



Annual Report

2021-2022



You make progress possible

When I reflect on the past year, I am grateful for all that you have made possible. As a supporter, a donor, a community leader – truly anyone invested in our shared future – you are part of our progress.

It's hard to remember that we had only recently returned to our facilities in summer 2021. Many families in our community continued to face crises, extended or expanded by the pandemic, inflation, and related financial hardships. But, no matter the challenge, Community Progress Council is the trusted community partner for a thoughtful, efficient response.

NO MATTER WHAT COMES OUR WAY, WE ARE GUIDED BY OUR MISSION: EMPOWERING PEOPLE TO MOVE TOWARD SELF-SUFFICIENCY.

Thanks to your support and the commitment of our team, we deepened our practices around comprehensive, integrated services. We've continued our investment in coaching and training to build strong relationships and truly engage our participants as drivers of their own futures.

Part of this reflects our commitment to building a diverse and inclusive organization. We have worked hard to increase access to services in a participant's home language, with 30 members of our team tested and approved to deliver bilingual services in Spanish, Arabic, and Haitian Creole, and 37% of our team representing diverse populations.

The changes in our operations run deep. Your curiosity, partnership, and support are key as we've also restructured data collection and reporting, and how we approach funding and fiscal operations.

Growth can be challenging. We've also paused to celebrate this progress, including recognition as a top winner for Operations Management in Central Penn Business Journal's 2022 Nonprofit Innovation Awards. This was truly a win for every person on our team and Board – and for our community.



We're proud to celebrate and share outcomes from this past year, and grateful to count you as a supporter in this work.

A handwritten signature in black ink that reads "Robin K. Rohrbach". The signature is written in a cursive, flowing style.

President/CEO



Last year, we connected

16,778 people with greater opportunity

388

participants worked on a goal plan in education, employment, or housing, the top 3 areas of focus for families working toward economic self-sufficiency

174

people set and worked toward their housing and financial goals through one-on-one counseling

12

people bought their own home, thanks to education and support provided through homebuyer education workshops and counseling

250

participants increased their credit score

419

people attended a financial literacy or homebuyer education workshop or otherwise engaged in housing education services

35

low-income seniors engaged through the Foster Grandparent Program, creating a sense of community despite restrictions that remained from the pandemic

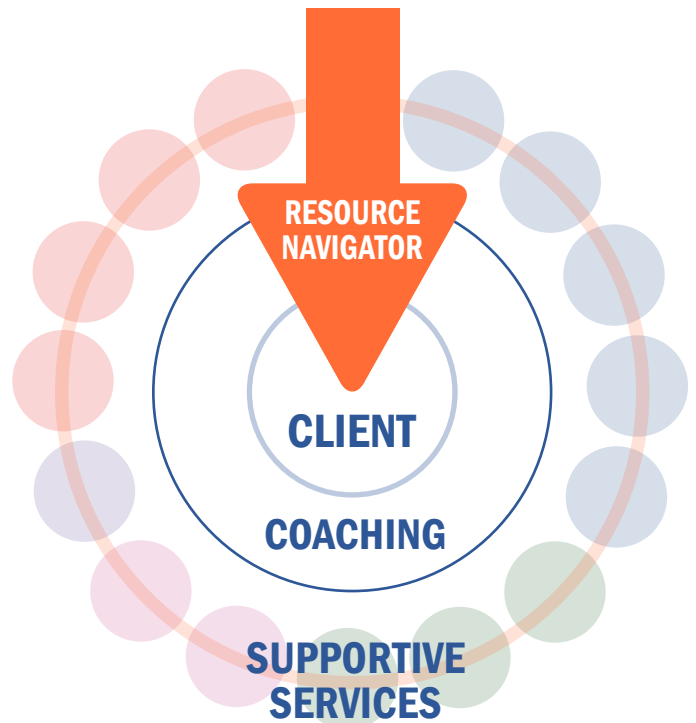
Comprehensive, integrated services

Progress toward self-sufficiency requires comprehensive, integrated services.

This mindset is fully reflected in our re-designed service delivery model.

For new participants who reach out to Community Progress Council for help, it all starts with a Resource Navigator. This centralized intake process allows our team to assist with crisis needs, but also to move beyond emergency assistance and begin to build a relationship.

Participants who are ready and want to work on short-term goals to establish stability are partnered with a coach, who works one-on-one with families to understand their goals and connect them to supportive services.



