



United Way of
Lancaster County

UNITED WAY OF LANCASTER COUNTY COLLECTIVE IMPACT INITIATIVE

Year 5 Summary

Halfway through our 10-year plan, no one was prepared for how a global pandemic would force rapid change upon our community. This report shares work done by UWLC and our partners pre- and during COVID to continue to make Lancaster County a better place for all.

October 2020

A YEAR LIKE NO OTHER...

When the world fell apart in March, our collective impact partners, along with everyone else, were immediately required to reassess and reprioritize while grappling with either a complete operational shutdown, a move to remote service delivery, or the question of how to continue to provide emergency services – without a cohesive plan – in an landscape that grew increasingly more dim as Spring progressed. How did this affect UWLC’s collective impact initiative?

On a macro level, we already knew that the conditions required for collective impact are well-established here and that partnerships are consistently growing whether that be in size, knowledge and expertise, and/or quality of relationships. What we didn’t anticipate was the speed at which this crisis would propel this network to bring leaders from across the county together for deeper, more intentional conversations about the need to go beyond collaboration to co-create a county vision with a common agenda, shared metrics, improved communications, a focus on the strategic use of resources, and perhaps most importantly, the recognition of the need for a backbone organization to formally organize and manage the entire process to ensure progress is made.

On the ground, the effect of the shutdown on our partner organizations and the unprecedented difficulties in providing even basic services early on required that we reassess the data reporting requirements for this year. To that end, it was decided that a Spring Collaborative Self-Assessment of the health of each partnership would not be required, nor would a quantitative data collection plan that would not compare to previous years. Because we had already added a new mid-year qualitative survey, we asked the lead partners to repeat this exercise for year-end reporting. Each was asked to provide examples of activities they completed in each of the areas below that would indicate progress toward their selected Goal(s); the impact of COVID on their work; and their partnership’s proudest accomplishment of the year.

- COLLABORATION: New or strengthened partnerships that were formed with other stakeholders
- OUTREACH: Special events, non-recurring activities, etc.
- PROGRAMS: Recurring programs, classes, etc.
- SYSTEMS: Processes or procedures (internal or external) that were promoted, enacted, or modified
- ADVOCACY: Public policies your partnership significantly advanced and the specific advocacy engagement activities used

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COVID-19 RESPONSE

DESCRIBE HOW THE ORGANIZATIONS IN YOUR PARTNERSHIP ADAPTED TO THE STAY-AT-HOME ORDER AND YELLOW/GREEN PHASES:

ELIZABETHTOWN AREA HUB:

All our partners had to adapt in their own way in response to COVID-19. Below are some specific ways some agencies adapted to the crisis:

- Hope Within and Jewel David Ministries have had to turn to offering telehealth counseling services
- Etown Community Nursery School was able to stay connected with their preschoolers and families at home by having theme-based activities included in their bi-weekly "ECNS at Home" sessions
- Etown Child Care Center maintained contact with students and parents through Zoom meetings and phone calls
- Etown Public Library was able to implement a road-side service for materials and coffee, posted a community bulletin board outside their building with available community resources, and individually packaged educational activities to be hung up outside
- ECHOS social workers converted all appointments to telephone
- Community Place on Washington remained open with appropriate safeguards in place recommended by the CDC.

INTEGRATION SERVICES FOR NEW AMERICANS:

ISfNA partners were able to swiftly transition from face to face services to remote services. This is a challenging transition for any service provider; however, adding the complexities of language and culture challenged our partners to find ways to connect to families when they needed us the most. Digital exclusion was a major barrier to remote services. Partners first collected data about equipment and internet access. Partners distributed computers, assisted in internet connection, and swiftly provided training and technical support to clients. Digital exclusion impacted more than access to education. It impacted people's ability to file for unemployment benefits. Without a computer and internet, it was very difficult to file an unemployment claim. Some of our clients were not able to benefit from having a computer or tablet so teachers and navigators used the telephone. Textbooks and packets were delivered to people. Teachers used Face Time and old-fashioned telephone calls to stay in touch.

CWS received funding for rental assistance for clients impacted by COVID-19. Bethany and CWS provided extended case management beyond the 90 days after refugee resettlement. Partners supplied PPE to clients and teachers and navigators provided educational resources about COVID-19 and worked with clients to make sure they understood what was happening and what they need to do protect themselves, their families, their co-workers and the community. Navigators worked tirelessly to support SDOL families in the transition to online learning. The Refugee Center and Community School at Reynolds offered support services to school districts in the county. LHC swiftly modified its operational plan to ensure continuation of services in a safe and efficient manner. All 3 main locations have remained open to clients since the onset of the pandemic, with minimal changes in staffing/client numbers.

LANC CO MY HOME:

Our workload dramatically increased due to the pandemic, due to the need to create an elaborate response plan for our individuals living in shelter and outside. Our partners and our office have all responded quickly to working remotely with a few in person services continued. We have been slowly re-opening some of the in-person work. We saw an increase in grant funds from the federal government and saw an increase in donation early in the pandemic, but both of those things have leveled off.

NORTHERN LANCASTER HUB:

Most adapted very quickly, creating online or telephone portals to access clients. The partnership shared information well and helped each other with referrals, social media, and guidance from the state. Kudos to Melina for the Pandemic Times which helped a lot of us get the nitty gritty every day. It looks like all of the partners are getting by and none will be out of business. It was challenging (and still is) to find out information from the

COVID RESPONSE, CONTINUED:

schools. Volunteers were reduced in many places as the CDC warned against using unpaid people, but some organizations returned to volunteers quickly.

P-3 PARTNERSHIP PATHWAYS:

PAT (Parents as Teachers) families did not experience a lapse in services. Home visits and group connections were completed virtually. All developmental screenings, kindergarten readiness assessments, family assessments and resource connections were completed virtually. We have moved to an all virtual learning environment and met several times over the spring to discuss how we would move forward with transitioning students to school in August. Parents as Teachers transitioned to virtual visits. No decrease in staff.... decrease in ability to host Lunch and Learn events and some Toddler gyms that were taking place. Discussions to determine best ways to move forward if we are in green, yellow or red and continue with outreach.

