



Union-Snyder  
**COMMUNITY ACTION**  
AGENCY

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## 2018 ANNUAL REPORT

*Creating a future where all residents of Union and Snyder Counties have equal opportunity to reach their full social, civic, and economic potential*



*To our valued community:*

*Every day, we see our vision and mission come to life through your volunteer hours, your willingness to partner in addressing local needs, your financial support to keep our programs sustainable and growing, and, above all, your commitment to creating a community where all residents of Union and Snyder counties have equal opportunity to reach their potential.*

*In 2018, CAA's many accomplishments demonstrated our team's dedication to the agency and the customers we serve. From implementing a new parenting program delivered directly to incarcerated parents, to collaborating with partners to create a coordinated entry housing system, the hard work and dedication of each staff member help make CAA a true asset to our community.*

*We took time this year to take a step back from our everyday service delivery to reframe our approach through the creation of our five-year strategic plan. Our plan was developed through thoughtful, productive conversations with board members, staff, and community stakeholders. Emerging themes and topics that will carry us into the next decade of programming include, but are not limited to: identifying collaborative transportation solutions; strengthening our food and nutrition programs; establishing a supportive community for individuals struggling with addiction as well as those re-entering society after incarceration; and, implementing comprehensive service navigation to reduce the number of individuals falling through the cracks of a complicated network of referrals, requirements, and paperwork.*

*We also introduced a new logo, messaging, and overall branding to the community to reflect our new strategic direction and to celebrate our upcoming 40th anniversary in 2019. While our new logo was directly inspired by our national Community Action Partnership's iconic "huggy heart" design, it also serves as a representation of our holistic framework as an agency.*

*Thank you for helping us "wrap our arms around the community" to help families and individuals living in Union and Snyder counties achieve abundance and prosperity. We can't wait to see the things we will accomplish together in 2019.*

*With gratitude,*



*Sue Auman, Executive Director*

## 2018 Tripartite Advisory Board

- **Ruth Emery, Chair** *Target Sector*
- **Rep. Fred Keller, Vice Chair** *Public Sector*
- **Janice Butler** *Private Sector*
- **Matt Ernst** *Public Sector*
- **Louisa Honeycutt** *Target Sector*
- **Mike Piecuch** *Public Sector*
- **Cindy Walker** *Target Sector*
- **Jayme Hendricks** *Private Sector*

## 2018 Joinder Board of Commissioners

- **Peggy Chamberlain Roup, Chair** *Snyder County*
- **John Mathias, Vice Chair** *Union County*
- **Preston Boop** *Union County*
- **Joe Kantz** *Snyder County*
- **Lee Knepp** *Snyder County*
- **John Showers** *Union County*

## Our Mission & Vision

Our mission is to reduce poverty in Union and Snyder counties through self-sufficiency initiatives in collaboration with our community partners. We envision a future where all residents of Union and Snyder Counties have equal opportunity to reach their full social, civic, and economic potential.

# 2017- 2018

## ***CORE SUSQUEHANNA AMERICORPS***

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We are the home of the local AmeriCorps affiliate, mobilizing community members to address issues surrounding poverty alongside partner agencies.



**40 TOTAL MEMBERS**

provided service to **20** local non-profits, schools, and organizations

**TOGETHER, THEY GAVE  
52,150 HOURS OF SERVICE**

**MEMBERS  
SERVED**

**1,394**

**LOCAL  
RESIDENTS &  
RECRUITED**

**411 VOLUNTEERS**



**#GETTINGTHINGSDONE**  
in Central Pennsylvania

**“Serving with CORE Susquehanna AmeriCorps has been a life-changing opportunity to aid with the greatest needs of our local communities.” - Katelyn Williams, 17-18 Member**

*This year, the CORE Susquehanna AmeriCorps program had 40 participants successfully complete their terms of service. Service terms varied between full-time (1700 hours), half-time (900 hours) or summer quarter-time positions (450 hours). Twenty non-profit agencies in the community benefited from their regular service over these terms of service. These service sites provided service through the areas of Healthy Futures Advancement, Education Support, and Volunteer Management.*

*In addition to regular service at their site placements, members provided service through 11 community projects throughout the program year. Places and activities such as a local community garden, a veterans' memorial, a book drive, a community children's recreation center, and supplies collections were some of the additional service that our member participants provided as service events.*

