



# Community Action Association of Pennsylvania Annual Impact Report





Exit 1B  
North  
I-376  
Ohio River

NORTH

SOUTH

279

Convent  
Strip

708

Exit 70C  
North  
I-376  
Ft Duquesne Blvd  
Convention Ctr  
Strip District

Exit 70B

Blvd Of Allies

Liberty Ave

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Exit 70A

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Dear Members and Partners,

As conference time creeps closer and our year comes to a close, I once again find myself in awe of you and your work. I also find myself consistently saying the same thing: I feel blessed to serve as the CEO of your association – truly, truly - you make it a delight and an honor to do what we can, hopefully making your lives, and the lives of your teams, easier.

Much like the clients you each serve, you have grown, despite all odds, finding ways to navigate through difficult situations yet establishing creative solutions to make the world and Pennsylvania a better place where people aren't just getting by; they can thrive.

Through every interaction, training, network call, discussions in cohorts, and through our travel to conferences, our team at CAAP has listened to your frustrations and insights to bring new tools and resources to our dedicated network.

We can only hope that you can see your influence on our services and new opportunities to grow our collective capacity and even further the return on the investment of your membership dollars. As we jump headfirst into this year, we can't wait to launch Policy Map; further our course work on our LMS, CAAP Learn; grow our continuous improvement training offerings, like CAAP Infinity Intermediate; offer even more at this year's DEI Summit through a hybrid event; and even more to come. We cannot wait to share what's up our sleeve for the new year at our October 2023 conference and have spectacular conversations, sharing more about what each of you does so well.

I thank you for your deep dedication to addressing the social determinants of health and your willingness to be vulnerable in your work, sharing when you need help.

I look forward to seeing you all soon, and, as always, know our CAAP team is here to listen and assist you whenever a need arises.



Beck Moore

Community Action Association of Pennsylvania  
Chief Executive Officer

To Our Amazing CAAP Members and Partners,

This has been a year full of infrastructure development here at the Community Action Association of Pennsylvania. Anti-poverty work is complex. Community Action has the amazing capacity to look at whole person and whole family, well-being. We are not individual programs but systems of social care that support the economic and social infrastructure of our communities. Last year, our work touched the lives of 475,816 individuals. As the complexities of doing this work increase, it is so exciting to see how the Community Action Association of Pennsylvania has reimagined its work and created an organization designed to help us do this work.



The Learning Management System (LMS) and CAP Infinity allow us to not only meet the requirements of our Continuous Improvement Training in Community Action Standards, but it modernizes this discussion so we can speak the same language as our business partners and provides the opportunity for our staff to get this training in a way they can internalize it and see how continuous improvement helps each us do our work. Other states are reaching out about this innovative work, making the CAAP a trendsetter in Community Action across the United States! Check out the CAAP Crunch trainings for a 10-minute or shorter training - great for you and your staff! (To learn more visit <https://learn.thecaap.org/course/caap-crunch>)

The lean into DEI and Social Determinants of Health by CAAP provides the opportunity for Community Action to be seen as the catalyst we are around social care and equity work. We, more than any other organization, are already meeting the Social Determinants of Health. By partnering with health care, we can actually work together in a more sustainable and equitable environment to affect individual and system change. This is not only better for the families we serve but has the opportunity to push the needle on system-level change. This work can help us transform the way people think about our work, seeing it as an investment and cost savings instead of a drain on the budget. Beck and his team understand the possibilities and are supporting the development of this opportunity in tangible ways that helps each of us do our work.

In this report, you will see more about the amazing work we do together! I hope you are inspired and energized. As Board chair, I want to thank Beck and his team at CAAP for their critical work in supporting and sharing the work we do. And thank you to each of you for all you do to help Pennsylvania families build a new and brighter future!

With deep appreciation,

*Megan Shreve*

Community Action Association of Pennsylvania  
Board Chair



# **“The flap of a butterfly’s wings might ultimately cause a tornado” - Edward Lorenz, on The Butterfly Effect**

**Seemingly “small” actions = infinite impact.**

This year, 475,816 people in Pennsylvania were served and/or impacted by services provided by Community Action Association of PA through webinars, pop-up opportunities, CAP Infinity, and CAP Learn.

Though it may appear as effortless as a flap of a butterfly’s wings, the CAP team has been working hard to deliver the highest quality services and resources to vulnerable communities across the state - no doubt creating powerful tornadoes of positive change whose impact will be felt for many years to come.