The shutdown forced us all to look at things in a different way. We were still able to carry on our work with First Ten, we just had to adapt to doing it in a virtual manner instead of face-to-face. The shutdown did take a toll on all district budgets and forced us to make cuts in several areas. We do see the value in the work we are doing as a collaborative and wish to continue in the areas where we are making gains. PV Early Learning programs adapted all programming to a virtual format. Family PAT visits were done via Zoom. Kindergarten Readiness Workshops were presented in an online version and shared with all families. Kindergarten transition in person activities were put on hold but we have been sharing weekly video and information emails with families. Open Gyms were canceled, and a daily activity was shared with families through social media. Staff continued to work full time from home. Once in green phase staff could go to office if needed. Work continues to be from home with very limited office hours at TCC.

PATH TO ONE GOOD JOB:

Some of our partners provide essential resources to the community and shifted focus on providing food, clothing, and shelter. The Lancaster Chamber, our business partner, took the lead with EDC and is leading Recover Lancaster to help businesses with safely reopening. Our training provider partners have begun the process of shifting to online training (where applicable) and following the guidance of PDE and CDC which is constantly changing. The CareerLink and Tec Centro (who both provide career navigation) have continued and expanded services virtually. Tec Centro recently opened their doors again to clients. CareerLink is unable to do so at this time by direction of the state, but is continuing to meet with clients via phone, zoom, google classroom. IU13 moved 100% virtual and continues HSE and ESL classes online.

PLANT THE SEED OF LEARNING:

We continued to support school districts and families through zoom meetings and social media outreach. We used social media platforms to provide families with ideas to support learning at home. We developed plans to support families by providing designated locations to get supplies to continue playing at home. We also modified our surveys to online so families could still provide us with feedback.

SAIL (SYSTEMS ALIGNED IN LEARNING):

In April, Lancaster General Health worked hard to emphasize the importance of healthy eating, especially during uncertain times such as those we were experiencing during the COVID-19 pandemic. The Nibbles Newsletter, titled Encouraging Vegetables, was distributed. This included a suggestion to plant a seed and watch it grow. Providers were informed that the Edible Classroom was giving away free seeds to anyone in need. A resource from PA NAPSACC titled "Healthy at Home: A Toolkit for Supporting Families Impacted by COVID-19," was shared with Mentors to pass along to providers and families. This free toolkit included information and resources to support families while they are home - <https://healthyathome.readyrosie.com/en/>. In May, Lancaster General Health discussed how we can responsibly get nutrition (food and/or education) and physical activity into the provider homes during the stay-at-home order. A one-page at-home workout was shared and distributed to providers. Resources from Giant were also shared, including free Zoom nutrition classes and their YouTube channel - <https://www.youtube.com/channel/UCBe4LDJlqp0CjFS2enSIFJg>. In June, Lancaster General Health continued to talk about ways to support our providers and their families regarding COVID-related concerns. A resource created by Tabor addressing areas of concerns was shared: [English](#) - [Spanish](#).

COVID RESPONSE, CONTINUED:

Work also began to partner with Central Penn Food Bank to discuss available food access options for SAIL providers and their families. Examples of available options include:

- Boxed lunches
- Food for the family - meals in a bag with recipe
- Ala cart - order via CPFEB website
- Canteen vendor meals
- Kegels produce

Lancaster General Health also collaborated with the Library System of Lancaster to deliver a water-themed activity to providers; including hand washing, planting seeds, and drinking water (to be delivered in July). Continual communication with providers was a top priority to find out their needs and the needs of those served in their homes. As these needs were identified, the Mentors shared available resources to assist with those needs. Hand sanitizer was hard to come by during COVID, but the Mentors secured some hand sanitizer and delivered it along with new books to providers at the beginning of July. Mentors also shared information regarding the CARES Act and helped providers apply for monetary relief from the program. We also helped providers secure free thermal thermometers to better screen those in their care.

Mentors fielded and answered numerous questions from providers. These included:

- How long will they keep paying us even if we are closed?
- Do I have to reopen when we go into the yellow phase?
- Can we apply for unemployment?
- Do I have to let the parents come into the building to drop off their children or can I make them stay outside?
- Can I write a letter to parents stating my new rules regarding the Covid-19 pandemic?

SOLANCO FAMILY LIFE NETWORK:

In almost all cases our partner agencies moved to a work from home setting with the exception of the food bank. The food bank, under the direction of the ministry went into high gear to address the needs of the community. Our network created a task force to address to food scarcity issue and met on a weekly basis to make sure all avenues were being used to meet the community needs. The task force established new partners with Black Rock Retreat as well as numerous food providers to make sure we were able to supply food bags to the community.

The network also generated evictions and stimulus check distribution this group has had a limited role in addressing needs but we have provided on going information to the community about the proper way to address financial issues (i.e....don't ignore them) Flyers were put out with food bags provided by the food bank as well as the Solanco School District. Information was provided through library website, network website as well as all related agencies. The food bank was able to adjust their distribution of bags to make them more accessible in our large geographic community by having "HUB sites" set up for pick up. A new web site, Solanco Strong, was established to provide information as to where food distribution was occurring as well as where donations could be left. Cooperation and communication among all agencies were maintained on a weekly basis with adjustments made as needed.

TOGETHER INITIATIVE NETWORK:

- The Factory Ministries worked with a two staff on-site/off-site structure at first.
- All meeting held virtually at first then with some in-person options, virtual still offered
- Advocates did on-site and virtual appointments.
- Factory Market did food distribution via drive-thru.
- Tabor performed financial counseling virtually.
- CSG did virtual appointments.
- Collaboration with PVSD to provide school meal pickup during
- Donors became more engaged in Food Fridays, donating an average of 1,000 lbs. weekly.

