



2024 Annual Report

About Tri County Community Action

WE EMPOWERED **31,664** INDIVIDUALS
and **12,826** FAMILIES.

We work to create pathways out of poverty for individuals and families, in the pursuit of building stronger, more resilient communities across Cumberland, Dauphin, and Perry Counties.



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Our Vision

That we all live in a community free from poverty.



Helping People. Changing Lives.
CUMBERLAND, DAUPHIN, AND PERRY COUNTIES

Our Promise

Community Action changes peoples' lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves, and each other.

Our Mission

Tri County Community Action is to build on the strengths and resources available, provide solutions for complex issues, and empower individuals, families, and communities to move out of poverty.



A Message from the CEO ” & Board President

At Tri County Community Action, each year invites us to grow, adapt, and deepen our impact and this year was no exception. Together with our neighbors, team, and community partners, we walked alongside nearly 32,000 individuals across Dauphin, Cumberland, and Perry Counties as they worked toward greater stability and opportunity.

This year, we conducted a comprehensive Community Needs Assessment, listening closely to the voices of those navigating challenges in our region. The message was clear: people are striving for greater access to affordable housing, meaningful workforce opportunities, and the kinds of connections that build resilience. Guided by these insights, we remain focused on co-creating pathways to housing stability, advancing economic mobility, strengthening family-centered supports, and fostering more connected communities.

JENNIFER WINTERMYER
CHIEF EXECUTIVE OFFICER

In response, we're excited to share that a new Strategic Plan is on the horizon. Grounded in the experiences and aspirations of our neighbors, this plan will guide us as we deepen our relationships, remove systemic barriers, and elevate the stories and solutions emerging from our communities. It reflects our belief that real, lasting change happens when we invest in people, partner with purpose, and honor local wisdom.

The journey ahead is ambitious, but we are energized by the possibilities and grateful to be on this path together. With your continued partnership, we will move closer to a future where everyone has the opportunity not just to get by, but to truly thrive.

TARA DAVIS
BOARD PRESIDENT

Community Needs Assessment

Identifying key issues in our tri-county area

The 2024 Community Needs Assessment highlighted the pressing challenges faced by residents in Cumberland, Dauphin, and Perry Counties. This comprehensive evaluation, conducted through surveys and focus groups, offers critical insights into the barriers preventing individuals and families from achieving economic security and well-being.

Key Findings

- Housing and homelessness are the top issues in all three of the counties that we serve.
- Low wages and childcare affordability are significant barriers to stable employment.
- Demand for food assistance exceeds resources, particularly in rural areas like Perry County.
- Long wait times, limited providers, and transportation barriers restrict access to mental health and addiction services.
- High childcare costs limit opportunities for education and employment, with annual costs averaging \$13,159 in Cumberland County.
- Inadequate public transit impacts access to jobs, healthcare, and education, particularly in rural areas.



Recommendations

- Expand Affordable Housing: Increase Section 8 availability and support housing development initiatives.
- Improve Childcare Access: Subsidize childcare costs and increase availability of licensed facilities.
- Enhance Transportation: Invest in reliable public transit in underserved areas.
- Support Mental Health: Expand provider networks and reduce wait times.
- Address Food Insecurity: Increase mobile food pantries and strengthen local food resources.
- Workforce Development: Focus on job training for living-wage jobs.

31,990
people received one
or more of our
services

12,826
families in the tri-
county region
were impacted by
our team.

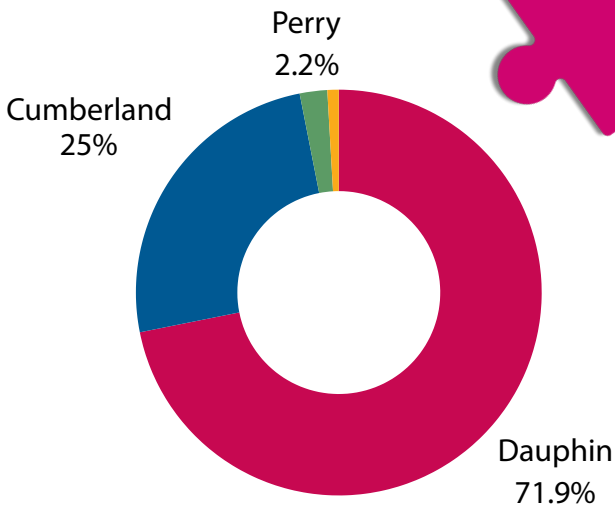
93%
of individuals we
walked alongside
avoided eviction.