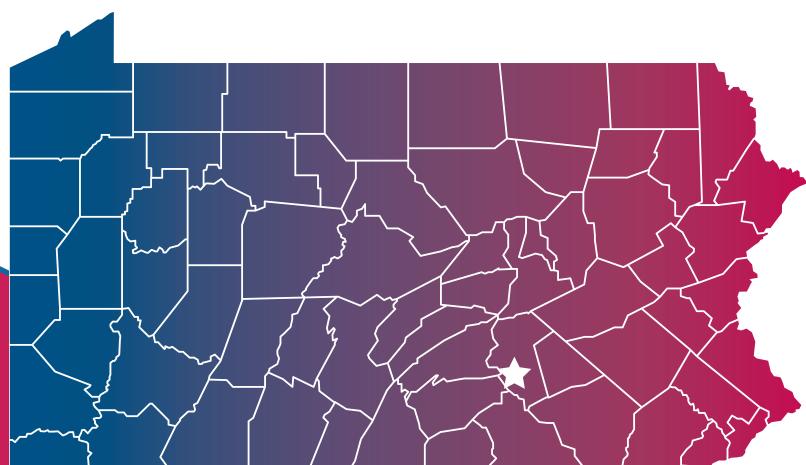
## **Who We Are**

**Community Action is the authority on addressing poverty in Pennsylvania.**

The Community Action network is comprised of public and non-profit community-based organizations (CBOs) of Community Action Agencies across all 67 counties in Pennsylvania. Each agency is uniquely addressing the Social Determinants of Health through various programming, informed by regular Community Needs Assessments, to understand the needs of those most vulnerable in every community.

## **Our Mission**

The mission of the Community Action Association of Pennsylvania is to strengthen, advocate for, and empower the state network of Community Action Agencies to effectively address issues of poverty.



# Leadership

Megan Shreve | Board Chair  
South Central Community Action Programs, Inc.

Vanessa Philbert | **1st Vice Chair**  
Community Action Partnership of Lancaster County

Jennifer Wintermyer | **2nd Vice Chair**  
Tri County Community Action

Wendy Melius | **Treasurer**  
Center for Community Action

Darlene Bigler | **Secretary**  
Blueprints

## Members-At-Large

Erin Lukoss  
Bucks County Opportunity Council, Inc.

Mandy Welty Zalich  
Westmoreland Community Action

Lawrence Berringer  
Berks Community Action Program, Inc.

Robin Rohrbaugh  
Community Progress Council, Inc.

Rick Beaton  
Community Action Development Commission

Danny Jones  
Greater Erie Community Action Committee

David Mrozowski  
Tableland Services, Inc.

Dave Young  
Schuylkill Community Action

Mitchell Little  
Office of Community Empowerment & Opportunity

Rachelle Abbott  
Lycoming-Clinton County Commission for Community Action, Inc. (STEP, Inc.)

Sue Auman  
Union-Snyder Community Action Agency



# Our Work

## Webinar Series Expansion

In 2022, we marked a significant expansion of our webinar series. We opened it up to include CSBG Region 3, encompassing DC, Delaware, Maryland, Virginia, and West Virginia. The decision was driven by our commitment to provide consistent education across the region while ensuring our attendees' best return on investment. We are thrilled to report that this expansion has yielded excellent results, with record-breaking attendance and some of the highest ratings for our webinars.



## Pop-Up Opportunities and Special Webinars

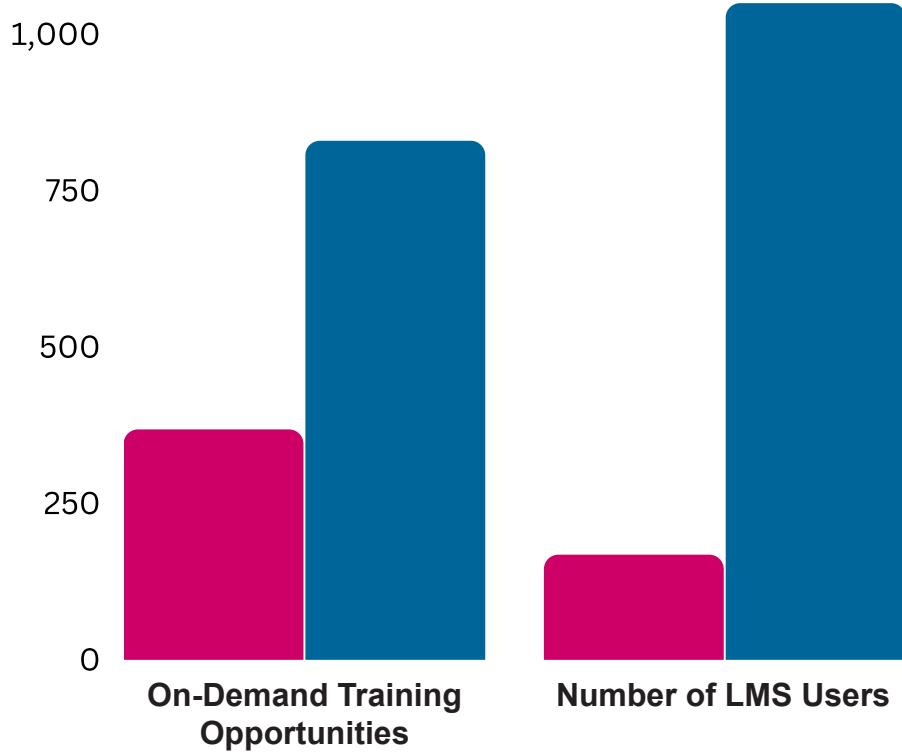
Pop-up opportunities were introduced to address emerging needs, allowing us to deliver timely and tailored educational sessions beyond our standard series. Notably, we conducted highly successful webinars on HR 101 and nonprofit law, demonstrating our ability to provide educational opportunities that cater to the ever-evolving needs of Community Action.

