understand him and he could communicate his needs.



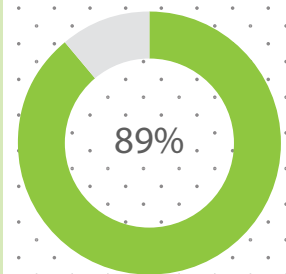
This year the team has witnessed even more growth. He no longer qualifies for supportive services because his speech has improved that much. He knows all letters and almost every sound. He speaks using complex sentences to express ideas and often participates in class discussion. He still receives speech services, but in two years, this boy went from not talking at all to learning English to speaking in full sentences. We are so proud of how far he has come and are thankful for moments like these to give us hope and prove our programs and services are making a difference.



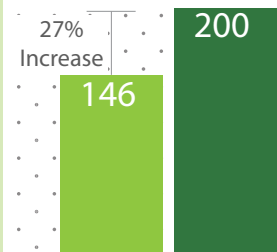
CAP’s first-ever STEM classroom located on Millersville University’s campus

FAST FACTS

PARENTS AS TEACHERS & THRIVE TO 5

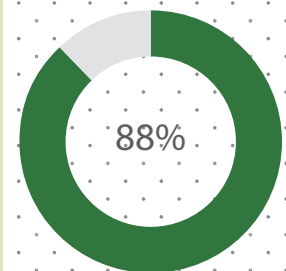


Children who met or exceeded literacy expectations for their age



'17-'18 '18-'19

Change in number of families served from 2017-18 to 2018-19 school year



Family retention

HOUSEHOLD STABILITY



WORKING TOWARD A HOPE-FILLED FUTURE

CAPital Construction

In March, Governor Wolf visited 304 Cherry Street, Columbia, a property renovated by CAPital Construction, as part of a tour to promote his “Restore Pennsylvania” infrastructure program. This project, in partnership with Columbia Borough, is just one example of CAPital Construction’s work to restore blighted properties into safe, affordable housing stock for low-income homebuyers.

Teen ELECT

In September 2018, Navigation began providing the Teen ELECT program in collaboration with the School District of Lancaster. During that school year, we created relationships with 29 students and hired a Coordinator and two Parent Navigators.

Previously, the program was not well known in the school system and the relationships of the students with the program had been surface

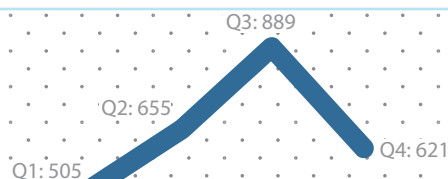
level and very transactional. However, through the tireless efforts of our team, the program grew quickly. Fifteen teens graduated, strong bonds were created and the schools began to collaborate more closely with the program. It became a quick success in giving the best support possible to parenting and pregnant teens while also giving them a safe space and a community of people with whom to traverse the journey.

FAST FACTS

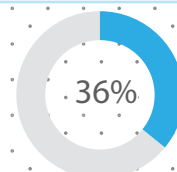
700

Families and individuals engaging with a Navigator

NAVIGATION, UTILITY ASSISTANCE



Energy kits distributed through Utility Assistance each quarter



Of households that maintained safe, affordable housing for 180 days through Navigation

HEALTH & NUTRITION

BUILDING A HEALTHY COMMUNITY

FAST FACTS

WIC & FOOD DISTRIBUTION

WIC unduplicated number of individuals served

 **9,886**

Total pounds of food distributed or purchased

2,664,605

Unduplicated households served by food distribution

 **15,189**

Fresh Express Columbia

CAP, in partnership with the Central PA Food Bank and Penn Medicine Lancaster General Health, expanded resources for low-income individuals in Columbia Borough through the opening of a Fresh Express food pantry. Fresh produce and other perishables, including milk and eggs, are distributed between 3:30 and 5:30 p.m. every fourth Friday year-round at Park Elementary School. CAP's nutrition educators and recipe ideas are available at each distribution, so customers can learn about the health benefits of fresh foods and how to prepare them at home.

