



Community Action Partnership of Lancaster County

# 2021 Annual Report

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Letter from the CEO  
**VANESSA PHILBERT**

# DEAR FRIEND,

In what feels like simultaneously the longest and quickest blink of an eye, we find ourselves more than halfway through 2022, and I am reminded of infinite wisdom garnered when we activate sight – hindsight, insight, and foresight. We’re taking a collective breath to reflect on the past two-and-a-half years along with how far we’ve collectively come since our inception in 1966, and we’re filled with hope for where we see ourselves going.

What started as a grassroots response to a call to communities across the country to eliminate poverty born out of The Economic Opportunity Act of 1964, CAP has, from day one, worked tirelessly to transform generational poverty into economic prosperity so that everyone in the Lancaster community can thrive. That dedicated mentality buoyed us through the ebbs and flows of 2021, from the startling attack on democracy on January 6 to lifesaving vaccines for the community to finding justice for George Floyd in the wake of his devastating murder to a highly contagious variant that upended pandemic progress.

We evolved with the needs of our community while also dreaming about what the other side of this pandemic will look like, knowing full well that the return to normal so many desperately hoped for is not enough. And we find ourselves rising to this moment between what has been and what is yet to be by looking inward to propel us forward.

Over the last year, our team embarked on an organization-wide diversity, equity, and inclusion initiative to address race, power, and privilege in the work we do, to ensure we continue showing up as a just voice in our community, and to help us bring to life the vision we hold for our community – one of equity, justice, and prosperity. We’ve also deepened our commitment to a long-held philosophy that will guide our work called two generation – a framework through which we’ll interrupt generational poverty by balancing support across a whole family as they move and grow together toward a thriving future.

Seeing ourselves more clearly illuminates the path along which we will carry our work forward in imagining, advocating for, and walking alongside folks toward a normal where everyone in the Lancaster community thrives. Thank you for being on this prosperity journey with us.

Vanessa Philbert

# STRATEGIC PLAN



## WINNING ASPIRATION

We transform generational poverty into economic prosperity so that all can thrive



## MISSION

Empowering community, driving action, and building partnership to eliminate poverty

## VISION

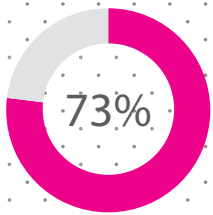
Our community is a model of equity, justice, and prosperity

## FAST FACTS

### CAP AT A GLANCE

**~40,000**

People served every year.



Women in senior leadership

**>\$800**

Spent per customer per year

**300+**  
Employees

**4**

County locations

**2**

Programs serving multiple counties

## BIG QUESTIONS

1.

How will we address race, power and privilege in our prosperity efforts with clients as well as internally with staff, board and volunteers?

2.

How will we focus our programming on those key efforts which will help us transform generational poverty into economic prosperity?

3.

How will we recruit, orient and develop mission-aligned staff and a high-performance, adaptive culture?

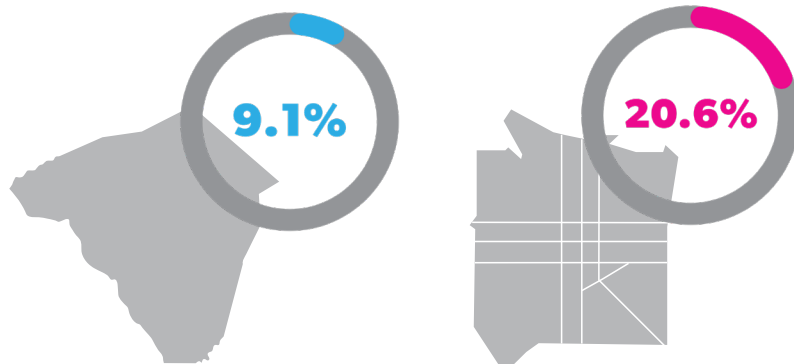
## IMPACT TEAM STRUCTURE

CAP is structured in four impact teams, including Safety and Empowerment, Education and Child Development, Household Stability, and Health and

Nutrition. These teams were created in an effort to build collaboration among programs with commonalities.

## STATE OF POVERTY

Based on American Community Survey 5-year estimates, the poverty rate declined in Lancaster City from 23.9% in 2019 to 20.6% in 2020. This represents 1,933 fewer people living in poverty. In Lancaster County, the poverty rate declined from 11.1% in 2019 to 9.1% in 2020, which represents 10,675 fewer people living in poverty.