Together, We Make a Difference

For so many of our clients, the missing piece in their journey to self-sufficiency is the guidance that our teams are able to provide.

Whether it's OnTrack, which helps make utility bills more manageable, or support from our Employment, Education, and Financial Empowerment team with budgeting and planning, our programs are designed to meet clients where they are and move them forward.

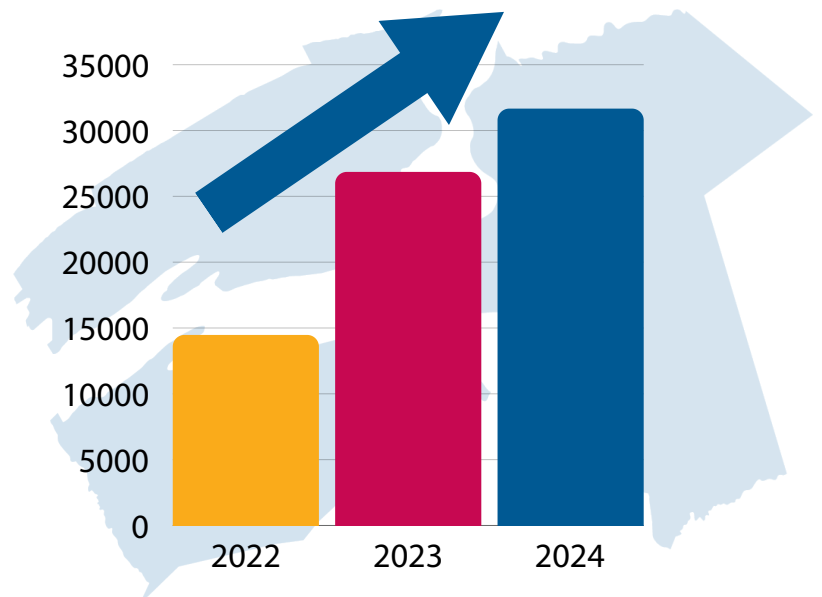
Our services provide the framework to begin and finish a journey towards a more self-sufficient life. The nudge from our services allows our hard-working clients to achieve their goals.



Families Served by County

Dauphin County: 9,217
Cumberland County: 3,212
Perry County: 281
Other: 116

We are continuing to increase our impact on the community!



Housing Security

helps individuals afford costs associated with housing.

Housing Security connects so many of our community members to services that help people achieve their basic needs by keeping their utilities on. By working with multiple organizations, we are able to help as many people as possible keep up with their bills related to their housing.



424 individuals received additional utility assistance.