Nutrition Education (SNAP-Ed)

Nutrition Education Program (NEP) pantry collaborations were started in 2018 in support of the Policy, System, and Environmental change initiative from the USDA. The goal is to provide nutrition-based guidance and assistance to local

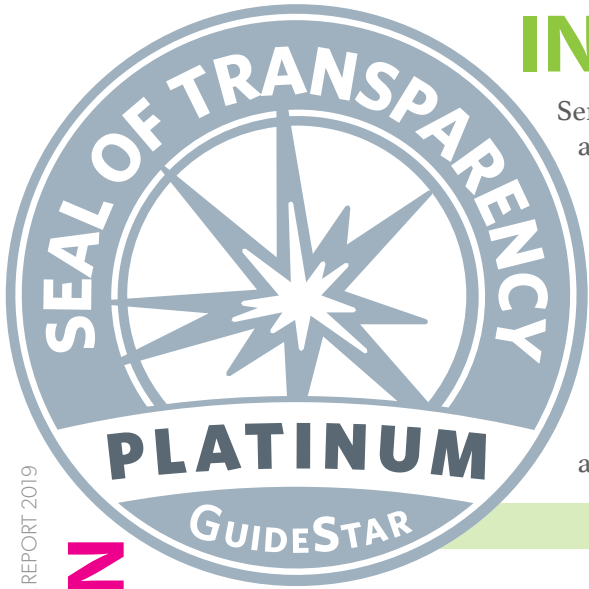


collaboratives that will enhance their healthy outcomes. For example, our Nutrition Education Program visits CrossNet Ministries in New Holland twice a month and provides nutrition education for the food pantry clients. CrossNet Ministries works with NEP to help identify healthier food options with shelf labels, posters, recipes, food tastings and nutrition classes.



Senior Centers

The seniors in our senior centers participated in a wide range of experiences this year, including pottery classes, dress like a hippie day (pictured), a visit from Wally the emotional support alligator, a visit from the wife of the Amish schoolhouse shooter, and the Lancaster Senior Games (hosted by Lancaster County Office of Aging).



INTEGRITY

Serving our clients, funders, donors and community in an ethically sound and honest way is extremely important to CAP.

One way we demonstrated our commitment to integrity in 2019 was by achieving GuideStar's Platinum Seal of Transparency. This distinction demonstrates a commitment to publicly

reporting results with quantitative metrics that best prove success in operations and client services. This new level of transparency on the platform will allow us to show year-over-year impact moving forward, which will benefit funders, donors and the general community alike in evaluating CAP's organizational effectiveness.

INNOVATION

In the fall of 2019, we launched our third social enterprise—CAPtivate!—a three-day workshop for community action and community development leaders to come together to learn about innovation, collaboration and culture transformation.

Leaders participated in brainstorming sessions, facilitated conversations and took a tour of

our city to see all the ways our community has collaborated and innovated. We showed them two CAPital Construction houses, our Beaver St. Park project and the Southern Market Center.

Response from participants was overwhelmingly positive, with many leaders saying that it led to huge breakthroughs and positive changes for their organizations.



Innovation happened in the WIC office as they transitioned to eWIC, which replaces the paper checks customers previously received with electronic benefits.



CAPtivate!

Creating a toolkit for new and emerging Community Action and Community Development leaders focused on excellence through innovation, collaboration and culture transformation.