*As members provided outreach services to the community, they also met monthly to receive training and information from leaders and educators in our area. Group convenings included sessions on First Aid, CPR, issues surrounding substance abuse, personality traits, non-profit funding, local government, disaster preparedness, and civics. Highlights of our group events were an AmeriCorps Week gathering with all of the state programs and a trip to the Statue of Liberty/Ellis Island. Members had a memorable year of national service through which many valuable relationships were created.*

- Dennis Huratiak, CORE Susquehanna AmeriCorps Program Director

## Member Service Areas

**> Healthy Futures** members supported children, youth, and adults in our rural community who faced challenges to healthy development and healthy family behavior. Areas of focus included youth fitness, child abuse prevention, nutrition education, immunization education, and more.

**> Education Support** members worked with at-risk and/or low achieving students who needed one-on-one small group instruction to increase their academic development. Members served in public schools, tech centers, libraries, and family literacy centers.

**> Volunteer Management** members recruited, trained, screened, engaged, tracked, and recognized community members who volunteered time with organizations like Cooperative Extension 4H, Union-Snyder CAA, hospitals, community centers, and more.



# 2018

## ***EDUCATION & EMPLOYMENT***

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We help people achieve their educational and career goals through adult education, parenting classes, financial literacy, employment skills, and re-entry services.



"I take GED and Parenting Class at CAA, and I love it. I get to meet new people, and I enjoy going."

- Kathleen Nissley, CAA Customer

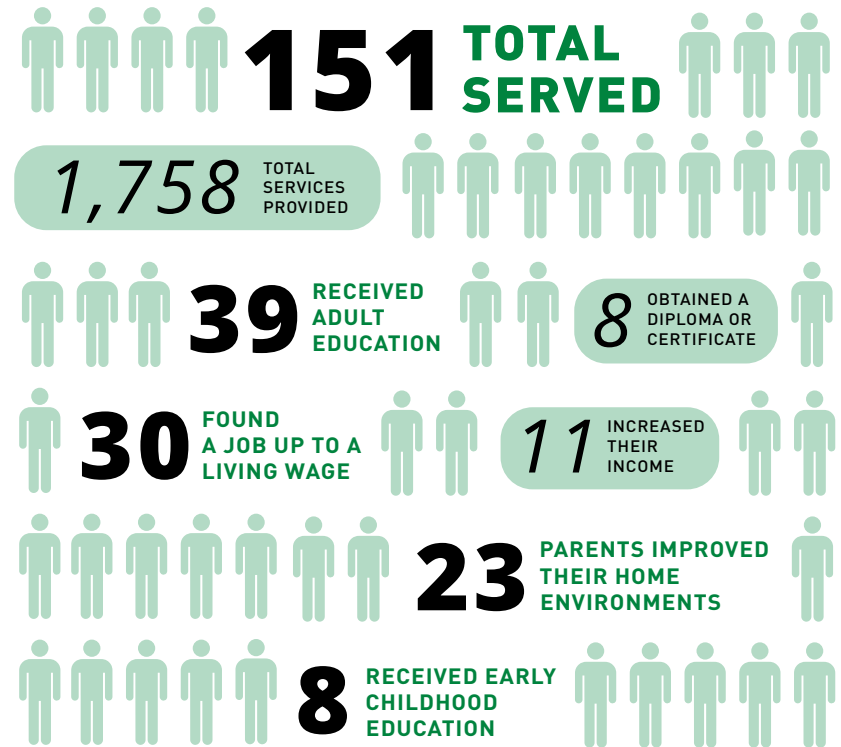
2018 has been an exciting year for the Education & Employment component at CAA. We obtained a new three-year Pennsylvania Children's Trust Fund (CTF) grant to expand our parenting services for systems-involved families. Part of this grant included implementing a new evidence-based parenting curriculum, Parenting Inside Out (PIO), which is geared towards criminal justice and systems-involved individuals. Our first group started in November with the women at the Snyder County Prison; we will continue running groups in 2019 both in the prisons and the community.

We had a number of other projects and partnerships in 2018. Staff were trained in the Thinking for a Change cognitive behavioral therapy model to be implemented in 2019 along with Snyder and Union County Probation Departments. In addition, we were able to work with our partners to initiate Al-Anon meetings at the Union County Resource Center and Relapse Prevention Education in Snyder County Prison and Union County Jail.