COVID RESPONSE, CONTINUED:

Creative work with businesses:

- Paradise Energy fundraised for lunch kits, Stoltzfus Meats-round up bill on purchases and match, Day of Giving in lieu of banquet, Sweet Shenanigans cupcakes donated for lunches
- More at risk older volunteers stepped back
- Meals and wheels continued working out of building
- VITA on hold at first but continued through July
- Intern through CareerLink
- Lanc Co MyHome-TFM staffed Women's shelter which was extended extra two months
- LGH went into testing mode and kept us apprised of health updates and practices
- Head Start shut down virtual enrollment May Lynn virtually.
- Partnering with Steinman Foundation to provide BellXcel educational program remotely to school aged children and youth (evidence-based Math & ELA with technology included)
- Head Start and early education staff working remotely and virtually to connect parents with information and resources for early education
- Little Braves online activities during COVID season (Music Monday, Tasty Tuesday, Wellness Wednesday, Think about it Thursday, and Favorite Book Friday)
- Factory Connections-community delivered to your door for socially isolated and elderly participants during time of COVID
- Virtual, remote, and in-person programming and resources offered at TCC during COVID

OTHER INFO: Please share any other comments about how the pandemic affected your community and/or clients:

ELIZABETOWN AREA HUB:

- Stimulus checks, unemployment compensation, and enhanced SNAP benefits supported families, individuals, and local businesses
- The Black Lives Matter demonstration in Elizabethtown refocused us on what is important to our community, and the work we must do to improve trust and relationships in the future.

INTEGRATION SERVICES FOR NEW AMERICANS:

ISfNA wishes to thank United Way of Lancaster for investing in newcomers. Immigrants and refugees have been having an especially tough time, even before the pandemic. After the pandemic, our clients were working in jobs that put them at risk. Many of them who lost jobs or were laid off could not get the benefits they needed. Our partners were able to refocus to help people in the areas of need. The multilingual navigators were not only a source of information and connection, there were a source of comfort for families. ESL classes became more than a place to learn English, they became a place to gather with others and help people feel a little less isolated.

We have so much work to do around digital inclusion for newcomer families. The barriers to digital inclusion are three-fold. The first is having equipment that works. The second is having good enough internet access. The third is having the literacy and digital literacy skills to benefit from having the technology. That has become a priority for our partners. People need computers for online learning, to apply for jobs, to apply for benefits such as UC compensation, and even to access health and mental health services.

LANC CO MY HOME:

We struggled (and continue to) with citizens dropping off food and donations in the downtown area. This has led to an increase in the number of people hanging around the Binn's Park area, which has unfortunately become a place where drugs are bought, used, and sold.

NORTHERN LANCASTER HUB:

We are so grateful that monies have come in so we can help clients, especially with rent and utilities. We are working on internet connectivity and laptops for families that have multiple children.

COVID RESPONSE, CONTINUED:

P-3 PARTNERSHIP PATHWAYS:

The virtual format allowed for additional early learning partners to participate in the Family Engagement/Play and Learn Work Group meetings. Teachers are sad.... fears about return.... face to face measures helps with mental health for teachers and students. More student work is submitted after a face to face encounter with the teacher. An interruption in data informed decision making associated with student progress. A worry about how we will regain this momentum while also worried about masks, social distancing, remaining in classroom for too long for young children and keeping everyone healthy. In the beginning we struggled with how to balance this new normal and still provide activities for our families. Our families still wanted to have things to do at home with their little ones. We then brainstormed how we could best meet their needs. We had excellent feedback and our families greatly appreciated our efforts.

The pandemic brought to light just how important this work was and continues to be. Our families were all affected by the shutdown in some way. Budgets were cut significantly, and any funding provided by United Way is extremely appreciated. The work we are doing is directly supporting and impacting our families. The pandemic has affected our Kindergarten transition plan, having to cancel our in-person workshops, screenings, and visits. We have also not been able to visit, share resources etc. with some of our families due to lack of internet etc.

PATH TO ONE GOOD JOB:

Our biggest barrier is reaching those without access. I think we need to pool our resources and ensure every Lancaster resident has digital access and education to be able to receive and benefit from all social services.

PLANT THE SEED OF LEARNING:

The pandemic resulted in a stoppage of our face-to-face sessions, but it caused us to reflect our how we can better serve families that are unable to attend our sessions. We will not have a many more materials available for our families.

SAIL (SYSTEMS ALIGNED IN LEARNING):

About 25% of providers stayed open during the pandemic, and some of them had no children. All the providers were experiencing financial losses. Some greatly benefitted from federal and state aid, especially the continuance of the CCW payments, stimulus payments, and expanded unemployment assistance. Two providers decided not to reopen, and another is considering letting her license expire and limiting herself to three children. Two providers and their families contracted COVID-19; one has recovered, and the other is recovering. Several providers are delaying reopening until later in the summer, and a few that are open have requested no visitations for now.

The closure of providers had a negative impact on families who continued to need childcare in order to work. Without reliable childcare, parents could struggle to return to work and bring in needed income for their families. Re-opening has been a challenge for many providers due to the implementation of new processes, but SAIL is working with them to make sure they have answers to all their questions. Many children who had been in provider's care prior to the pandemic have gone through difficult times while out of their care, and we expect that the COVID-19 related stress will lead to some behavioral changes. Our providers expect this, and we're ready to help them through it anyway we can.

SOLANCO FAMILY LIFE NETWORK:

While trying in so many ways, the network was able to step in and assist in basic needs, financial and emotional needs as well. The Solanco Superintendent, a major supporter of the network, was amazed at how rapidly we could mobilize and address the needs in our weekly meetings. Our efforts will be moving toward the financial in the coming months as the unemployment rate continues to rise and eventually the removal of the moratorium on evictions will impact our community.

TOGETHER INITIATIVE NETWORK:

The virus spurred our community to work, donate, and help those in need.

COVID RESPONSE - UNITED WAY OF LANCASTER COUNTY:

LANCO CARES:

UWLC provided grant management for the Emerging Needs allocation of the LancoCares COVID-19 response grant. The review committee consisted of four UWLC employees, two UWLC Board members, and one partner employee.

Total Amount Awarded: \$362,909.00
Total Recipients: 90 (80 unique)

<u>FOR CLIENTS -</u>	AMT	%
Food:	\$110,521.25	30.5%
Rent/Housing:	\$24,706.25	6.8%
Utilities:	\$13,482.50	3.7%
Medical:	\$22,560.00	6.2%
Other:	\$22,875.00	6.3%
<hr/> SUBTOTAL:	<hr/> \$194,145.00	<hr/> 53.5%
 <u>FOR OPERATIONS -</u>		
Supplies/Equipment:	\$70,055.00	19.3%
Direct Staff/Services:	\$52,172.00	14.4%
Utilities:	\$736.00	0.2%
PPE:	\$34,517.00	9.5%
Other:	\$11,484.00	3.2%
<hr/> SUBTOTAL:	<hr/> \$168,964.00	<hr/> 46.6%

RESOURCE MAP:

UWLC collaborated with Partnership Planners to create a Google map that could be populated with resources for those impacted by COVID-19. More than 2400 views were recorded by year end.