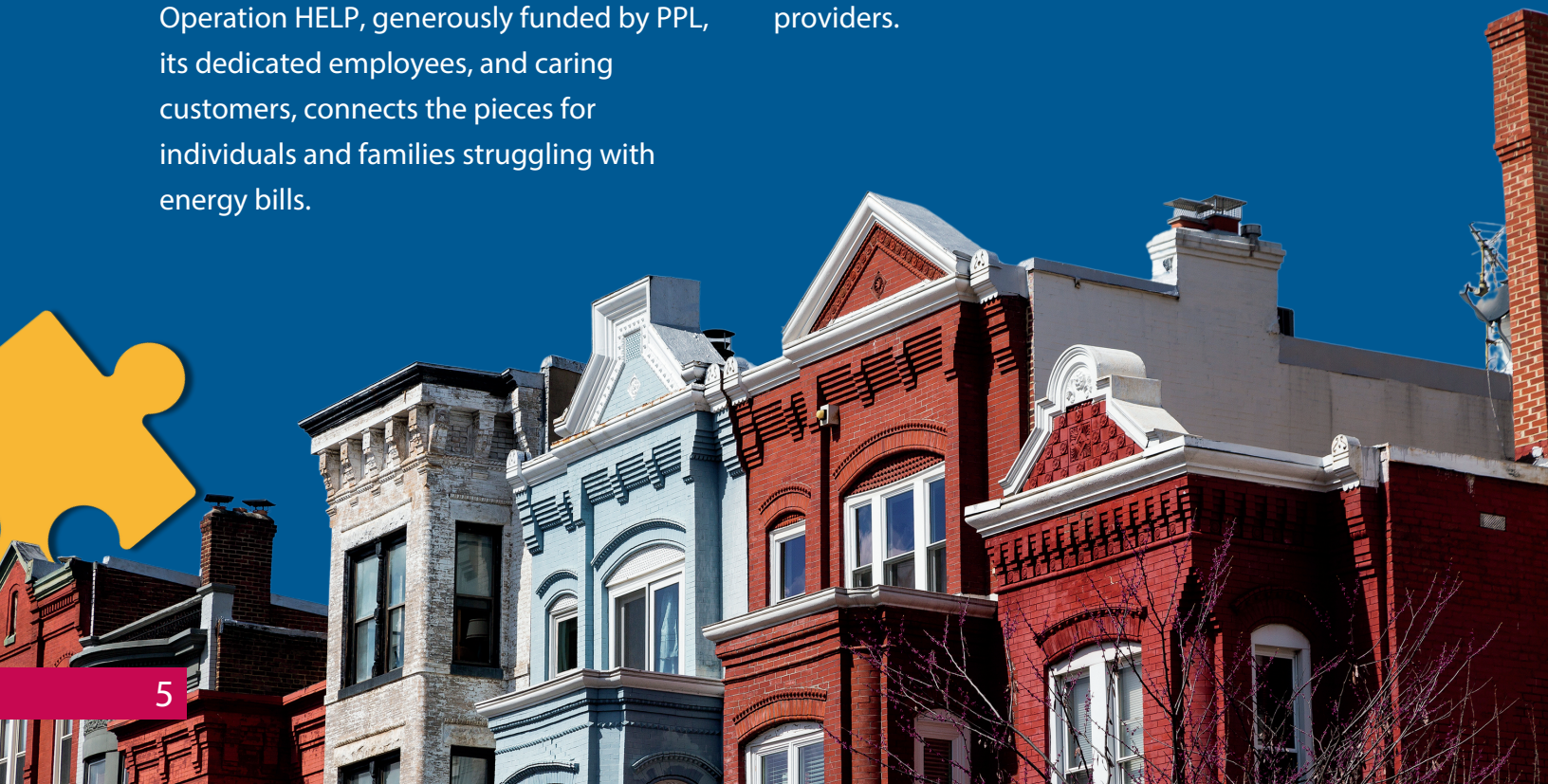
Operation HELP, generously funded by PPL, its dedicated employees, and caring customers, connects the pieces for individuals and families struggling with energy bills.

25,525 neighbors were enrolled in OnTrack.

OnTrack offers a unique payment plan designed to help current PPL customers fit the pieces together. By qualifying for reduced monthly payments, protection against disconnections, and potential debt forgiveness, individuals can stay on track toward uninterrupted energy access and peace of mind.

We are onsite at 5 housing locations.

Our commitment to housing security extends beyond financial assistance. In collaboration with select housing locations across Dauphin County, we offer on-site support to cultivate positive relationships between clients and providers.





Brenda's Story

Our Housing Security Programs help many of our community members—from assisting with utility bills through OnTrack to providing support at various housing locations. Behind every client is a personal story, often reaching out during their most difficult moments, needing just a little assistance to get back on track.

Brenda is one such story. A senior citizen living in our community, Brenda recently lost her job and was struggling to afford basic necessities. After exhausting all other options, she called our office for help. Understanding the urgency of her situation—especially with her utilities at risk of being shut off—our team connected her with one of our Utility Assistance Coordinators, who quickly enrolled her in the OnTrack program.

OnTrack helps protect vulnerable community members like Brenda from losing access to essential services like electricity. With this support, she was also able to afford food and continue paying her rent on time. Freed from the fear of disconnection, Brenda could focus on searching for a new job and accessing other important community resources.

Brenda's story is a powerful reminder that a little support can make a big difference. Through the Housing Security Programs, she regained her footing, rebuilt her confidence, and began working toward a brighter future. Her strength—paired with the compassion of our team—demonstrates the resilience of individuals and the power of a caring community.

Every individual we help has a unique journey. Brenda's experience is a representative example of the many people we serve through our Housing Security Programs.



Tri County Community Action has been so amazing – and a big help with my electrical bill!



1,980 people with a disconnection notice avoided having their electricity shut off.