Throughout the year, we had many successes big and small that we celebrated with our customers. We are so proud of customers like Monica, Dakeesha (Keysha), and Ruth who crossed several education and/or employment goals off their plans, like getting their GED or getting hired for a well-paying job with benefits. In addition to achieving these goals, we've witnessed true changes in these individuals' confidence, mood, and motivation as a result of our supportive staff who are there to celebrate every high and be there through every low.

In 2019, we are looking forward to the work we'll do in expanding our re-entry efforts in both Snyder and Union counties to help reduce recidivism and improve the lives of the criminal justice involved population who are re-entering our community. We have started some great work in the area over the past year through meaningful collaborations, and it has the potential to grow into something so much bigger.

- Susie Weller, Director of Education & Employment



## Customer Success Story: Monica

**Monica grew up in a family overcome by addiction.** She faced obstacles uncommon for the average teenager: she took care of her ailing grandparents - her primary caregivers - and raised her little brother while enduring many years of bullying at school, severely impacting her self-esteem.

Just shy of high school graduation, Monica found out that she was pregnant with her first baby. She had to choose between completing her education or taking care of her newborn. She dropped out of school so that her boyfriend Austin could get his degree instead. After years of Austin being the only one to provide financial support for the family, she knew something had to change.



In January 2018, Monica came to CAA to get her GED. She got connected with agency transportation and child care, which enabled her to attend Adult Education and Parenting classes regularly while her daughter participated in on-site Early Childhood Education programming. **When Monica passed her exams in the fall, it gave her the confidence to do even more.** Now, her list of goals has grown to include participating in CAA's employment skills workshops, getting her driver's license, and applying for nursing programs so that she can provide "the best life possible" for her family.

# 2018

## ***COMMUNITY SERVICES***

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We offer emergency assistance for housing, utilities, food and nutrition, and transportation. We also provide referrals for local partner agencies and service navigation for customers in need.





### **1,979 HOUSEHOLDS ENROLLED IN UTILITY ASSISTANCE PROGRAMS**

These customers saved \$966,019 in energy bills this year. CAA provided \$48,108.07 in emergency assistance to prevent utility shut off in their homes through partnerships with UGI, PPL, United Way, and Families in Crisis funding.



### **115 FAMILIES MOVED INTO SAFE AND AFFORDABLE HOUSING**

A total of 116 households received emergency homeless prevention assistance. Of this number, 39% of households were unsheltered, meeting the HUD definition of homelessness.



### **2,465 HOUSEHOLDS RECEIVED FOOD FROM FOOD PANTRIES**

CAA administered four food pantries in Union and Snyder Counties to assist households facing food insecurity.



### **25 CUSTOMERS OBTAINED RELIABLE TRANSPORTATION**

These customers received their driver's license or assistance with car repair or purchase. An additional 30 customers received gas cards to provide transportation in a time of need.



### **2,067 HOUSEHOLDS RECEIVED INFORMATION AND/OR REFERRALS**

Union-Snyder CAA assisted 1,921 callers and 205 walk-ins with information and/or referrals to ensure immediate service connection.

**"Because of CAA, many people in our community are getting chances to improve their quality of life." - Ruth Emery, Former CAA Customer & Tripartite Advisory Board Chair**

*The past year has been one of growth for the Community Services component of CAA, which provides assistance with basic needs and resource connections. We've grown our housing program by three full-time case coordinators, successfully transitioned a loyal AmeriCorps member to staff, and welcomed a new AmeriCorps member to the intake team.*

*We were able to expand our housing assistance services significantly with funding from the Emergency Solutions Grant (ESG), which included Street Outreach, Rapid ReHousing, and Homeless Prevention services. During this time, we were able to provide an additional 30 families with housing assistance, case coordination, skill building, and resource referrals.*

*Outside of our housing program, we have been able to dedicate more time to work on collaborative, creative solutions to transportation options in our rural community; offer a steady source of utility assistance in partnership with local providers PPL and UGI; and meet urgent needs through our unrestricted Families in Crisis fund.*

*In 2019, we look forward to continuing to collaborate with our local agency partners to better serve the needs of families living with low income in Union and Snyder Counties.*

*- Tammy Young, Director of Community Services*

## **Community Supporting Community: Win-5 Campaign**

**Union-Snyder CAA had the unique opportunity to maximize community impact through the Win-5 Campaign this year.** In partnership with local steer farmer, Carl Reeder, Win-5 raised money to help pay medical bills for Chris Giesige, who has endured a long battle with cystic fibrosis that has required high-cost antibiotics, treatment, and surgeries.

