



# 2023 Annual Report

Serving until we all  
live free from poverty.



Tri County Community Action (TCCA)

# WELCOME TO ANNUAL REPORT 2023



**WE SERVED 27,292 INDIVIDUALS OF 11,337 FAMILIES.**

Together, we are working 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.

**Jen Wintermyer**  
CEO, TCCA

“Our commitment to serving our community is unwavering, and I'm proud to announce that we have nearly doubled the number of individuals we've been able to support within our Tri County footprint.

This significant increase underscores the dedication of our team and the effectiveness of our programs in making a meaningful difference in the lives of those we serve.”



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## Our Vision

That we all live in a community free from poverty.

## Our Mission

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.

## Our Values

At Tri County Community Action, we are committed to fostering a culture of belonging.

It is our responsibility to challenge biases and take action against structural inequities. Through transparency and continuous improvement, we aim to create a safe space where everyone feels respected and encouraged. People are at the forefront of our mission to end poverty, and building supportive partnerships within our communities is essential.

Guided by integrity, we strive to cultivate an inclusive environment because diverse experiences, opinions, and ideas are crucial to advancing our mission.





# A Message from the CEO” & Board President

Dear Friends of TCCA,

As we reflect on the past year, we are incredibly proud to share the remarkable impact that Tri County Community Action has made in our community. Our dedicated team has worked tirelessly to fulfill our mission of transforming lives, strengthening communities, and eradicating poverty. I am honored to report that this year, we have achieved significant milestones in our efforts to serve those in need.

From serving 14,472 in 2022 to 27,292 individuals in 2023, our reach has extended far and wide through our four departments: Early Childhood & Family Development; Employment, Education, & Financial Empowerment; Housing Security; and Community Development.

In the face of current economic hardships, where 21% of our community is at or below 185% of the poverty level, the importance of a helping hand cannot be overstated. At TCCA, we are committed to providing vital support and resources by addressing social determinants of health. We firmly believe that by using a whole family approach, we can empower individuals and families to overcome obstacles and achieve lasting self-sufficiency.

Looking ahead, we are eagerly anticipating the results of our 2024 Community Needs Assessment. This assessment will enable us to identify areas where our community requires the most support and develop innovative programming to bridge the gap for the underserved. With your continued support, we are confident that we can further expand our reach and continue making a meaningful difference in the lives of those we serve.

On behalf of the entire TCCA team, we extend my heartfelt gratitude to each and every one of you for your unwavering support and commitment to our mission. Together, we can create a brighter future for our community.

Sincerely,



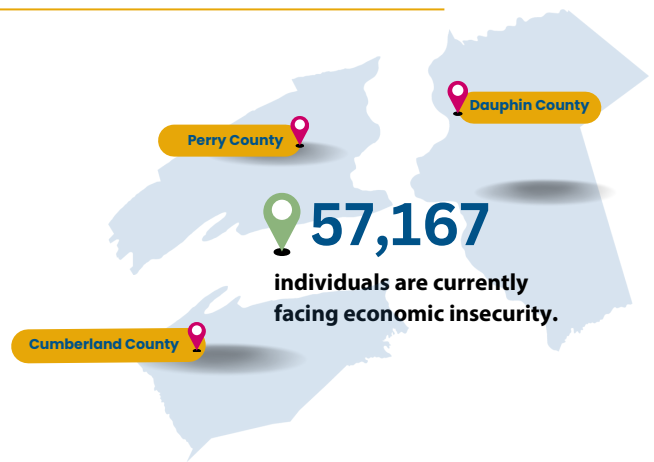
Janis Creason  
Board President



Jen Wintermyer  
Chief Executive Officer

## Our Local Theory of Change

# Poverty in the Tri-County Region



### This is what we've found:

Through rigorous needs assessment and data analysis, we've pinpointed the root causes and conditions of poverty in our region.

These include stagnant wages, structural inequities, and limited economic mobility driven by factors such as low education levels, lack of social capital, and social determinants of health.