PANDEMIC TIMES:

UWLC Collective Impact staff created a daily email in the earliest stages of the pandemic. Content was sourced from a variety of health and governmental resources to provide readers with a quick overview of the day's top news updates.

SOCIAL SERVICES CHECK IN:

UWLC Collective Impact staff began a weekly online conversation to give service providers an opportunity to learn from and support each other while dealing with COVID-related work disruptions.

ONE UNITED LANCASTER WEBSITE:

UWLC launched a website dedicated to providing local coverage of COVID-related news for our partners and the broader community.

211:

UWLC's staff fielded 61,192 total contacts (34,223 calls, 26,400 web, and 569 electronic. Lancaster County produced 87% (29,863) of all calls.

VITA:

VITA staff and volunteers filed 9,488 returns (7,927 prior to the shutdown and 1,561 afterwards) saving \$2,590,000 in tax prep fees and securing \$12,138,000 in total refunds to clients.

SUCCESS STORIES

PARTNERSHIP LEADERS WERE ASKED TO SHARE AT LEAST ONE EXAMPLE OF HOW ORGANIZATIONS IN THEIR PARTNERSHIP CONTINUED TO ACHIEVE SUCCESS DURING THE LAST FISCAL YEAR.

ELIZABETOWN AREA HUB:

Months 1-6:

EHUB chose 3 separate stories of success for this survey because of the multitude of stories submitted by partners of various disciplines.

- A family of 4 successfully graduated from the ECHOS' Pathways/BH90 program and was able to move into their own home. The family was able to continue to send their children to the Elizabethtown Area School District, allowing the mother to start working more and provide for her family as she is going through a divorce.
- A mother shared during her intake at Parents as Teachers that she had not yet earned her GED. She stated that she had two of her four classes completed, but she got pregnant again and never finished the other two. The Parents as Teachers home visitor was able to connect her with the "We can do it!" program, potentially allowing her to complete her GED and work towards a certificate program. These credentials will improve her salary and allow her to better provide for her and her family.
- A new client just started a Debt Management Plan (DMP) at Tabor Financial. She was a bit hesitant but decided to begin a DMP, and after two sessions, and much reassurance from staff at Tabor Financial of what will happen, is continuing toward her goal to be debt-free.

The client has six credit cards in the DMP totaling \$28,000 and she was paying \$1,100/month, still unable to get out from underneath this financial burden. However, in the DMP her payment will be a manageable \$700/month, allowing her to be debt-free in 4.5 years.

Months 7-12:

- Compass Mark collaborated with the Elizabethtown Area School District (EASD) to make their youth prevention programs available for the first time online for students over the summer months. They are also posting prevention activities/lessons on our Compass Mark YouTube channel.
- Etown Area Communities That Care (EACTC) worked with WellSpan to conduct their first virtual "Question, Persuade Refer" (QPR) (suicide prevention) training for students.
- The Elizabeth Hughes' Society donated 130 books for children at the Elizabethtown Community Nursery School.
- A previous Hope Within medical patient had a lapse in her Medical Assistance coverage and Hope Within helped her obtain the medications that she needs in the interim of her lacking insurance coverage, this saved her hundreds of dollars.
- Cornerstone Youth Center took 33 youth to the annual Winter Blast Retreat in March; this is by far the MOST youth that they have ever taken to this weekend event! It is an opportunity to get away from their home environment and this year's theme was all about considering their own "story". They also built a rock/climbing wall in their facility during COVID-19!
- EACTC met with a team at EASD to develop a comprehensive plan to increase training on student mental health needs. An initial two-year training plan has been developed to provide QPR training to a large portion of school educators.
- One child with a mental health diagnosis secured Behavioral Health & Developmental Services through the support of a Behavioral Specialist Consultant.
- VITA drop-off model to complete tax returns for local community members
- United Way provided support to partners for available grants and providing daily community updates.

SUCCESS STORIES, CONTINUED:

INTEGRATION SERVICES FOR NEW AMERICANS:

Months 1-6:

- Bethany was able to work with Grape Leaf Empowerment center to serve a mother of a newborn to avoid the child being taken from children and youth but helped the mother not fall into poverty.
- Adult learners with no prior significant academic achievement are passing micro-credential courses in the areas of education, welding, administrative assistant, direct service provider, and CNA.
- LHC is hearing increased positive feedback regarding the expanded availability of services at Reynolds Middle School. This location allows children to be seen on site, without forcing a parent to leave work and take their child elsewhere. This saves a parent from using excessive days off, lessening the chances of negative workplace repercussions.
- After studying English for 4 years and building their skills through training programs such as certified medical assistant and medical interpreter, a group of international healthcare professionals took a very big step in September 2019 and enrolled in Penn State University's Second-Degree RN program. This full-time program enables people who already have a degree to become a registered nurse in 9 months. As a result of our partnerships and powered by United Way, we are able to provide significant supports services to the students in this course. Becoming an RN will mean a significant income jump for these students who have been working in entry level jobs for low wages. As we build proof of concept in our career pathways learner center design, we will be able to transfer what we are learning to other industry sectors.

Months 7-12:

- LHC work collaboratively with SDOL, along with the Refugee Center and Community School at Reynolds to find space and air conditioning needed to reopen our Reynolds clinic.
- 4 internationally trained doctors passed Steps 1 and 2 of the medical licensing test and are on track for a US residency in March 2021.
- 7 internationally trained doctors will complete the Second-Degree RN program in December, adding to the pool of bi-lingual nurses in Lancaster County.
- The hard work of our partners paid off in our transition to remote services. Our partners were deeply concerned about the impact of COVID-19 on our clients and found creative solutions to staying connected.
- Families with school age children had an especially difficult time and our partners worked together to provide supports to the families. Our commitment to collaboration made this possible.

LANC CO MY HOME:

Months 1-6:

The best demonstration is our Schools First program where we are interacting with partners we have not interacted with before and have seen a complete shift in how partners and communities are interacting with each other to serve a population that has not been addressed previously.