In return, Carl has donated the hamburger portion of his steer for every \$2,800 raised for Chris to the food pantries administered by CAA. In 2018, hundreds of families at the Selinsgrove, Mifflinburg, McClure, and Lewisburg pantries have benefitted from high-quality, humanely-raised, hormone-free beef, while Chris got some relief from ever-accruing medical bills. Now, THAT is what we call a win-win!



# 2018

## ***VETERANS AFFAIRS***

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We are the home of Snyder County Veterans Affairs, helping local veterans and their families obtain benefits and assistance to reach self-sufficiency.



"Thank you for your help in applying for VA Pension benefits for our mom; we found out that she will receive the benefit. It will be a great help. We're very grateful for your assistance and what you do for veterans and their spouses." - Daughter of local veteran

*Snyder County Veterans Affairs has had an exciting year of growth. In 2017, a grant through the Pennsylvania Department of Veterans Affairs and the Veterans Trust Fund (VTF) enabled CAA to move its veterans' work from part-time to full-time capacity. This helped Snyder County veterans receive a total of \$599,341 in compensation and pension in 2018 - an increase of 9x over the previous fiscal year! It also supported outreach at 12 community events throughout the year and the delivery of 764 services to 240 unduplicated veterans.*

*March brought the first MilitaryShare Food Bank to Snyder County, a monthly distribution to veterans started by the Selinsgrove American Legion Ladies Auxillary and hosted by the Selinsgrove VFW. The Selinsgrove VFW was also the site for a National Vietnam Veterans Pinning Ceremony in March, which was hosted by Senator Pat Toomey and State Representatives Fred Keller and Lynda Schlegel Culver.*

*July brought one of the highlights of the component. A veteran came to CAA with a framed Purple Heart that his daughter had found; he wanted to make sure it was returned to its rightful owner. A call to Purple Hearts*

*Reunited set the process in motion to have CAA become the Home of Honor for Pvt. Raymond McDevitt's Purple Heart on November 1, 2018, during a moving presentation ceremony.*

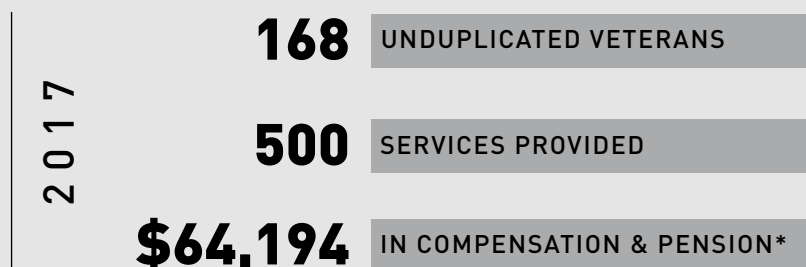
*On Patriot Day, 2018, CAA was honored to have Mr. Glenn Hooks as a guest speaker. A WWII combat veteran, he spoke of his service to our nation as a member of the 817th Tank Destroyer Battalion. From stories of landing at Utah Beach in Normandy to fighting his way through Europe culminating at the Battle of the Bulge, Mr. Hooks proved to be a true inspiration for all of us from a member of our greatest generation.*

*Looking forward to 2019, Snyder County Veterans Affairs will continue to provide the best services available to our veterans by increasing outreach efforts and working with CAA staff, our community partners, and the United States Department of Veterans Affairs to ensure successful support services for all.*

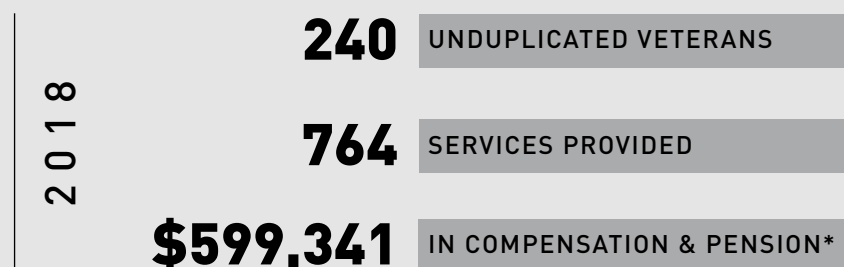
*- Tony Korzenaski, Director of Veterans Affairs*