### Our strategy to dismantle poverty revolves around our **Four Pillars of Success:**



Early Childhood & Family Development



Housing Security



Employment, Education, & Financial Empowerment



Community Development

### Our Vision of Success

By focusing on these four pillars and upholding values like performance management, transparency, and advocacy, we anticipate the following outcomes:

- Children become lifelong learners, setting the stage for their future success.
- Adults gain the skills needed to be effective parents and providers.
- People earn wages sufficient to support their families.
- Individuals enjoy housing security, choosing their ideal community.
- Accessible resources empower people to thrive.
- Enhanced social capital and advocacy skills enable individuals to champion their own interests.



**20,037**

individuals received one or more services from our team.

**11,337**

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

**26,856**

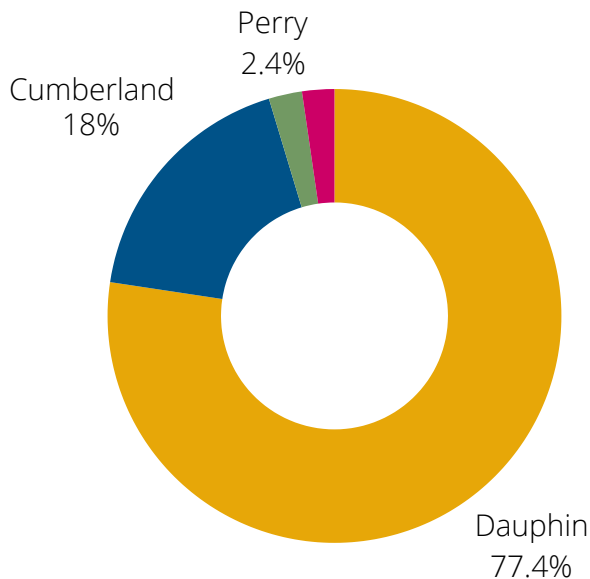
eligibility determinations were made.

*Meet Julie*

Everything we do is aimed at disrupting and breaking the cycle of poverty. Our services are designed to address the root causes that bring someone to our door and help them find a path to self-sufficiency.

There is no greater example of our whole family approach in action than Julie's story. Her journey demonstrates the transformative power of our 4 departments.

Follow along with Julie's story to witness the profound impact each department has had on her life and the lives of many others.



**14,890**

referrals were made to other agencies.

**Families Served by County**

Dauphin County: 8,773

Cumberland County: 2,035

Perry County: 269

Other: 260





# Housing Security

helps individuals maintain quality housing.

## 19,762 individuals were enrolled in OnTrack.

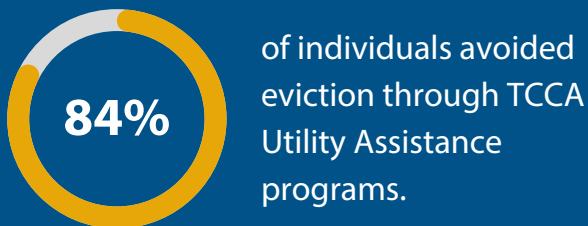
OnTrack offers a unique payment plan specifically designed for current PPL customers. Through OnTrack, individuals can qualify for reduced monthly payments, safeguard against disconnections, and potentially obtain debt forgiveness. It serves as a pathway to uninterrupted energy access and provides peace of mind for customers.

## 316 individuals received additional utility assistance.

Operation HELP, generously funded by PPL, its dedicated employees, and caring customers, extends a helping hand to individuals and families facing energy bill hardships.

## 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.



## 1,562 people with a disconnection notice avoided their electricity shut off.







# Julie

Julie's initial encounter with TCCA arose from a desperate situation—her utilities were cut off due to financial strain. Guided by a Utility Assistance Coordinator, Julie found solace in OnTrack, where her electricity was restored. It was at this point that Julie mentioned that she was struggling financially and that she was fearful of eviction. The coordinator decided to put her in touch with Employment, Education, & Financial Empowerment to see if they could help her situation.

## Meet Lisa & Ms. Ruby

Lisa is a TCCA Housing Security Coordinator, stationed at five Dauphin County housing communities. She provides life skills programming and helps to connect residents to other community resources. Her unique role positively influences the lives of those living in the communities she supports. One of these individuals is Ms. Ruby, a 74-year-old woman, who lives in a Dauphin County housing community.