Months 7-12:

We opened a day shelter in the city where we have needed one for almost a decade. It has been very successful, and individuals have developed a sense of belonging and community. We also successfully housed an individual with a section 8 voucher in May and this individual was a person we would often lose track of when winter shelters closed but this year we extended them due to the pandemic and we were able to secure a voucher and get them housed permanently.

NORTHERN LANCASTER HUB:

Months 1-6:

A woman came to see me who needed help. Her husband threw her out of the house with her two teenage boys. She has been struggling with a debilitating health condition and has been unable to get medical help or keep a job. In the course of three months we were able to find an affordable apartment

SUCCESS STORIES, CONTINUED:

for her to live with her children through the help of a very helpful property manager and a generous church. We asked partners to help with some of the creature comforts for her apartment and they were very helpful in obtaining a dining room table and chairs, a mattress and box spring for one of the children, a microwave and a few lamps. I contacted the school and had the social worker keep an eye out for both of the boys. Through our help, the woman was able to get health insurance for herself and her children, is seeing a health professional for her condition, a behavioral professional to work through the breakup of her marriage, a financial counselor to help her get back to financial stability, a career counselor to figure out how to be creative with part time positions that have flexible hours and is working through the medical disability process. Not bad for three months!

Months 7-12:

We work closer together now to deliver services - we had a person that was discharged from the hospital that had nowhere to live. We put him up in a hotel. Ephrata Area Social Services met with him the next day to give him food and work on getting an updated ID. We have helped him get a job, reach out to his family and he's on a path to a better life. It has been a slow process, but several partners have come together in a much more authentic way to help this guy. There is a family that knows we are the ones to call when something comes up. This is new to us since we have only been operating at this level for a year. One family came to us when they needed utility assistance - we made it happen. Then they got a letter about SNAP benefits - she called, and we helped. We have been in touch with them concerning rent and how to work with their landlord to pay a bit more each month, so they don't get evicted. We don't do anything extraordinary; we are just there for them.

P-3 PARTNERSHIP PATHWAYS:

Months 1-6:

Ephrata: Baby Mounts Packs was a new endeavor for us this year. The packs contain baby books, toys, and information about the district's early childhood programs. There is also a community resource guide in the pack. Through their implementation we are reaching families at an earlier age. We are also forging new partnerships with the women's shelter, hospital, and pregnancy center.

Pequea Valley: I have been working with a family since November 2018 and Mom had stated they always struggle financially during the winter months when her husband is laid off. Last year they didn't have enough money for gas to heat their home. They had to use electric heaters and struggled having enough food. I suggested utilizing the Factory Market and Fresh Express as a resource for food. Mom wasn't comfortable with that idea and felt they didn't need the extra help. Mom reported at a visit in August 2019 that they no longer qualified for WIC because her husband was making a just little more money which disqualified them. When the idea of using the market was brought up again during a discussion about the family's financial situation, mom made the decision to visit the Factory Market with my help.

Mom said she felt like it would be a good idea to stay "ahead of the game" and prepare by using the resources available. I made an appointment to grocery shop with mom for our next visit. Mom was very happy with the market and agreed to continue using this resource. Mom continues to visit with me on a regular basis and because of our close relationship with the Factory Ministries. I am able to give "Factory Bucks" to her for these visits. She can then use those Factory Bucks for food for her family. Mom is now utilizing a resource for her family that she most likely wouldn't have felt comfortable using if I wasn't working with her and connected to this resource. Now that mom is comfortable using the market she is ahead financially this year. This will hopefully begin a ripple effect for the family allowing them to save more money for the winter months, allowing them to have that money for gas for heat, which will then help avoid some financial struggles. Utilizing this resource helps reduce the stress on mom and dad which their children will ultimately be exposed to. The reduction in stress will allow for improved home environment for their 4 children resulting in better physical, social emotional and academic development.

Work Groups: Bringing school districts and ECE programs and support programs to the table for common goals is a huge success! The Elizabethtown School District's First 10 Coordinator partnered with the Plant the Seed of Learning team to bring 4 PTSL sessions and 8 GTSL sessions to the Elizabethtown area community. CAP's Parents as Teachers program helped supplement program supply costs for GTSL sessions.

SUCCESS STORIES, CONTINUED:

Washington (SDoL): When Beverly started in the program, she was eager to learn more about early childhood development, specifically social emotional development, as she was struggling with her daughter Tina's extreme separation anxiety. Beverly had put Tina in day care full time for a month, as she applied for jobs. Beverly states that Tina was unable to cope with the childcare setting, stating that Tina cried and screamed for hours at a time and refused to eat or drink while in daycare. Beverly states that the attempted transition resulted in extreme clingy behavior for a long time afterward. This behavior affected Beverly's choice to hold off on returning to the workforce, which she stated would be "tough financially, but doable," as she receives a lot of support from her parents as well as Tina's father. Beverly had been offered a job that would allow her to make use of her training in medical coding as well, but only for shifts that she could not work as she couldn't put Tina in childcare. Beverly was quick to set a goal with our program focusing on easing transition stress and separation anxiety by targeting supporting social emotional development. In our visits, we focused on topics such as learning about your child's temperament, parenting behaviors, and strategies to support independence, self-help skills and self-regulation. In our visits, Beverly was able to see what behaviors were "normal toddler behaviors" per age and stage of development, but also work on parenting strategies to increase desired behaviors and limit undesired behaviors. As Beverly had also identified that Tina appeared to have some social anxiety, she also made it a point to take advantage of both Washington Elementary Books on Break Program as well as the Unplug and Play events, which they attended on a regular basis to help provide social opportunities for Tina.

These local group connections also met another need identified by Beverly for herself, to get out of the house! In our visits, we discovered, with the help of our ASQ 3 and ASQ SE screenings, that Tina's language development could use extra support, as Beverly reported that she could understand Tina, but others could not, which we discussed could be impacting her comfort with allowing other people than her mother care for her, as she could not effectively communicate her wants and needs to other people. Tina also scored very high on the ASQ SE (Ages & Stages Questionnaire/Social Emotional), which required a referral to be made. I referred the family to Early Intervention, and Tina was screened, but did not end up qualifying for services. We continued to focus on supporting language development in our visits, including activities to support oral motor development and mom's use of modeling language intentionally, with labeling and repetition, and narrating daily activities, as well as reading together daily. In our last visit, we completed a new round of ASQ 3 and ASQ SE assessments and found that Tina had advanced in all areas. The most dramatic results were on the ASQ SE, which now showed Tina's social emotional development well within the "low risk" range. Beverly is now in the midst of applying for jobs again, feeling confident that her daughter will transition well into day care, which she will also receive financial support for with a referral to CCIS (Childcare Information Services).