## Increasing Capacity to Serve More Local Veterans

In early 2017, the Veterans Trust Fund (VTF) granted the agency the opportunity to expand its Director of Veterans Affairs position into full-time capacity. Subsequently, Snyder County stepped in to contribute to the funding provided for Veterans Affairs. As a result of this collaboration to increase capacity and, in addition to leveraging Community Services Block Grant (CSBG) funding, Snyder County Veterans Affairs has witnessed a dramatic increase in results, including compensation and pension in fiscal year 2017-2018.



\*Fiscal Year 2016-2017



\*Fiscal Year 2017-2018

# 2018

## ***COMMUNITY INITIATIVES***

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Outside of everyday service delivery, we lead various Community Initiatives to provide education, build awareness, and design solutions to issues facing individuals living with low income in our region.



Union-Snyder CAA is active in addressing pressing community needs by participating in and hosting various community initiatives as well as working in close partnership with other local service agencies. The following snapshots illustrate a few highlights of our initiatives throughout 2018.



1.



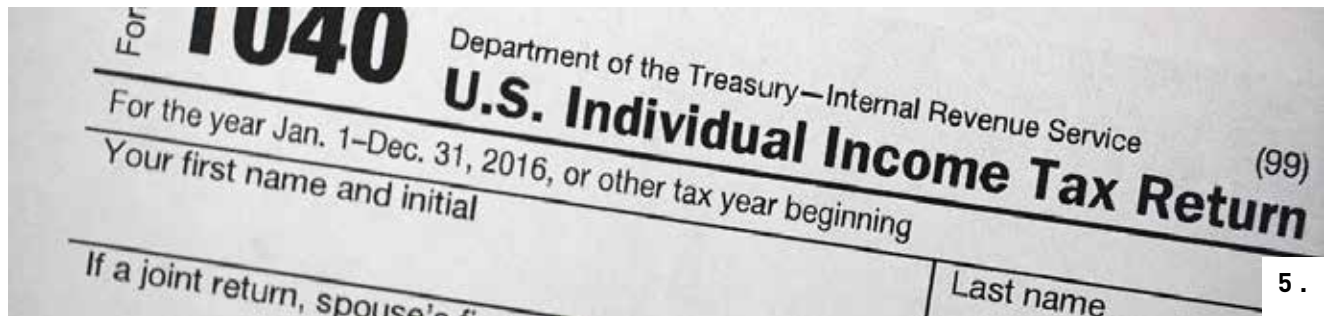
2.



3.



4.



5.

### 1. UNION COUNTY RESOURCE CENTER

The partnership with the Union County Resource Center in Lewisburg continued to grow through 2018. In addition to offering traditional CAA Education & Employment and case management services, we also offered free community gardening workshops, ServSafe training, and a series of Start Your Own Business workshops with Jose Figueroa. (And, we got a sign on the building!)

### 2. 10TH ANNUAL FAMILY SERVICE CONFERENCE

On May 3, 2018, we had a record-breaking 87 local service providers join us at our 10th annual Family Service Conference at the Union County Government Center to connect on issues affecting the customers we serve. Each year, the topics vary depending on the needs identified through our agency's Community Needs Assessment. This year, Carol Budd of SUMMIT led a panel on the rising trend of grandparents raising grandchildren; George Weller of Gaudenzia led a panel on the topic of substance abuse and its effects on the family; and Joe Arthur of the Central PA Food Bank on food security and nutrition.

### 3. THE LINEN CLOSET

The Linen Closet, or TLC, is a donation closet at CAA of personal hygiene products and essential cleaning supplies to assist families on a limited budget and in urgent need. In 2018, we had a great number of community organizations and individuals donate items to TLC, including Meadowbrook Christian School (above), Koss Financial Group, CORE Susquehanna AmeriCorps members, Lewisburg Elementary School, and Boy Scout Troop #400 of Kreamer.