**Some details have been adapted to reflect a broader collection of client stories and preserve confidentiality.*

Employment, Education, & Financial Empowerment (EEFE)

helps individuals improve their economic mobility and self-sufficiency.

Our EEFE Team focuses on each individual's unique needs when they step into our offices. Once we identify those needs, we provide guidance and support through finding a career, resources, housing, mental health support, and more. Our outcomes focused case management sets clients up to become self-sufficient.

168 community members learned the basics of budgeting.

Our Self-Sufficiency Coordinators offer both individual and group budgeting education. We teach participants how to balance a budget, maintain financial stability, and achieve lasting financial success.

178 individuals achieved and maintained the capacity to meet their basic needs.

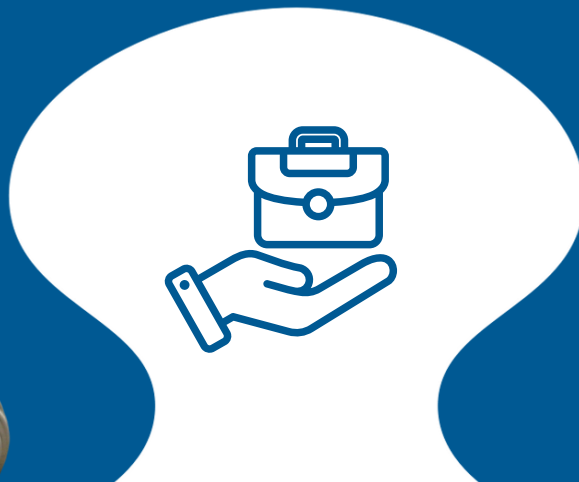
192 clients had 1,835 sessions geared toward empowerment.

Our Self-Sufficiency Coordinators are partners in their client's progress. They collaborate with clients to set goals, tackle challenges, and navigate the road to success.

There are many ways we focus on developing self-sufficiency.

Services Include:

- Case Management Sessions
- Service Navigation
- Document Identification
- Career Counseling
- Job Search Coaching
- Rent and Eviction Prevention Coaching
- Getting Ahead in a Just Gettin' By World
- Housing Placement



Shawna's Story

Last year, one of our Self-Sufficiency Coordinators, Katie, connected with a client named Shawna, who was facing significant challenges. As a member of the Deaf community, Shawna struggled financially, socially, and physically. Communication barriers made it difficult for her to access the resources she needed, but Katie—who knows ASL—was able to bridge that gap and help her find the support she deserved.

Since 2024, Shawna has made incredible progress. She was able to secure a new apartment in a central location, giving her better access to job opportunities and a stronger sense of community. Her new home is also much safer, equipped with a video doorbell, specialized smoke alarms, and vibration alert systems to keep her safe.

Finding a sense of belonging was another important piece. Shawna was introduced to a church with services for the Deaf community, where she'll soon begin attending and connecting with others who share her experiences.

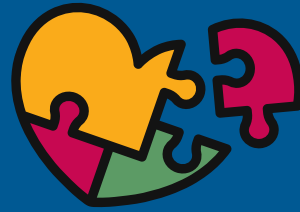
Her health and well-being have also improved. She now has access to a primary care doctor, an ENT, a dentist, and women's health services. On top of that, Katie has been helping her make healthier food choices, contributing to her overall well-being.

At first, it felt like the pieces weren't fitting together, but with the right support, Shawna's life is becoming more complete. Now, she has the stability and connections she needs to move forward with confidence.

61 people
secured family
sustaining
employment
through working
with our Self-
Sufficiency
Coordinators



Early Childhood & Family Development



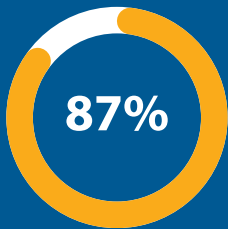
helps adults gain parenting skills and promotes children's cognitive development and school readiness.

1,032 home visits were provided to 101 parents.

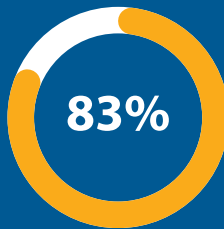
In our "Parents as Teachers" program, we embrace the idea that a child's first and most effective teacher is their parent. Just as schoolteachers receive training and support, parents also benefit from additional skills and guidance to nurture their children effectively. This valuable resource equips parents and guardians with the knowledge and support needed to prepare their children for a smooth transition into school life.