Ms. Ruby moved into the community in 2022. It was then that she met Lisa and learned of the services that TCCA could provide for her. Ms. Ruby is living on a limited income and gets assistance with housing and food. Due to her limited income, she needs to be careful with how she spends her money each month. Despite her thorough budgeting, Ms. Ruby struggled with her electric bills every month.

When she turned to Lisa for assistance, she found not just a helping hand, but a lifeline. Lisa informed her of some of the other services that TCCA offers and helped get her enrolled with OnTrack and LIHEAP (Low Income Home Energy Assistance Program). These programs lowered her electrical bill which helped alleviate some of the financial strain on Ms. Ruby each month.

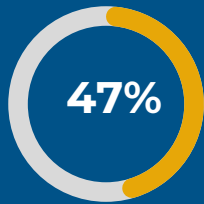
Lisa says, "Ms. Ruby knows that no matter what issue or concern she has, she can come to me, and we will find a way to tackle [the] issues at hand." By helping people through her work at TCCA, Lisa understands the profound impact she has had on Ms. Ruby as well as many others.



*Lisa*

# Employment, Education, & Financial Empowerment (EEFE)

helps individuals improve their economic stability and self-sufficiency.



of our clients work full-time.

If individuals are ready to embark on or restart their careers, our Career Readiness programs equip individuals with the essential tools and knowledge needed to confidently take the next step. The programming aims to build a path toward self-sufficiency with collective effort.

## 125 individuals learned the basics.

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.

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

## 149 individuals had 1,040 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
- Benefit Coordination
- Document Identification
- Career Counseling
- Job Search Coaching
- Rent and Eviction Prevention Coaching
- Getting Ahead in a Just Gettin' By World
- Housing Placement





# Julie


With the guidance of a Self-Sufficiency Coordinator from Employment, Education, & Financial Empowerment, Julie's circumstances underwent a remarkable transformation. Her coordinator helped her connect to various support from accessing vital mental health and housing services to embarking on her GED journey and securing employment opportunities, Julie found stability. Moreover, when faced with custody challenges regarding her grandchildren, EEFE staff extended its support, aiding Julie in gaining custody. Now that she was a guardian of two young children, she was able to look to TCCA for assistance from Early Childhood & Family Development. Another connection was made.



# Early Childhood & Family Development



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



**76** parents improved their home environment and **70** improved their caregiving skills.



**78** children showed appropriate literacy skills and school readiness.

**119** children were enrolled in the program.

Family Development Coordinators are here to help. We assist parents set goals and achieve developmental milestones through a range of programs designed to enhance parenting skills, improve communication, promote school readiness, and manage household affairs. Our aim is to empower families to stay together, grow healthier, and stand stronger.

**374** parent coaching and life skills sessions were provided to **107** 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 too 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.

## Families in Recovery have support.

For families touched by addiction and navigating the path to recovery, our "Families in Recovery" program provides vital support and education. We understand the unique challenges that come with addiction, and we're here to assist these families in their journey toward healing and restoration.



## Meet Krissy & the Smith Family

The Early Childhood and Family Development program stands as a beacon of support, dedicated to empowering families and shaping brighter futures. At its core, the Parents as Teachers (PAT) program serves as a catalyst for transformation, offering essential guidance to parents and families. Krissy is a Family Development Coordinator.

One family especially impacted by the Parents as Teachers program is the Smith family. Brenda, mother of Adam and grandmother of Bentley, had been enrolled in the PAT program's predecessor 20 years ago. This program helped her raise her sons in their early years and helped her sons get access to speech therapy. Brenda found the experience so valuable that when her son Adam had his own child, she encouraged him to enroll.

Adam was hesitant at first, however he knew he needed some guidance as a newly single father. After only a few sessions with Krissy, he grew to love the program and what it could teach him. He found the program to be especially helpful when it came to learning how to effectively co-parent his child with Bentley's mother. Adam has a great family support system, including his parents and siblings who routinely join in on the PAT visits.