A Family Development Specialist applauded Beverly for all of the hard work she put in learning about early childhood development, trying new strategies with consistency and patience over a period of time. Beverly replied:

"Thank you, I'm feeling far more confident in my daughter's development, and in my own parenting. It feels good!" – P3 Client

Months 7-12:

Additional fathers participated in virtual home visits while at home during the COVID shut down. 2. A teen caregiver successfully obtained her high school diploma. 3. PAT and Cocalico completed an MOU for the 2020-2021 school year to include the addition of an Early Learning Mentor for the Cocalico community. We were able to meet more. Which also prompted the ability to meet virtually and share planning. We also took a very small team to meet with David Jacobson virtually. I was delighted that he was able to meet some of our folks. (since they are so amazing.) We also finally figured out how to incorporate coaching into the early childhood world and make this consistent. It has been interesting working with a preschool with 5 students to a preschool with 135 students. Love those difference, so when we expand, we can answer how that will work in big or small.

We continued to provide our Mighty Mounts Academy families with activities and books throughout the COVID pandemic. We recorded ourselves reading the designated book of the week. The video was shared with families.

SUCCESS STORIES, CONTINUED:

We then made home deliveries (porch drop-offs) with the books and corresponding math, literacy, and science activities. I would again reference the work with COBYS and the training with our kindergarten, pre-k staff, and counselors on Emotional Health. This was a very beneficial training and partnership for us. In addition, we also maintained connections with First Ten partners through Zoom. I found the sharing we did at our spring meetings with each district to be extremely beneficial. During this time, we were able to continue to provide home visits through zoom without breaks in services. Also partnered with Factory and their food distribution to serve lunches for PV families along with providing a free book for families.

PATH TO ONE GOOD JOB:

Months 1-6:

We've had the pleasure of following Blessing John's journey from seeking asylum in the United States, to earning her GED, to enrolling in and graduating from LPN training, to her wanting to give back to others. Our partnership with IU13 to empower refugees and non-native English language learners on a career path is beyond exciting. Watching the cycle of generational poverty being BROKEN by students who graduate from any of our classes while their children look on with awe at their parents.....Helping people earn their first credential gives them encouragement, a sense of accomplishment, and the desire to keep learning.

Months 7-12:

<https://www.facebook.com/watch/?v=702560686869632> We continue to celebrate the success of our graduates in all programs. Tec Centro recently held a socially distanced graduation.

PLANT THE SEED OF LEARNING:

Months 1-6:

Families tell us how much they appreciate the program. Pam, an administrator from Hempfield, recently stressed how nice it has been to connect with families from birth because of these sessions. We have families that attend sessions at multiple locations across the county because they enjoy the playgroup atmosphere. Another success story for our collaborative, was a connection to a marketing/media specialist. She is creating a commercial about our outreach that will be shown at Penn Cinema. She believes in our mission and is doing this free of charge. This will greatly spread awareness.

Months 7-12:

We still have relationships with our families. they are completing surveys that provide us with feedback and direction for our future programs. We have 2 families that are creating videos for us so that our community can still learn online during the fall season.

SAIL (SYSTEMS ALIGNED IN LEARNING):

Months 1-6:

SAIL's approach to ensuring Kindergarten readiness is multifaceted and holistic in the sense that our partners each contribute something unique and valuable to the program.

- Mentors visit each family childcare provider at least once per month, spending about an hour or two during each visit. Some providers need more guidance and our mentors will spend more time with them if they're working to fix DHS violations, improve room set up, or development curriculum.
- LGH provides nutritional counselling and health and safety training in order to supply the providers with the information necessary to look after the physical and psychological well-being of the children in their care.
- The "BeREADY Rover" provides STEM learning materials, books, and educational toys to providers. In addition, "the Be READY Rover" materials from LGH to the providers and demonstrates how to put the materials to good use.

COBYS teach providers how to strengthen social, emotional, and behavioral health in the children they serve. One of our mentors worked with a Family provider who had a lot of violations during an inspection. The childcare was set up as a home and not a day care. The only activity table was a small computer table and the room was mostly empty with very little materials for children. One of our mentors worked with a Family provider who had a lot of violations during an inspection. The childcare was set up as a home and not a day care. The only activity table

SUCCESS STORIES, CONTINUED:

was a small computer table and the room was mostly empty with very little materials for children. Our mentor along with the “Be REAdy Rover” worked with the provider to get age appropriate educational materials and workbooks that teach colors and shapes. We connected a provider with a childcare center that was giving away excess furniture. Through that connection the provider received tables and chairs, a changing table, and a bookshelf. The mentor also worked with the provider to complete the necessary paperwork and correct the violations. One family daycare provider, who has received “Be REAdy Rover” services since February 2016, recently opened her own daycare center in the Park City Mall. A mentor has been offering resources, suggestions, and encouragement for several years, and her dream of owning her own center has finally come true! Our mentor is continuing to provide services to help her center grow and it’s encouraging to see her thrive and turn her dreams into reality.

Other success stories:

- A mentor helped a provider with her appeal from the state.
- We aided two providers who were taking over another group childcare.
- We presented an opportunity to providers to enroll in a Child Development Associate class at HACC and a provider is currently enrolled in the class.
- Our mentors provided translation services for two Department of Human Services representatives during provider inspections.
- SAIL provided pediatrics first aid, CPR, and safety training for two providers.

Encouraging quotes from the providers we serve:

“This is a great program to help with new ideas to provide new and better experiences for kids in my care.” – SAIL Client

“My mentor is the best and no one else did what she does! When I call her, whether it’s morning, noon, night, or the weekend, she answers the phone! No other mentor did this she is the best yet.” “It has given me the knowledge and resources I need to provide quality childcare. I’m grateful for my mentor. Without her, I wouldn’t have made it this far. She has truly been a blessing from God.”