#VALUESINACTION

RESPECT

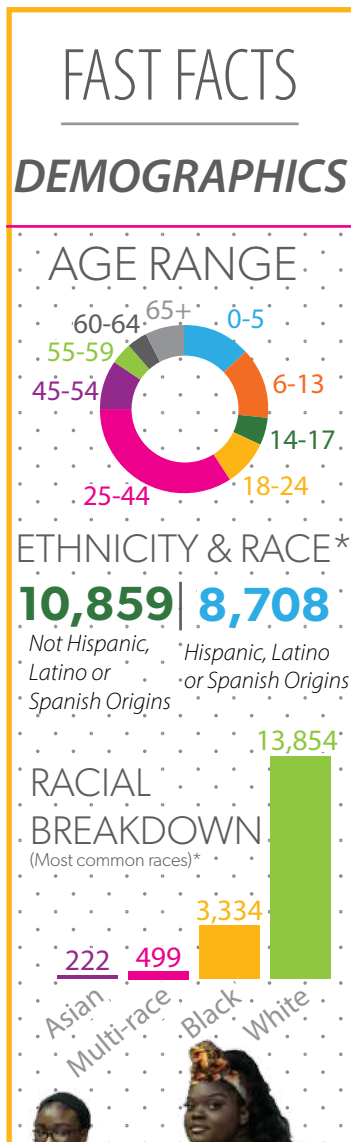
At CAP, we respect all people in their individual journeys toward prosperity. In 2018, CAP's Fatherhood Initiative and Reunion food truck partnered with Champions for our Youth to provide hot chocolate and a before-school snack to students in the School District of Lancaster. This outreach encourages male father figures from all walks of life to come together and empower youth by giving students a sense of belonging and a positive, encouraging interaction to start their day.



DIVERSITY

In 2018, the Crispus Attucks Community Center, an organization dedicated to preserving and celebrating African American heritage, became a program of CAP. Through celebrations honoring the Rev. Dr.

Martin Luther King Jr., Juneteenth and Black History Month, arts programs for local youth and community food distributions, Crispus Attucks remains an important pillar of Southeast Lancaster City.



*Not included are the nearly 4000 and 5000 people for whom ethnicity and race was not recorded, respectively.

#VALUESINACTION CONTINUED

COMPASSION

Merriam-Webster defines compassion as “a sympathetic consciousness of others’ distress together with a desire to alleviate it.”

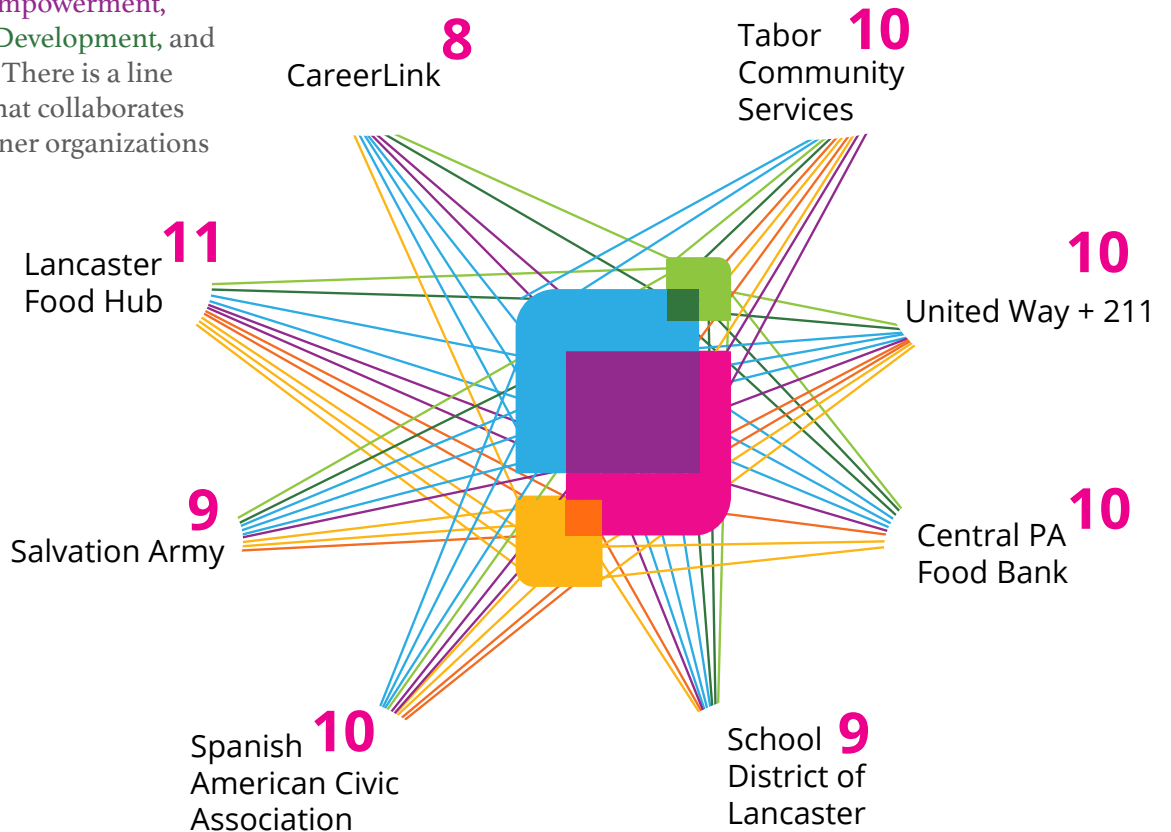
In May 2018, CAP’s Navigation team began work with the City of Lancaster to assist residents being displaced from their homes due to condemnation, which sometimes happens abruptly without warning. From securing safe housing, to furnishings, to food and clothing, CAP’s resource liaison assisted more than 40 families over the course of the year to alleviate distress and provide support.