Overall, Adam is a caring father who has found value in the PAT visits. These visits with Krissy have helped him better care for Bentley and navigate their new familial situation. Adam and Bentley have also attended other events held by the Early Childhood and Family Development team like their evening group connections. The Smith family's story is a testament to TCCA's enduring impact, spanning generations and illuminating paths to brighter futures. Through dedicated programs like Early Childhood and Family Development, TCCA continues to change lives, one family at a time, fostering resilience, empowerment, and hope within our community.

## Julie

Through Early Childhood and Family Development services, Julie embarked on the Parents as Teachers program. Empowered by a dedicated Family Development Coordinator, Julie embraced learning opportunities, integrating program activities into their daily routine. The coordinator also helped Julie reach out to outside resources so that she could find and afford a daycare for her two grandkids.





## Community Development

cultivates communities and actively engages residents in revitalization efforts.

**784** volunteers dedicated **2,546** hours toward neighborhood revitalization.

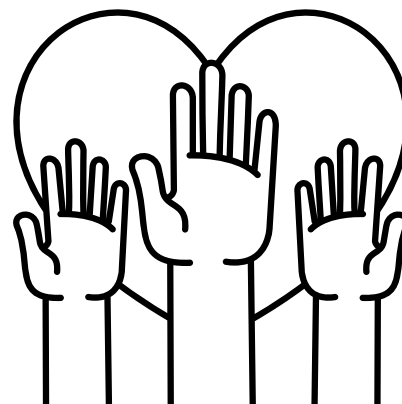
We believe that true community transformation begins and concludes with active community involvement. Engaging residents in setting priorities and actions empowers them to effect lasting change they can both experience and sustain.

**125** homes received LED lightbulbs in our pilot program.

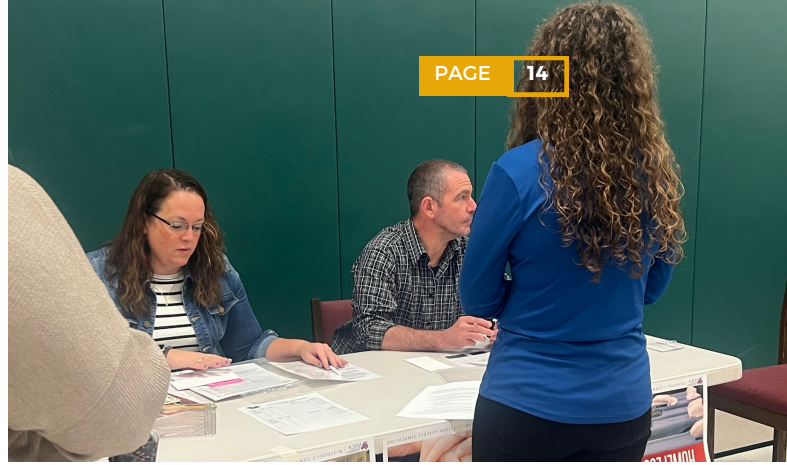
We collaborated with a criminologist to pinpoint factors influencing safety. We discovered that areas with inadequate lighting correlate with heightened criminal activity. With funding from the Pennsylvania Commission on Crime and Delinquency, we initiated a project to enhance the lighting infrastructure along Vernon and Thompson Streets in Harrisburg.

**400** volunteers dedicated their time and energy to collect over **14 tons** of trash and **450** tires from city streets and neighborhoods.

The 11th Annual Great Harrisburg Litter Cleanup was held on Saturday, April 19, 2023. This event united the community to enhance the cleanliness and safety of the City of Harrisburg.







# Poverty Simulations

A Poverty Simulation offers a true-to-life role-playing experience, allowing you to directly engage with the challenges, decisions, and daily life of someone living in poverty.

We are always seeking Poverty Simulation volunteers because they play a critical role during the Simulation, role-playing as community resources (such as housing agencies, schools, health centers, employers, grocery stores, etc.).

No experience or special skills are needed. We provide you with everything you'll need to fully participate.

Join us as a participant or volunteer and gain a valuable new perspective.