# 2021 BY THE NUMBERS

## FOOD DISTRIBUTION

**499,399.63**

Total pounds of food CAP distributed

**9,603**

Pounds of food distributed per week



## DOMESTIC VIOLENCE SERVICES

Total number served (unduplicated)

**1,788**

*All programs*

**693**

*Hotline calls and text*

## THRIVE TO 5 PAT

**37,710**

Hours of virtual instruction

**1,892**

Virtual visits

## UTILITY ASSISTANCE

Number of households served

**12,334**

Number of direct services to seniors

**1,193**

## RISE, FORMERLY NAVIGATION

Number of people who maintained stability through Workforce Recovery Project

**265**

## WOMEN, INFANTS & CHILDREN

Monthly food packages issued to families

**68,837**

Number of WIC participants who receive benefits

**9,589**

## NUTRITION ED

Virtual lessons for school age and adult participants

**800**

*Total*

## CRISPUS ATTUCKS

Families served through the food pantry

**6,991**

Hot meals served

**9,600**

## SENIOR CENTERS

Number of meals distributed to seniors

**5,706**



## Safety & Empowerment

# Pursuing the American Dream

## Domestic Violence Services - Survivor Story, as told by Jennifer DiCola, Assistant Director of DVS

As I said good-bye to Ahn this morning, I thought about how courageous and resilient she has been and continues to be. Several years ago she came to United States alone to make a new life for herself and pursue the "American Dream." At that time, she spoke no English and knew no one. She did not realize how challenging this move would be. She was vulnerable and victimized by people who took advantage of that vulnerability. She was forced to work in shady businesses to survive, with long hours and poor wages. Even in the face of this adversity, she blossomed! She fell in love and married.

We met Ahn after a neighbor called the police when they heard her screams. Her husband was beating her again. She broke free and ran outside. The police arrived, arrested her husband, and phoned the DVS hotline. When I met Ahn on Sunday morning she was bruised and fearful. Using the free interpretation services provided by the Pennsylvania Immigration Resource Center (PIRC), I was able to explain our services and identify her immediate needs. Beyond safe housing, we connected Ahn with our Legal Center for a

Protection From Abuse Order and information about proceeding with a divorce.

As we came to know her at DVS, we learned she is a wonderful cook. While at the Safe House she made dishes from her native country to share with fellow residents and staff. We enjoyed her bright smile and caring ways as she healed from the abuse she had suffered – from the person that she believed loved her.

Days and weeks passed and although Ahn was safe, warm, and with others in the Safe House, there was no one who shared her language and she continued to feel lonely and isolated. She decided to move to a larger city to see if she could find housing, work, and a larger community with her native language.

Although Ahn's story doesn't end here, it is a success story. She is free of the abuse and now has the resources she needs...to move from survivor to thriver and live her American Dream.

If you are experiencing domestic violence, call DVS's 24/7 hotline: 717.299.1249 or text SAFE to 61222.



## Education

Image: Francheska and her daughter

### How the Parents As Teachers program is helping a mother find needed personal time and employment

Francheska Santiago set new goals for herself around self-care and bolstering her parenting skills after she discussed the fragile well-being of her family during COVID-19 with CAP’s Parents As Teachers program. She came to the conclusion that her own well-being impacts her capacity as a parent.

With CAP’s support, Francheska was able to mobilize her family supports, which included her children getting weekly “Evenings with Daddy” and daytime breaks with the children’s grandmother. Even though she could step out of the house for some time to herself, she experienced a growing feeling of unhappiness, stemming from the fact that she didn’t have a job. She was ready to invest in herself and help contribute financially to the family.

Family Development Specialist, Sarah LeTourneau, explains, “We coached her to reflect on her interests and skills during our visits, during which Francheska proved to have strong skills in Spanish-English language translation. She was already providing this service to her local Church, and Francheska enjoyed the idea of finding paid work that would help her connect with more people in the day, even if it had to be virtual with Covid restrictions.”

We identified Church World Service’s Language Beyond Borders program as a potential job opportunity for Francheska and connected her to the Director. Francheska announced that same week that she had successfully created a resume and submitted an application for a position as a translator and is awaiting a response from the agency.