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COLLABORATION

Each line represents one of our programs and is color coded by impact team: Household Stability, Safety & Empowerment, Education & Child Development, and Health & Nutrition. There is a line for every program that collaborates with one of the partner organizations displayed.



HOPE

For us, hope can be giving people the help they need today so that they can dream for a brighter tomorrow, or it can be reminding those that we serve that their mistakes don't define them.

Our Domestic Violence Legal Clinic (DVLC) assisted a victim who, after suffering significant physical and sexual abuse by the abuser, was able to leave the residence with her children. She obtained a temporary protection order with a custody provision, and was able to find new housing with relocation assistance through Domestic Violence Services. DVLC also assisted her to file for and finalize a divorce from her abusive partner.



EXCELLENCE

The CAPital Construction crew finished another beautiful renovation (pictured below) in Lancaster City. The home was sold to a low-moderate income first-time homebuyer.

Our WIC program, was selected as a 2018 Gold Level Loving Support Award of Excellence winner. Based on the Loving Support model for Breastfeeding Peer Counseling programs, this four-year award honors local agencies that excel in breastfeeding promotion and support.

Nationwide, 78 agencies received Gold Awards and 12 received Premier Awards. CAP is the only Pennsylvania agency and one of two agencies within USDA's Mid-Atlantic Region to be selected as an award winner this year.



COVID-19 RESPONSE

While COVID-19 does not fall under the initial timeline of this report (2018-2019), we felt it was important to add it as it has irrevocably changed our work, and the world.

A lot of changes have transpired since the start of the year. Due to our funders' understanding of our need to innovate in order to provide critical services for our clients, however, we've been able to transition to a remote method of service delivery in the following programs: ELRC, Utility Assistance, PAT, Thrive to 5, Navigation and DVS Counseling. We were able to do all this without a significant loss of staff, quality or quantity of services

provided. In fact, we've been able to increase our reach with many of these services. All done to help the most vulnerable in our community begin the journey of moving from crisis to thriving.