Months 7-12:

The Library System office closed during the red phase and most of the yellow phase, and the office environment was restructured to observe social distancing. We continued working with providers, even if they were closed during the lockdown. The needs of the providers shifted from childcare to more COVID-19 specific needs, and we were able to help meet those needs during the lockdown so providers could weather the storm and safely re-open.

SOLANCO FAMILY LIFE NETWORK

Months 1-6:

A client has been seen at one of our sites to help them have an increased chance of going for post-secondary credentials. This client needs help with responding appropriately to life circumstances. Through the grant this client is learning some of the skills needed.

Months 7-12:

Through the new partnership with Black Rock retreat the food bank was able to access a new vendor for supplies in the early stages of the lock down when the normal avenues were not available. Black Rock was able to then provide their freezers for the storage of the foodstuffs because the Food Bank did not have the facilities needed. Using volunteers, the food bank was able to maintain working hours. Many of the volunteers previously were retired individuals and they were fearful to be out in such a setting. It was amazing to see a new group of volunteers emerge, many who are teachers in the Solanco District, who came forward to man the food bank. The network also addressed the emotional toil that the virus was having on the community. The newly formed Solanco Alliance (founded by the owner of Morningstar Counseling) worked in conjunction with the network and

SUCCESS STORIES, CONTINUED:

school social worker to identify families or individuals having emotional issues and provide them with assessments and counseling.

TOGETHER INITIATIVE NETWORK:

Months 1-6:

S. was homeless, living in a tent at the Loose Caboose Campground. As a participant, she was so proud to buy food at the Factory Market during a time when so much of her life felt out of control. Now she is stably housed and eagerly shows you how full her cupboard is with the goods she saved. At the advocate's first home visit, S. shared a crockpot meal with a ham, potatoes, and green beans that she got from the Market. This is how we measure success.

Months 7-12:

Our greatest success during this season has been keeping our families fed, including school children. Through the relationships with the Pequea Valley School District Administration, we became the site for school meal pickups. This provided the impetus for us to share the need with our community, donors, and volunteers to give their time, talents, and treasures. And with the implementation we are receiving 1,000 lbs. of food weekly to offset food costs for distribution. This coupled with the generosity of donors and grant makers has helped to ensure families do not go hungry at PV. In addition to families who were already being served through our resources, we welcomed new families who were low idle to middle income whose children received reduced lunch or needed food for their children due to job or income loss. Families were immediately shifted to us for school lunches and we could serve them in other ways as well and connect them with resources. This virus COVID-19 is no respecter of persons and has left an indelible mark on residents of all walks of life. Many new families are now seeking basic needs in unprecedented numbers, most of whom have never received services prior. The first trip can be a humbling and emotional experience. It is our goal to make sure this experience is a positive, caring one. It's about more than just giving people a box food; it's about giving people hope. This is our commitment to those we serve. Another family is about a young man. He was unemployed and homeless. He used the bus, which was free, to come to the TCC every day to use our computers, work with CareerLink, and advocates. He was able to secure livable wage employment and sustainable housing.

APPENDIX: 2014–2018 ACS 5-YEAR NARRATIVE PROFILE

Lancaster County, Pennsylvania

Households and Families

In 2014-2018, there were 199,889 households in Lancaster County, Pennsylvania. The average household size was 2.63 people.

Families made up 70.0 percent of the households in Lancaster County, Pennsylvania. This figure includes both married-couple families (56.4 percent) and other families (13.6 percent). Female householder families with no husband present and own children under 18 years are 5.1 percent of all households. Nonfamily households made up 30.0 percent of all households in Lancaster County, Pennsylvania.

In Lancaster County, Pennsylvania, 30.5 percent of all households have one or more people under the age of 18; 30.9 percent of all households have one or more people 65 years and over.

Types of Households in Lancaster County, Pennsylvania in 2014-2018

- Married Couple Families 56.4%
- Other Families 13.6%
- People Living Alone 24.0%
- Other Non-family Households 6%

Marital status

Among persons 15 and older, 56.6 percent of males and 53.1 percent of females are currently married.

Grandparents and grandchildren

In Lancaster County, Pennsylvania, 8,293 grandparents lived with their grandchildren under 18 years old. Of those grandparents, 32.7 percent were responsible for the basic needs of their grandchildren.

Nativity and Foreign Born

In 2014-2018, an estimated 95.0 percent of the people living in Lancaster County, Pennsylvania were U.S. natives. 75.2 percent of the Lancaster County, Pennsylvania population were living in the state where they were born.

Approximately 5.0 percent of Lancaster County, Pennsylvania residents in 2014-2018 were foreign-born. 54.2 percent of foreign born were naturalized U.S. citizens and an estimated 75.8 percent entered the country before the year 2010.

Foreign-born residents of Lancaster County, Pennsylvania come from different parts of the world. The bar graph below displays the percentage of foreign born from each world region of birth in 2014-2018 for Lancaster County, Pennsylvania.

Language

Among people at least five years old living in Lancaster County, Pennsylvania in 2014-2018, 17.1 percent spoke a language other than English at home. Spanish was spoken by 6.9 percent of people at least five years old; 6.3 percent reported that they did not speak English "very well."

Geographic Mobility

In 2014-2018, 88.2 percent of the people at least one-year old living in Lancaster County, Pennsylvania were living in the same residence one year earlier.

Education

In 2014-2018, 84.9 percent of people 25 years and over had at least graduated from high school and 26.9 percent had a bachelor's degree or higher. An estimated 15.1 percent did not complete high school.

The total school enrollment in Lancaster County, Pennsylvania was 122,317 in 2014-2018. Nursery school enrollment was 6,812 and kindergarten through 12th grade enrollment was 87,470. College or graduate school enrollment was 28,035.

Disability

In Lancaster County, Pennsylvania, among the civilian noninstitutionalized population in 2014-2018, 12.0 percent reported a disability. The likelihood of having a disability varied by age - from 4.5 percent of people under 18 years old, to 9.7 percent of people 18 to 64 years old, and to 31.1 percent of those 65 and over.

Employment Status and Type of Employer

In Lancaster County, Pennsylvania, 63.6 percent of the population 16 and over were employed; 33.7 percent were not currently in the labor force.

An estimated 85.2 percent of the people employed were private wage and salary workers; 7.7 percent were federal, state, or local government workers; and 6.9 percent were self-employed in their own (not incorporated) business.