### 4. SHEPHERD'S PIE FOOD DISTRIBUTION

In an effort to respond to food insecurity beyond scheduled food pantries, we established a new partnership with the volunteer group from St. Pius Church in Selinsgrove, Shepherd's Pie, in 2018. Now, every third Friday of each month, anyone in need of food can take home a homemade, frozen meal.

### 5. VOLUNTEER INCOME TAX ASSISTANCE (VITA)

VITA offers free tax assistance to households living with low income. Under the guidance of our AmeriCorps member, Lindsay Freed, eight trained community volunteers processed 432 federal returns and 444 state returns, serving a total of 510 households and giving \$448,824 back into the community in 2018.



# FINANCIAL STATEMENTS

July 1, 2017 - June 30, 2018

## Source of Funds

Administrative	<b>\$353,335</b>
Self-Sufficiency & Case Management	<b>\$245,317</b>
Emergency Services	<b>\$178,451</b>
Employment & AmeriCorps	<b>\$591,524</b>
Family Development & Other Services	<b>\$23,296</b>
Families Learning Together	<b>\$236,537</b>
Housing & Homeless Assistance	<b>\$262,463</b>
Outreach/Linkages	<b>\$99,367</b>
Nutrition & Food Pantries	<b>\$145,887</b>
Miffin/Juniata Subrecipient Contract	<b>\$93,833</b>
Interest & Other General Revenues	<b>\$111,253</b>
<b>Total Source of Funds</b>	<b>\$2,341,263</b>

## Use of Funds

Administrative	<b>\$369,348</b>
Self-Sufficiency & Case Management	<b>\$245,317</b>
Emergency Services	<b>\$178,518</b>
Employment & AmeriCorps	<b>\$591,409</b>
Family Development & Other Services	<b>\$19,233</b>
Families Learning Together	<b>\$238,513</b>
Housing & Homeless Assistance	<b>\$262,464</b>
Outreach/Linkages	<b>\$99,367</b>
Nutrition & Food Pantries	<b>\$146,908</b>
Miffin/Juniata Subrecipient Contract	<b>\$93,833</b>
Transportation	<b>\$18,161</b>
<b>Total Use of Funds</b>	<b>\$2,263,071</b>

## Statement of Financial Position

### Assets

Cash & Cash Equivalents	<b>\$927,979</b>
Accounts Receivable	<b>\$214,849</b>
Prepaid Expenses	<b>\$38,428</b>
<b>Total Assets</b>	<b>\$1,181,255</b>

### Liabilities

Deferred Revenue	<b>\$146,300</b>
Accounts Payable	<b>\$32,544</b>
Accrued Payroll	<b>\$61,050</b>
Payroll Taxes Withheld & Accrued	<b>\$34,598</b>
<b>Total Assets</b>	<b>\$1,181,255</b>

### Net Assets

Prior Year	<b>\$828,571</b>
Current Year	<b>\$78,192</b>
<b>Total Net Assets</b>	<b>\$906,763</b>

## In-Kind Donations

Volunteer Hours Donated	<i>788 Hours</i>
Goods and Services Donated for CAA Families	<b>\$24,634</b>
Services Donated to Support AmeriCorps Members	<b>\$268,231</b>
Food Commodities Donated to Food Pantries	<b>\$67,569</b>
<b>Total In-Kind</b>	<b>\$360,433</b>

# ***THANK YOU TO OUR COMMUNITY***

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Carolyn Adrian  
American Red Cross  
Gary Anderson  
Sue Auman  
Kathy Bailey  
Rich Bailey  
Glenn Bieber  
Janet Bilger  
Bucknell Civic Engagement Office  
Bucknell University  
Carol Budd  
Buffalo Valley Recreation Authority  
Janice Butler  
By Grace Women's Transitional Home  
Kimberly Castendyk  
CCAP Insurance Programs  
Central Susquehanna Mediation Center  
Central Susquehanna Sight Services  
Peggy Chamberlain Roup  
Susan Cheblowski  
Christ United Methodist Church  
Community Action Partnership  
CommunityAid  
Casey Condon  
Corporation for National & Community  
Service  
County of Snyder  
County of Union  
CSIU  
Shannon Cuomo  
Dollar General Literacy Foundation  
Donald Heiter Community Center  
Dreamcatcher Farm  
Barbara Edwards