ONE-ON-ONE, PERSONAL RELATIONSHIPS ARE CRUCIAL TO OUR WORK.

This service delivery model empowers the Community Progress Council team to approach a family as a whole, with services working in tandem so that multiple barriers to self-sufficiency are addressed together.

LAST YEAR,

1,234

PEOPLE COMPLETED AN INTAKE WITH A RESOURCE NAVIGATOR

488

CONNECTED WITH ONGOING COACHING

EARLY CHILDHOOD EDUCATION
BEFORE-, AFTER-SCHOOL CARE
HEALTH & WELLNESS SCREENING
DEVELOPMENTAL SUPPORTS

LINKS TO COMMUNITY RESOURCES

NUTRITION SUPPORT/EDUCATION
BREASTFEEDING SUPPORT

JOB PREPARATION SERVICES
JOB PLACEMENT ASSISTANCE
JOB TRAINING

FINANCIAL LITERACY
HOMEBUYER WORKSHOPS
CREDIT REPAIR
FORECLOSURE MITIGATION
RENTER EDUCATION



FROM CRISIS TO STABILITY

Building relationships takes work. People who reach out to Community Progress Council oftentimes have an emergent need, which our team can help the family address. Our comprehensive approach and commitment to building a relationship empowers families to move beyond crisis and toward longer-term stability.

FORMULA SHORTAGES

Formula shortages impacted parents throughout the country in spring 2022, and our team stepped in to stabilize York County families during the crisis. Moving beyond emergency stopgaps, we then worked to connect them with ongoing supports to ensure families were healthy for the long term.

2,104

participants received formula or support in formula-feeding

986

additional participants in Women, Infants, and Children (WIC) received support to fully or partially breast-feed their children

COMMUNITY OF HOPE

2,961

people served through Community of Hope's monthly hygiene distributions at Hannah Penn K-8

When Wendy first connected through Community of Hope's hygiene distribution event, she shared needs for food, clothing, and enrollment in medical assistance. A Resource Navigator shared about the coaching supports and other services offered by Community Progress Council. Wendy jumped into housing and financial counseling, ESL classes and more, setting specific goals with the support of her coach.

Since then, Wendy has achieved her housing, ESL, and employment goals! Wendy is an active participant at Community of Hope through events and workshops, and continues to work with the Progress Coach on her financial goals to reach self-sufficiency.

Helping families like Rachelle's

Rachelle Semper moved to York looking for a fresh start. Although she had worked at a youth drop-in center in Bradford County, she had recently given birth to her daughter and was committed to focusing on her new role as a mother.

“It was really hectic,” she admits. “I moved over 3 hours away, I was 22 then. There was a lot going on.”

She applied for food stamps, and connected with Community Progress Council because she was familiar with Head Start, and a friend had mentioned the Women, Infants, & Children (WIC) program.

She moved a few times, but stayed connected to Community Progress Council.

“What’s nice is there are locations throughout York County,” Rachelle said. “You get to know some faces that are in the community.”

Over a few years, she got married, and had a son. In 2020, she made the decision to leave her husband, and start over again.

The change was big — Rachelle didn’t work, and she didn’t have her driver’s license, so she didn’t drive.

Community Progress Council was there to support her as she faced these new challenges. She was connected with “Getting Ahead in A Just-Gettin’-By World,” a CPC program where participants investigate how poverty affects their lives and their communities.

Although she wasn’t sure about the program initially, it provided gift cards for participants that she knew could help with household goods. Through the program and the encouragement of the Getting Ahead

facilitators, Rachelle achieved her first goal: She got her driver’s license. Despite her anxiety, **the program provided the motivation and the tools for Rachelle to move outside her comfort zone.**

Building on this progress, Rachelle worked closely with a Workforce Development coach at Community Progress Council to complete online training and study for her real estate license. CPC helped to cover the cost of the online classes, relieving the financial burden as Rachelle worked toward her goals.

“People haven’t gone through things and don’t have a concept of what it means to be poor,” Rachelle said. “People are like ‘Why don’t you just get another job?’ Well, my ex was working five jobs and we still weren’t making it.”

Pursuing her real estate license gives her the flexibility she wanted with her children, but she also chose her path based on what she calls a “heart reason.”

“I had a home, but I didn’t feel stable growing up,” Rachelle said. “It’s a nice feeling to say, ‘Hey, I have something I was able to purchase.’ Something of my own. I want to be able to share that with other people.”