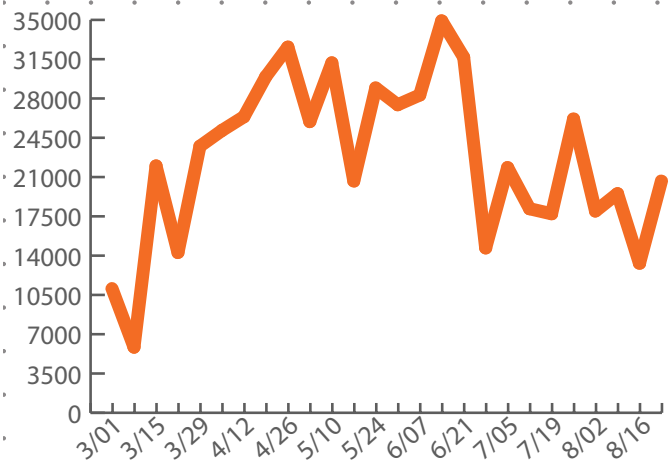
"I'm on disability and things get tight in between checks and this really means a lot."

-Glenna, food pantry customer

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Our Domestic Violence Services Gala went virtual and raised more than \$70,000. Pictured here from left to right are Kristy Aurand, CDO; Vanessa Philbert, CEO; Susan Eberly, Alegre Events; and Christine Gilfillian, Director of DVS.



Pounds of food CAP distributed from March to August

590,066

Total pounds of food CAP distributed from March to July 2020

14,439

Total number of food boxes CAP distributed from March to July 2020.



The Parents as Teachers team distributed diapers, books and other essentials that families with young children need.

The Crispus Attucks Community Center (CACC) increased support to the Southeast side of Lancaster City by offering weekly food pantry distributions. CACC also serves twice-weekly bagged lunches to go.



The Teen ELECT program passed out essential items to students at McCaskey to help mitigate the effects of COVID-19. These items included diapers, body wash and hand sanitizer, among other items.



“ The Crispus Attucks Food Pantry means a lot to me and the community because it has been something consistent a lot of the people in the community have been seeking for some normalcy in their life. And the fact that we are continuing to provide the same type of high-quality service and consistency, I think it brings the community some calm. ”

-Derek, CACC Staff

Board of Directors & Committees

Our Board of Directors, which governs the agency, is made up of local elected officials and appointed government officials, community leaders, and representatives of low-income organizations and neighborhoods.

EXECUTIVE COMMITTEE

Kristin Heller – President

Vice President/Team Leader, Fulton Bank

Jim S. Amstutz, DMin – Vice President

Teacher, Lancaster Mennonite School

Scooter Haase – Treasurer

Community Volunteer

Anna Ramos – Secretary

Strategic Innovation Officer, Lancaster County Workforce Development Board

Anthony Chivinski – Immediate Past President

Consultant, Leadership Advisory Services

Margaret Costella, Esq. – Past President

VP & Deputy General Counsel, Penn Medicine Lancaster General Health

FINANCE COMMITTEE

Francine Childs

Lancaster Health Center

Chris Flores

Truist

Jim Kelly

Community Volunteer

Scooter Haase

Community Volunteer

Kristin Heller

Fulton Bank

Dan Massey

Walz Group

Lori Royer

Sager Swisher & Company

RESOURCE DEVELOPMENT COMMITTEE

Nichole Baer

Russell, Krafft & Gruber, LLP

Kathleen Eager

Eager, Stengel, Quinn & Solfilka

Sandra Garcia

Office of US Sen. Bob Casey

Jennifer Groff

Lancaster General Health Foundation

Nicole Pedriani

Mid Penn Bank

Deb Rohrer

Deb Rohrer Coaching

Heather Valudes

Lancaster Chamber

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Member-at-Large

Milzy Carrasco

Director of Neighborhood Engagement, City of Lancaster

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VP of Human Resources, The High Companies

James Kelly

Community Volunteer

Lyn Keough

Chair, Head Start Policy Council

Kareemah Mayer

Attorney, Barley Snyder

Corey Meyer

Supervisor, East Lampeter Township

Nicole Pedriani

Commercial Loan Officer/AVP, Mid Penn Bank

Dr. Elizabeth Powers

Associate Professor, Millersville University

Rodney L. Redcay

Mayor, Borough of Denver

Jake Thorsen

SoWe Neighborhood Director

Jamie Widener

Executive Director, Columbia Life Network



Empowering Lancaster County Families



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