*Do you know a group that could benefit from learning about the struggle of poverty?*  
**Let's talk.**





## Remember Julie?

### She could easily be any one of us.

Working hand in hand with local communities, our goal is to broaden horizons and nurture optimism. We strive to strengthen lively neighborhoods where individuals thrive and positive changes take place.

We employ a distinctive strategy for community betterment, built upon our four pillars of success, which has propelled Julie and countless others towards self sufficiency. By offering comprehensive support and steadfast encouragement, we foster hope, resiliency, and empowerment in our community.

We can't forget that **57,167 individuals** – our neighbors, colleagues, friends, and family – are currently grappling with financial uncertainty.

### We're here to help.



# Join Our Mission



## Donate

Join us in strengthening families by supporting TCCA! Donations go towards helping families living in Cumberland, Dauphin, and Perry Counties escape poverty permanently. Visit here:

[www.cactricounty.org/donate.html](http://www.cactricounty.org/donate.html).



## Volunteer

Take action in your community by volunteering with TCCA! There are multiple volunteer opportunities available for individuals and groups! Create your volunteer profile at [www.cactricounty.org/volunteer](http://www.cactricounty.org/volunteer).



## 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. Sign up to receive news, updates, and stories to stay connected in all things community action.

Visit here: [www.cactricounty.org/emailsignup](http://www.cactricounty.org/emailsignup).

## Contact Us

[www.cactricounty.org](http://www.cactricounty.org)

Phone: (717) 232-9757

Fax: (717) 234-2227

FOLLOW US ON SOCIAL MEDIA





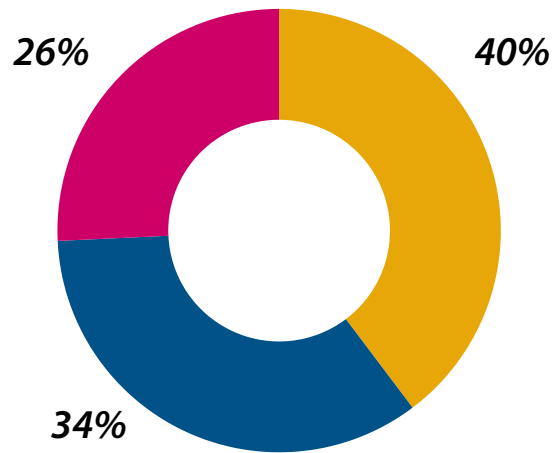
**78 cents of every dollar is spent on our programs and services.**

# 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.

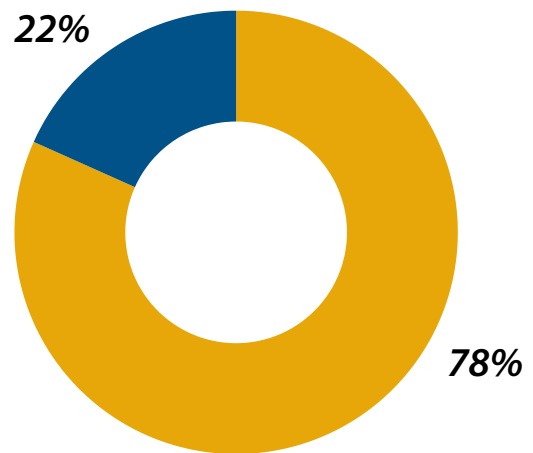
- **Federal & CSBG**
- **Private & Donations**
- **Other Government**

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](http://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!

# Current Board Members

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

Janis Creason  
*President*

Tara Davis  
*Vice President*

Jacquelyn Wise  
*Secretary*

Haven Evans  
*Treasurer*

Amber Coleman  
*Immediate Past President*

## PUBLIC SECTOR

Abigail Coleman  
Janis Creason  
Kelly Neiderer  
Vince Paese

## PRIVATE SECTOR

Chris Vogel  
Haven Evans  
Todd Hooper  
Allison Wilson  
Jacquelyn Wise

## LOW INCOME SECTOR

Amber Coleman  
Tara Davis  
Katrina Thoma  
Rita Schaaf



# 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

 1514 Derry Street, Harrisburg, PA 17104

 [www.cactricounty.org](http://www.cactricounty.org)