Through Community Progress Council’s homebuyer education classes, she learned more about the field, and even connected with a Realtor who now serves as her mentor. **In the past three years, Rachelle has purchased her own home, completed her classes, and passed the state and national licensing exams.**

Her coaches through CPC have continued to provide perspective, support, and encouragement, and Rachelle finds strength in her sense of purpose.



Last year...

“When I first moved [to York], I felt very lost,” Rachelle said. “If I hadn’t known about CPC or any of this, I’d probably still be at home without a driver’s license.”

“CPC is definitely a ‘hand up’ agency, pushing your clients to become more independent and self-sufficient,” she said. “You’re helping families not stay where they’re at.”

Rachelle balances her optimism with a realistic approach. She knows it will take time to develop her client base as a real estate agent. And although she knows she’s doing better financially, she admits it doesn’t always feel that way.

“There are times when I get knocked down, and I don’t really want to get back up,” Rachelle said. “But at the end of the day, it’s not A to B, it’s all the squiggles in between. **There is hope, regardless of where you’re starting from.**”

45
people completed their associate’s degree, GED, or other training program

257
participants gained employment

89
people completed Getting Ahead to begin to build their future story

\$9,595
average increase in individual income for people working with CPC coaches over an average of 12 months



**Thanks to your support,
we're celebrating big outcomes**

PREPARED FOR KINDERGARTEN

Children enrolled in CPC early childhood programs who met or exceeded expectations in key areas

Program Area	Fall 2021	Spring 2022
Social/Emotional <i>(I can manage my emotions and feelings. I interact well with others.)</i>	69%	88%
Physical <i>(I am developing my fine and gross motor skills, like grasping a writing tool.)</i>	84%	95%
Language <i>(I speak clearly, can express my needs, and understand directions.)</i>	66%	84%
Cognitive <i>(I am attentive, curious, and engaged. I can problem solve.)</i>	72%	87%
Literacy <i>(I can identify letters, and I enjoy hearing and telling stories.)</i>	53%	88%
Math <i>(I can count and identify numbers, and recognize patterns.)</i>	59%	86%

332

children and families served through CPC's early childhood programs

77%

of Head Start & Early Head Start families live below federal poverty level

54

children, after dental, vision, and/or hearing screenings, connected to necessary follow-up care with support from their Family Coach

9,015

pregnant women and children received supplemental nutrition and nutrition support through the Women, Infants, & Children (WIC) program. Between our early childhood programs and WIC, Community Progress Council is the largest provider for low-income families with children under 5 in York County, a powerful opportunity to interrupt generational poverty.

Helping neighbors like Lucia

When Lucia learned she was pregnant with her third child, she needed help with resources.

So when she heard about the Women, Infants, and Children (WIC) program at Community Progress Council, she was curious — but not sure.

“At first, I thought, ‘This is another program where I need to respond to their questions,’” said Lucia. “It was overwhelming.”

Through Community Progress Council WIC’s location in York City, Lucia connected with diapers and formula for her son. As she shared more about the challenges she was facing, her nutritionist referred her to a Resource Navigator at Community Progress Council, someone dedicated to asking more questions about her goals and dreams for herself and her family.

The Resource Navigator connected Lucia with a bilingual Progress Coach who could work one-on-one with her to establish stability in several areas: Housing, employment, and improving her English. Lucia breathed a sigh of relief.

“I thought, ‘Oh wow, this is real.’ CPC can help with several things,” she said.

Encouraged by her coach, Lucia enrolled in “Getting Ahead in A Just-Gettin’-By World,” or “Hacia Adelante,” a multi-week course offered in English and Spanish that empowers participants to examine their situations and create a plan for making progress toward their goals.

“I thought I knew everything,” Lucia said, laughing. “Now I know how to prioritize, how to go outside my comfort zone, how to keep looking forward. It is a relief for my family.”

Parenting classes offered through Community Progress Council equipped Lucia with techniques to provide a better education for her son and the children she hoped to care for as she established an in-home child care program. And in June, Lucia began the licensing process for her own in-home child care business.

“It’s special to have received this certificate,” Lucia said. **“My biggest goal was to have my son in a safe place and to have a source of employment.”**

Working together over nearly two years, Lucia and her coach, Adriana, have developed a strong relationship. At every turn, Lucia remains in the driver’s seat.

“If I want something, I need to work to obtain that,” Lucia said. “Other programs, they do everything for you. **But the best part of progress is when you move forward.** Adriana says, ‘I can provide resources, I will be here for you, but you need to move.’”