114 children were enrolled in the program.

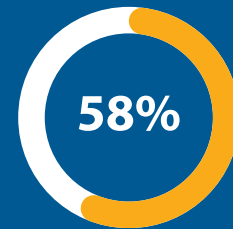
Family Development Coordinators are here to help. We work with parents to set goals and reach developmental milestones through programs that build parenting skills, strengthen communication, support school readiness, and manage household affairs. Like fitting together the pieces of a puzzle, we help families create a clearer, stronger picture of unity, growth, and resilience.



of parents improved their home environment and their caregiving skills.



of children showed appropriate literacy skills and school readiness.



of the enrolled individuals are working parents.

We offer support through our Mothers & Babies program.

Family Development Coordinators are here to provide pre-natal care to expecting mothers. Our Mothers & Babies program can help mothers prepare life with a baby as well as help prevent postpartum depression.



Cassie's Story



There isn't one story that captures all the individuals and families we serve—each comes from a unique background with their own goals and challenges. Cassie Turnbaugh, a hard-working mother from Perry County, is one example. While raising her daughter Amelia, working full-time, and attending college, Cassie turned to our Early Childhood and Family Development team for support.

Through the Parents as Teachers program, Family Development Manager Shannon Haines partnered with Cassie to help Amelia meet her developmental milestones while encouraging Cassie on her own journey to becoming a Licensed Practical Nurse. When Cassie felt overwhelmed, Shannon reminded her of how close she was to finishing school—and it paid off. Cassie graduated as her class Salutatorian in May 2024 and was promoted to an LPN at her job in a rehab facility. With this achievement, she's now able to better support her family and spend more time with Amelia.

Since starting the program in October 2023, Amelia has made incredible progress—mastering her colors, shapes, numbers, and letters, and is now working on writing and other motor skills. She'll continue in the program for one more year before starting kindergarten.

Cassie credits the program with helping her be more intentional about her time with Amelia.

“It has helped me set aside time to fully focus on my relationship with my daughter and her learning,”

We are proud to support strong, resilient families like the Turnbaughs—helping them grow, achieve their goals, and move toward lasting stability.



We Host Group Connections Year-Round

These Group Connections provide families support outside the one-on-one visits with our Family Development Coordinators. Families are granted the opportunity to connect with other parents in our communities!

“Group Connections have given me the chance to meet other parents in my community, and learn from others' experiences while I spend time with my daughter.” - Cassie



Community Development

cultivates communities and actively engages residents in revitalization efforts.



425 volunteers dedicated their time and energy to collect over **12** tons of trash and **600** tires from city streets and neighborhoods.

The 12th Annual Great Harrisburg Litter Cleanup was held on Saturday, April 20, 2024. This event united the community to enhance the cleanliness and safety of the City of Harrisburg.

16 visioning sessions held with **17** partners to address the needs of South Allison Hill neighbors.

We work with local business owners and residents to create a sense of community and safety in South Allison Hill. Our Steering Committee and Safety Committee work on the four key areas identified in the Heart of the Hill Plan to create change. The four areas of emphasis are youth, sense of community, safety, and physical environment.



469 volunteers dedicated **1,816** hours toward neighborhood revitalization.

We believe true community transformation starts and ends with active involvement—because every resident is a vital piece of the puzzle. When people help shape the picture, the change they create is lasting and theirs to sustain.

More Than a Piece— A Part of the Story

We are dedicated to helping individuals in our community in any way that we can. Our passion for impacting our local communities and moving individuals and families into the working class fuels our work.

When our clients walk into our office, they may be looking for one time assistance to help them temporarily. However, we know that moving out of poverty takes more than one trip to our office or one payment made, it requires consistent change. We work to ensure that clients have access to all of the resources available to them throughout our organization and the community.

We started out as a missing piece for 31,644 people last year. Through working with our passionate team members who help people solve their most complicated problems, we helped them complete the full picture- self-sufficiency.



Donate

Join us in strengthening families by supporting TCCA!
Donations go towards helping families escape poverty permanently!



Volunteer

Take action in your community by volunteering with TCCA!
Create your volunteer profile today!



Stay Connected

For us to succeed in our mission to end poverty and expand opportunities for all, we need people like you to be a part of the conversation.