Industries

In 2014-2018, the civilian employed population 16 years and older in Lancaster County, Pennsylvania worked in the following industries:

Occupations

Occupations for the Civilian Employed Population 16 Years and over in Lancaster County, Pennsylvania in 2014-2018

Civilian employed population 16 years and over	Number	Percent
Management, business, sciences, and arts occupations	91,154	33.8
Service occupations	43,907	16.3
Sales and office occupations	56,637	21.0
Natural resources, construction, and maintenance occupations	29,027	10.7
Production, transportation, and material moving occupations	49,335	18.3

Commuting to Work

An estimated 77.9 percent of Lancaster County, Pennsylvania workers drove to work alone in 2014-2018, and 10.3 percent carpooled. Among those who commuted to work, it took them on average 23.1 minutes to get to work.

Income

The median income of households in Lancaster County, Pennsylvania was \$63,823. An estimated 4.1 percent of households had income below \$10,000 a year and 4.6 percent had income over \$200,000 or more.

Median earnings for full-time year-round workers was \$46,868. Male full-time year-round workers had median earnings of \$52,673. Female full-time year-round workers had median earnings of \$39,698.

An estimated 79.7 percent of households received earnings. An estimated 33.0 percent of households received Social Security and an estimated 19.0 percent of households received retirement income other than Social Security. The average income from Social Security was \$21,022. These income sources are not mutually exclusive; that is, some households received income from more than one source.

Poverty and Participation in Government Programs

In 2014-2018, 10.0 percent of people were in poverty. An estimated 14.1 percent of children under 18 were below the poverty level, compared with 6.5 percent of people 65 years old and over. An estimated 9.3 percent of people 18 to 64 years were below the poverty level.

In 2014-2018, 8.9 percent of households received SNAP (the Supplemental Nutrition Assistance Program). An estimated 49.3 percent of households that received SNAP had children under 18, and 32.2 percent of households that received SNAP had one or more people 60 years and over. An estimated 34.2 percent of all households receiving SNAP were families with a female householder and no husband present. An estimated 32.3 percent of households receiving SNAP had two or more workers in the past 12 months.

Health Insurance

Among the civilian noninstitutionalized population in Lancaster County, Pennsylvania in 2014-2018, 88.0 percent had health insurance coverage and 12.0 percent did not have health insurance coverage. Private coverage was 69.5 percent and government coverage was 32.0 percent, respectively. The percentage of children under the age of 19 with no health insurance coverage was 17.1 percent.

Population

In 2014-2018, Lancaster County, Pennsylvania had a total population of 538,347 – 274,667 (51.0 percent) females and 263,680 (49.0 percent) males. The median age was 38.6 years. An estimated 23.8 percent of the population was under 18 years, 33.5 percent was 18 to 44 years, 25.6 percent was 45 to 64 years, and 17.1 percent was 65 years and older.

Race and Hispanic origin

For people reporting one race alone, 88.5 percent were White; 4.3 percent were Black or African American; 0.2 percent were American Indian and Alaska Native; 2.2 percent were Asian; 0.0 percent were Native Hawaiian and Other Pacific Islander, and 2.7 percent were some other race. An estimated 2.1 percent reported two or more races. An estimated 10.3 percent of the people in Lancaster County, Pennsylvania were Hispanic. An estimated 82.3 percent of the people in Lancaster County, Pennsylvania were White non-Hispanic. People of Hispanic origin may be of any race.

Housing Inventory Characteristics

In 2014-2018, Lancaster County, Pennsylvania had a total of 209,870 housing units. Of these housing units, 75.8 percent were single-family houses either not attached to any other structure or attached to one or more structures (commonly referred to as “townhouses” or “row houses”). 20.4 percent of the housing units were located in multi-unit structures, or those buildings that contained two or more apartments. 3.8 percent were mobile homes, while any remaining housing units were classified as “other,” which included boats, recreational vehicles, vans, etc.

4.1 percent of the housing inventory was comprised of houses built since 2010, while 21.9 percent of the houses were first built in 1939 or earlier. The median number of rooms in all housing units in Lancaster County, Pennsylvania was 6.1 rooms, and of these housing units 68.0 percent had three or more bedrooms.

Occupied Housing Characteristics

In 2014-2018, Lancaster County, Pennsylvania had 199,889 housing units that were occupied or had people living in them, while the remaining 9,981 were vacant. Of the occupied housing units, the percentage of these houses occupied by owners (also known as the homeownership rate) was 68.0 percent while renters occupied 32.0 percent. The average household size of owner-occupied houses was 2.77 and in renter-occupied houses it was 2.34.

15.2 percent of householders of these occupied houses had moved into their house since 2015, while 16.0 percent moved into their house in 1989 or earlier. Households without a vehicle available for personal use comprised 10.1 percent and another 21.7 percent had three or more vehicles available for use.

Financial Characteristics and Housing Costs

In 2014-2018, the median property value for owner-occupied houses in Lancaster County, Pennsylvania was \$200,400.

Of the owner-occupied households, 62.8 percent had a mortgage. 37.2 percent owned their houses “free and clear,” that is without a mortgage or loan on the house. The median monthly housing costs for owners with a mortgage was \$1,516 and for owners without a mortgage it was \$571.

For renter-occupied houses, the median gross rent for Lancaster County, Pennsylvania was \$978. Gross rent includes the monthly contract rent and any monthly payments made for electricity, gas, water and sewer, and any other fuels to heat the house.

Households that pay thirty percent or more of their income on housing costs are considered cost-burdened. In 2014-2018, cost-burdened households in Lancaster County, Pennsylvania accounted for 26.0 percent of owners with a mortgage, 14.2 percent of owners without a mortgage, and 48.3 percent of renters.

Computer and Internet Use

In 2014-2018, 85.6 percent of households in Lancaster County, Pennsylvania had a computer, and 76.6 percent had a broadband internet subscription.

An estimated 76.6 percent of households had a desktop or laptop, 69.1 percent had a smartphone, 52.7 percent had a tablet or other portable wireless computer, and 2.8 percent had some other computer.

Among all households, 51.9 percent had a cellular data plan; 67.5 percent had a broadband subscription such as cable, fiber optic, or DSL; 3.6 percent had a satellite internet subscription; 0.8 percent had dial-up alone; and 0.1 percent had some other service alone.