Lucia cares for four children in her in-home child care, including her son, now 18 months old. And although Lucia is celebrating her progress so far, she’s staying focused on her long-term goals.

“Now I feel really motivated,” Lucia said.

“I feel more stable, economically and emotionally. I would like to help others to move forward, too.”



Our Leadership

Poverty is a community problem that takes a community solution. Community Progress Council has the leadership to deliver the needed outcomes that help families break the cycle of crisis.

- Robin Rohrbaugh**, President and Chief Executive Officer
- Greg Lindemuth**, Chief Financial Officer
- Ruth Robbins**, Chief Program Officer
- Luisa Olivo-Wolf**, Assistant Chief Program Officer
- Karen Stone**, Director of Outcomes and Assessment
- Carolyn Lerew**, Director of Human Resources
- Sarah Chain**, Director of Marketing and Communications

Our Board

The mandate of community action provides for a board of directors composed of community leaders. Members are equally drawn from three sections of the population: one-third representing the low-income community, one-third elected officials or their representatives, and one-third from the private sector.

Class A: Low-Income Representatives

- Lulu Thomas, Secretary** — Director of Pupil Personnel Services, School District of the City of York
- Christy Renjilian** — Executive Director, Connections For Children
- Anu Banks** — Founder, The Movement
- Dr. LaJuan Mountain, DMD** — Vice President of Dental Services, Family First Health
- Kris Pollick** — Community Volunteer

Class B: Elected Officials Representatives

- Kathleen Brickner, Chair** — Assistant Vice President, Facilities and Real Estate, HACC, representing the 47th Legislative District
- Charles Wurster, Treasurer** — Credit Officer, Traditions Bank, representing Springettsbury Township
- Allison Meckley** — Executive & Governance Assistant for Pennsylvania Medical Society, representing the York County Commissioners
- Mike Buckingham** — York City Council
- Michael Black** — Chief Sales Officer, Doceo, representing the Mayor’s Office of The City of York
- Erica Townes** — Associate Attorney, Barley Snyder, representing state Rep. Carol Hill-Evans, (D-York)

Class C: Community Representatives

- Samm Smeltzer** — CEO, Leadership Arts Associates
- Leslie Owens** — Member-at-Large
- Joseph Iandolo** — Vice President of Operations, UPMC Pinnacle Memorial
- Ellen Kyzer** — Chair Elect, President and Director of Client and Community Relations, PNC Bank
- Bryan Busch** — COO, O.N.E. Hospitality



Our Programs

Early Childhood Education

- Early Head Start
- Head Start of York County
- Foster Grandparent Program
- Pre-K Counts

Housing & Financial Education

Self-Sufficiency Program

Women, Infants, and Children (WIC)

Workforce Development

York City Community of Hope

Read more about each of our programs at www.yorkcpc.org.



**In memory of Rick Robinson,
Head Start teacher**

Proud members of the National Community Action Partnership and Community Action Association of Pennsylvania; United Way of York County Partner Agency; and 2022 Top Winner in the Central Penn Business Journal's Nonprofit Innovation Awards.

Organizational Finances

ASSETS	2022	2021
■ Accounts Receivable	\$1,240,877	\$1,263,998
■ Cash	\$4,470,439	\$3,405,647
■ Property & Equipment	\$524,241	\$503,306
■ Pre-Paid Expenses	\$153,315	\$34,399
■ Promises to Give	\$85,700	\$165,700
TOTAL	\$6,474,572	\$5,373,050

LIABILITIES & NET ASSETS	2022	2021
■ Net Assets	\$1,794,748	\$1,852,568
■ Accounts Payable	\$267,274	\$386,582
■ Payroll Taxes & Withholdings	\$200,576	\$156,407
■ Refundable Advances	\$4,211,974	\$2,977,493
■ Note Payable / Lines of Credit	-	-
TOTAL	\$6,474,572	\$5,373,050