Francheska shares, “I’m so excited! It never occurred to me that my love for communicating and connecting could be an important skill. It concerns me when I see my Spanish speaking neighbors not understanding important things such as lease agreements, policies and paperwork regarding benefits, due to the language barrier. I know this is a critical issue for my community.”

Sarah hopes that obtaining a job in this area of interest will hopefully be an empowering experience for Francheska that boosts her personal sense of well-being, which will have a ripple effect on her parenting. This will also positively impact her family financially, while also providing an important service to Francheska’s local community in a very direct way.

Francheska is a testimony to how discouraged parents can benefit from support during this pandemic. We look forward to providing an update on her journey toward self-sufficiency in a future issue, and we encourage other parents to reach out to the Community Action Partnership if you need assistance.



# BOARD OF DIRECTORS & COMMITTEES

Our Board of Directors, which governs the agency, is made up of local elected officials and appointed government officials, community leaders, and representatives of low-income organizations and neighborhoods.

## FINANCE COMMITTEE

Scooter Haase, Chair  
Jim Kelly, Past Chair  
Chris Flores  
Dan Massey  
Corey Meyer  
Lori Royer  
Sam Jordan

## EXECUTIVE COMMITTEE

Jim S. Amstutz, D.Min – Chair  
*Teacher, Lancaster Mennonite School*

Darryl Gordon – Vice Chair  
*VP Human Resources, The High Companies*

Scooter Haase – Treasurer  
*Community Volunteer*

Anna Ramos – Secretary  
*Chief Operating Officer, Lancaster County Workforce Development Board*

Kristin Heller – Immediate Past Chair  
*VP/Team Leader, Fulton Bank*

## BOARD

Randolph Appley  
*Member-At-Large*

Angela Eichelberger  
*District Director, Office of PA Sen. Scott Martin*

Rebecca Geiser  
*Deputy Director, City of Lancaster*

Kareemah Mayer  
*Attorney, Buchanan Ingersoll & Rooney PC*

Corey Meyer  
*Supervisor, East Lampeter Township*

Rebecca Miller  
*Chair, Head Start Policy Council*

Nicole Pedriani  
*VP/Relationship Manager, Univest Bank & Trust Co.*

Dr. Elizabeth Powers  
*Associate Professor, Millersville University*

Rodney L. Redcay  
*Mayor, Borough of Denver*

Jake Thorsen  
*Chief Impact Officer, Tenfold*

# MANAGEMENT & OVERSIGHT

## EXECUTIVE TEAM

VANESSA PHILBERT, *CEO*

JAIME ARROYO, *CSO*

ANGIE LIGHTFOOT-ROTH, *CFO*

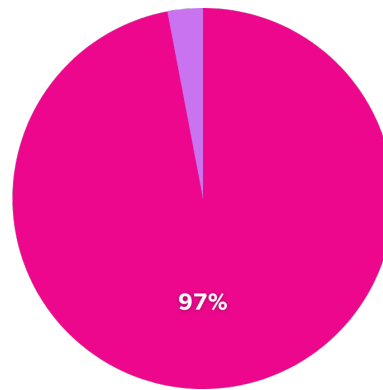
KRISTY AURAND, *CDO*

JOHN MCKOWEN, *CBO*

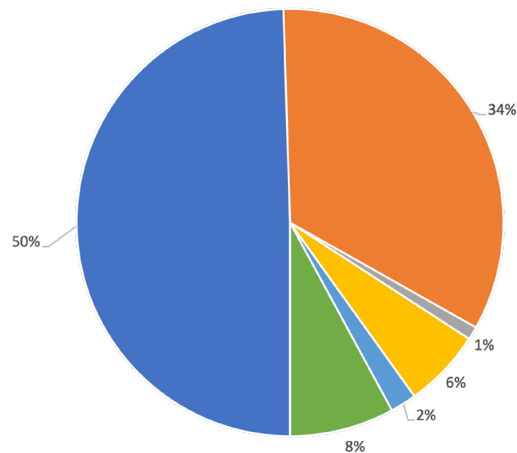
CENITA MEYERS-RICHARDSON, *CPO*

## FINANCIALS

97% of our functional expenses support programs; only 3% support administrative expenses.



Here those numbers are broken down even more by impact team and supporting services.



■ Health & Nutrition ■ Education & Child Development ■ Fundraising  
■ Safety & Empowerment ■ Management ■ Household Stability





Empowering Lancaster County Families



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