Mary Emerich  
Joshua Emery  
Jason Evey  
Mariana Faber  
Mariellen Facchino  
Fayette Area Lion's Den  
Janet Fenton  
Greater Susquehanna Valley United Way  
Greater Susquehanna Valley YMCA  
Mary Hague  
HandUp Foundation  
Brenda Harrison  
Heather Hayes  
Jayme Hendricks  
Jo Henry  
Stephany Humenik  
Bradley Huntington  
Cynthia Hutchinson  
Susan Jordan  
Denise Kiess  
Donald King  
Robert King  
Heather Kloss  
Lee Knepp  
Benita Kolmen  
John & Ellen Lazur  
Linda Lazur  
Leakas Quality Foods, Inc.  
James Lenge  
Lumina Center  
Dianne Lynch  
Sharon Lynch  
Monica Malpezzi  
Samantha Marder

Eric Martin  
Jane Martinez  
John Mathias  
Katy Mathias  
Margaret Mathias  
Carol Mausteller  
Alicia McCormick  
Mifflin County Cooperative Extension  
Kyle Milbrand  
Miriam Milbrand  
Tom Milbrand  
Carl Milofsky  
Andy Mrusko  
Charlie Mrusko  
Emily Mrusko  
Carol Muchler  
Operation Share Energy Fund  
PA Children's Trust Fund  
PA Counties' Workers Compensation  
Trust  
PA Department of Community and  
Economic Development  
PA Department of Human Services  
PA Department of Labor and Industry  
PA Department of Agriculture  
Janet Palazzetti  
Lynn Palermo  
Pamela Partlow  
Lois Passi  
Kara Penniman  
Ben Piper  
PPL Electric Utilities  
PPL Foundation  
Rosemary Procopio

rabbittransit  
James Reaser  
Karen Reber  
Resource Action Programs, LLC  
Laura Rinck  
Robyn & Jim Rinck  
Selinsgrove Area Community Foundation  
Selinsgrove School District  
Setebaid Services, Inc.  
Sharon Lutheran Church  
Shikellamy School District  
John & Nancy Showers  
Patty Snook  
Snyder County Library  
Cathleen & Joe Stenglein  
SUMMIT  
Susquehanna University  
Susquehanna Valley CASA  
The Miller Center for Recreation and  
Wellness  
The Mustard Seed  
Laura Tonck  
Transitions of PA  
Joanne Troutman  
U.S. Department of Housing & Urban  
Development  
UGI Natural Gas and Electricity  
Union County Housing Authority  
Union-Snyder Agency on Aging  
Clyde Walter  
Louisa Weber  
Susie Weller  
Keith Wentz  
Misty Yoder



## Union-Snyder CAA Staff

### ADMINISTRATION

Sue Auman, Executive Director  
 Emily Mrusko, Assistant Director  
 Robyn Rinck, Administrative Director  
 Robin Barbour, Program Consultant  
 Jayme Stryker, Grants & Policy Writer  
 Janet Bilger, Administrative Assistant  
 Christine Hart, MIS Coordinator  
 Lindsay Freed, AmeriCorps VITA Coordinator

### FISCAL

Patty Snook, Fiscal Controller  
 Denise Kiess, Fiscal Officer  
 Audrey Cherry, Administrative Coordinator

### COMMUNITY SERVICES

Tammy Young, Community Services Director  
 Janette Aikey, Lead Case Coordinator  
 Xavier Bethel, AmeriCorps Community Services Assistant  
 Sebrena Confer, Case Coordinator  
 Amy Conrad, Community Services Coordinator  
 Krista Hayes, Case Coordinator  
 Stephany Humenik, Housing Coordinator  
 Rosemary Procopio, Lead Community Services Coordinator  
 Jenn Spriggle, Community Services Coordinator  
 Allyson Weaver, Community Services Coordinator

### VETERANS AFFAIRS

Tony Korzenaski, Snyder County Veterans Affairs Director

### CORE SUSQUEHANNA AMERICORPS

Dennis Huratiak, Program Director  
 Lacy Kreider, Member Coordinator

### EDUCATION & EMPLOYMENT

Susie Weller, Education & Employment Director  
 Yvonne Donovan, AmeriCorps Family Education Coordinator  
 Haleigh Lapp, Family Coordinator  
 Carol Mausteller, Work Ready Coordinator  
 Karen Reber, Adult & Parenting Education Coordinator  
 Misty Yoder, Human Services Coordinator