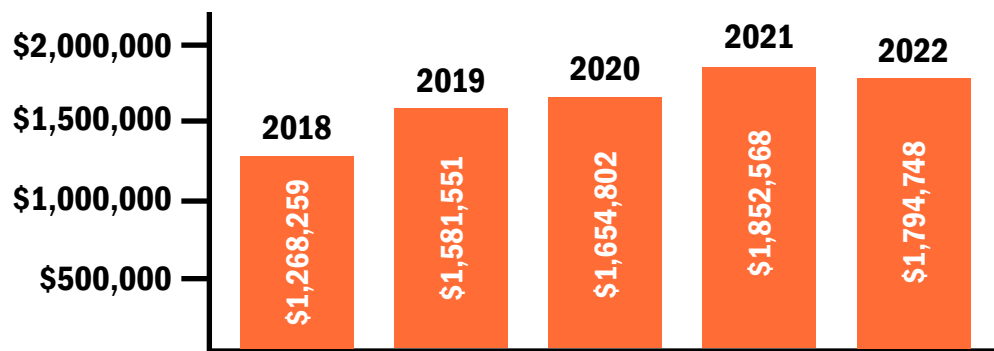
SUPPORT & REVENUE	2022	2021
■ Grant & Contract Revenue	\$35,377,654	\$20,985,064
■ Contributions *	\$145,396	\$111,973
■ Other Income	\$14,402	\$26,612
■ In-Kind Contributions	\$261,102	\$290,923
TOTAL	\$35,798,554	\$21,414,572

*With and without restrictions

FUNCTIONAL EXPENSES	2022	2021
■ Program Services	\$34,305,191	\$19,901,254
■ Supporting Services Management / General	\$1,551,183	\$1,315,552
TOTAL	\$35,856,374	\$21,216,806

NET ASSETS	2022	2021
■ Beginning	\$1,852,568	\$1,654,802
■ Change	\$(57,820)	\$197,766
■ Ending	\$1,794,748	\$1,852,568

**CHANGE
IN NET ASSETS,
2018-2022**



Head Start & Early Head Start Financials

FUNDING

	HEAD START		EARLY HEAD START	
Federal Funding	\$4,138,872	62%	\$1,616,392	100%
State Funding	\$1,436,468	22%		
CACFP	\$174,540	3%		
LIU	\$120,000	2%		
COVID-19 Funds	\$765,207	11%		
TOTAL	\$6,635,087	100%	\$1,616,392	100%

BUDGET

	HEAD START		EARLY HEAD START	
Personnel	\$2,427,171	59%	\$898,457.32	56%
Fringe Benefits	\$1,136,264	28%	\$380,860.34	23%
Travel	\$20,100	0%	\$19,000	1%
Supplies	\$52,263	1%	\$55,000	3%
Professional Development	\$48,126	1%	\$33,993	2%
Operations	\$402,504	10%	\$179,081	11%
Transportation	\$47,900	1%	\$25,000.34	2%
Parent Support	\$4,544	0%	\$25,000	2%
TOTAL	\$4,138,872	100%	\$1,616,392	100%

EXPENSES

	HEAD START		EARLY HEAD START	
Personnel	\$2,143,724.52	54%	\$743,464.40	54%
Fringe Benefits	\$965,566.66	24%	\$295,846.60	21%
Travel	\$25,802.23	1%	\$6,217.90	0%
Supplies	\$207,758.76	5%	\$57,460.47	4%
Professional Development	\$53,462.84	1%	\$29,470.43	2%
Operations	\$428,199.54	11%	\$243,587.94	18%
Transportation	\$68,989.60	2%	\$12,557.82	1%
Mental Health Consultant	\$99,920	2%		
Parent Support	\$4,584.96	0%	\$114	0%
TOTAL	\$3,998,009.11	100%	\$1,388,719.56	100%

Partners in Progress

Community Progress Council thanks the following for their generous support of our work:

- PA Housing Finance Agency
- Corporation for National and Community Service
- PA Department of Community and Economic Development
- PA Department of Education
- PA Department of Health
- PA Department of Human Services
- School District of the City of York
- U.S. Department of Health and Human Services
- U.S. Department of Housing and Urban Development

Community Progress Council is also supported by the generosity of hundreds of individuals and businesses through Give Local York, United Way's annual campaign, and private donations. See our Partners in Progress on the opposite page.

** Every effort has been made to include contributions as of June 30, 2022. Contact Sue DuMars at 717-846-4600, ext. 295 with concerns.*



Progress Champions (\$10,000+)

The Donley Foundation
PNC Foundation
Powder Mill Foundation

Santander Bank
United Way of York County
UPMC For You

York County Community
Foundation
York Water Company

Progress Advocates (\$1,000+)

12th Ward Independent
Democratic Club
Adams County
Community Foundation
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Charles Wurster

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www.yorkcpc.org