Our Strategic Plan

How we're addressing the issues in our community

In 2024 we completed a strategic plan to address the most pressing issues in our tri-county area in 2025-2030. Through this plan, Tri County Community Action, as a whole developed two main goals to achieve over the next five years. The first goal is to tell the story of poverty differently. The second goal is to collaborate for transformational impact. These two goals and the objectives identified in them will help us further our mission to eliminate poverty.

1 Tell the Story Differently

Outcome: TCCA is recognized as a leading voice in eradicating poverty and reshaping perceptions and approaches to poverty.

Objectives and Initiatives:

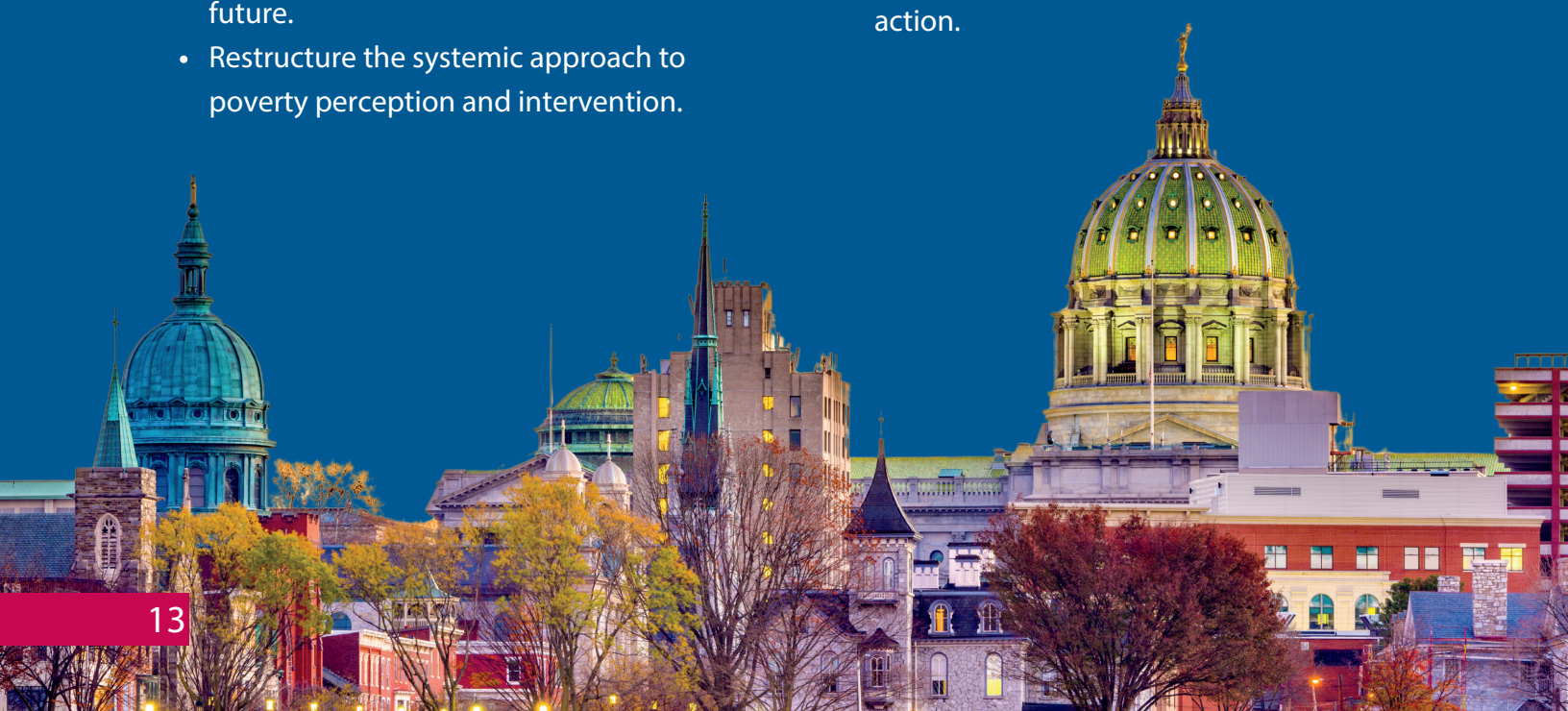
- Amplify the awareness of poverty conditions and realities.
- Position TCCA as the authority on understanding and addressing poverty, self-sufficiency, and economic mobility.
- Change hearts and minds to change the future.
- Restructure the systemic approach to poverty perception and intervention.

2 Collaborate for Transformational Impact

Outcome: Change is driven by listening, learning, and co-creating innovative solutions that truly make a difference.

Objectives and Initiatives:

- Enhance services, supports, and programs to drive meaningful change.
- Regularly connect with individuals with lived-experience to address evolving and emerging needs.
- Empower people to take self-directed action.



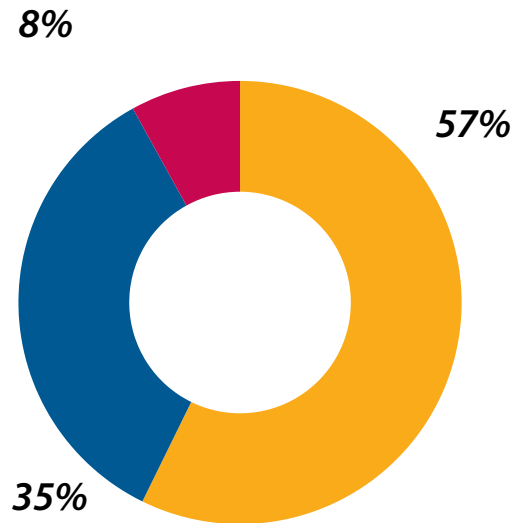
83 cents of every dollar is spent on our programs and services.

Financials

Our funding is invested directly into the community, impacting the lives of children, adults, seniors, and families of all types. This funding provides opportunities for our neighbors to break the cycle of poverty in their lives permanently.

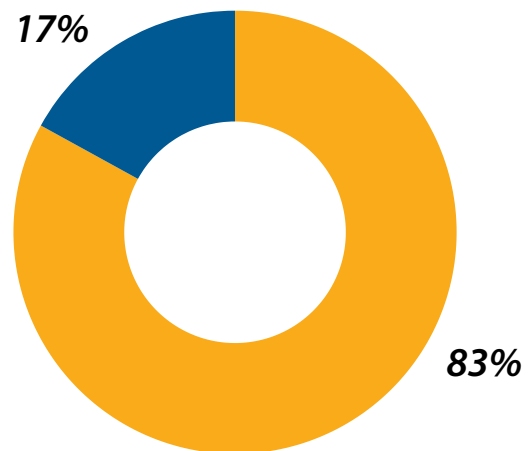
- Federal & CSBG**
- Private & Donations**
- Other Government**

Innovative Solutions: CSBG funds give Tri County Community Action the flexibility to design programs that address needs specific to individuals and the local community and to identify specialized resources that fit these needs.



- Program & Services**
- Admin & Management**

Tri County Community Action has a low admin cost, and all overhead resources are invested in supporting and promoting programming and services.



To review our full 990 please visit www.cactricounty.org

Community Action Commission (dba. Tri County Community Action) is a 501(c)3 nonprofit organization - contributions to which are tax deductible to the fullest extent of the law. The official registration and financial information for Tri County Community Action may be obtained from the PA Dept. of State by calling, within PA, 1-800-732-0999. Registration does not imply endorsement.

Funded in part by the PA Department of Community and Economic Development.

EIN#: 23-1665590

Thank you, Team!



2024 Board Members

Thank you!

Community Action Agencies like ours must have a tripartite board consisting of equal parts local private sector, public sector, and low-income community representatives. This structure brings together community leaders from each group to collaborate on developing resources for local needs, allowing Maximum Feasible Participation in creating and administrating Community Action programs.

OFFICERS

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Todd Hooper
Vice President

Jacquelyn Wise
Secretary

Haven Evans
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Immediate Past President

Terry Barley
Member Emeritus

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Abigail Coleman
Janis Creason
Kelly Neiderer
Kia Hansard
Vince Paese

PRIVATE SECTOR

Rumulus Brown
Haven Evans
Todd Hooper
Allison Wilson
Jacquelyn Wise

LOW INCOME SECTOR

Amber Coleman
Tara Davis
Katrina Thoma
Rita Schaaf
Chris Vogel



Helping People. Changing Lives.

The mission of Tri County Community Action is to build on the strengths and resources available, provide solutions for complex issues, and empower individuals, families, and communities to move out of poverty.



717.232.9757



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