## CAP Infinity - Revolutionizing Continuous Improvement

The most significant growth in our educational offerings this year has been CAP Infinity, our revolutionary approach to continuous improvement. Inspired by feedback from Community Action leaders, who identified pain points in existing methods, we launched CAP Infinity Basic in December 2022 on CAAP Learn, our LMS (Learning Management System). This new learning module series offers flexibility while meeting continuous improvement directives, leading to a surge in LMS users. From 168 users in December 2022, CAAP Learn has grown to over 1,000 users by July 2023. We have issued over 600 certificates of completion for CAP Infinity Basic.

Building on the success of CAP Infinity Basic, we introduced CAP Infinity for Boards in May 2023. This comprehensive course is aligned with Organizational Standards for board training, covering topics such as the history of Community Action, continuous improvement, and data basics. Designed for asynchronous learning or group completion, CAP Infinity for Boards empowers governing boards to enhance their effectiveness in leading Community Action agencies.

## Change in Educational Offering Participation from 2022 to 2023



# Our Impact

Collectively, the Community Action network's programming ensures the most vulnerable population across Pennsylvania can access interventions, programming and emergency services that impact pivotal elements of addressing the social determinants of health. On the road to success and self-sufficiency, the barriers are not always the same and not always clear. Community Action programming is based directly on community needs assessments conducted within the communities they serve to identify and build services specific to that population.

**The outcomes and services in this section fall into at least one of the following Social Determinants of Health (SDOH) Categories:**



**475,816  
total people  
served**

**26,956  
individuals  
received maternal  
and child health  
services**

**35,133  
of those served  
had a disabling  
condition**

**1,853  
individuals participated  
in a mental health  
assessment**





**122,353**  
individuals participated  
in skills classes  
(gardening, cooking,  
nutrition, etc.)



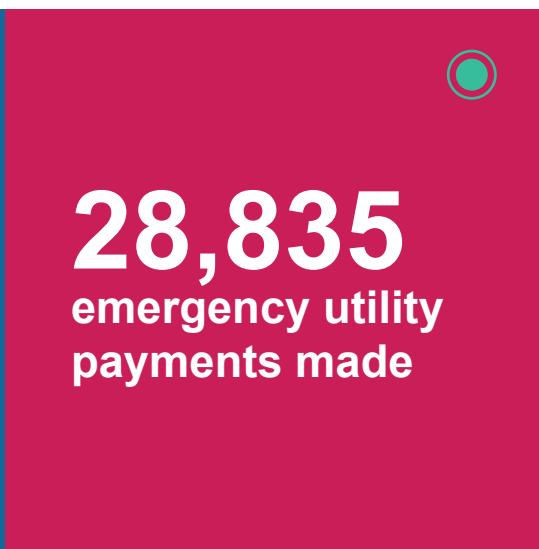
**12,497**  
individuals  
demonstrated  
improved mental and  
behavioral health and  
well-being



**10,380**  
children (0-5)  
demonstrated skills for  
school readiness



**42,869**  
individuals and  
families received  
emergency rent  
payments



**28,835**  
emergency utility  
payments made



**6,016**  
individuals received  
voter education



**14,671**  
individuals increased skills, knowledge  
and abilities to improve conditions in  
their communities in partnership with  
Community Action



provided programs  
and services to  
**40,025**  
single parents



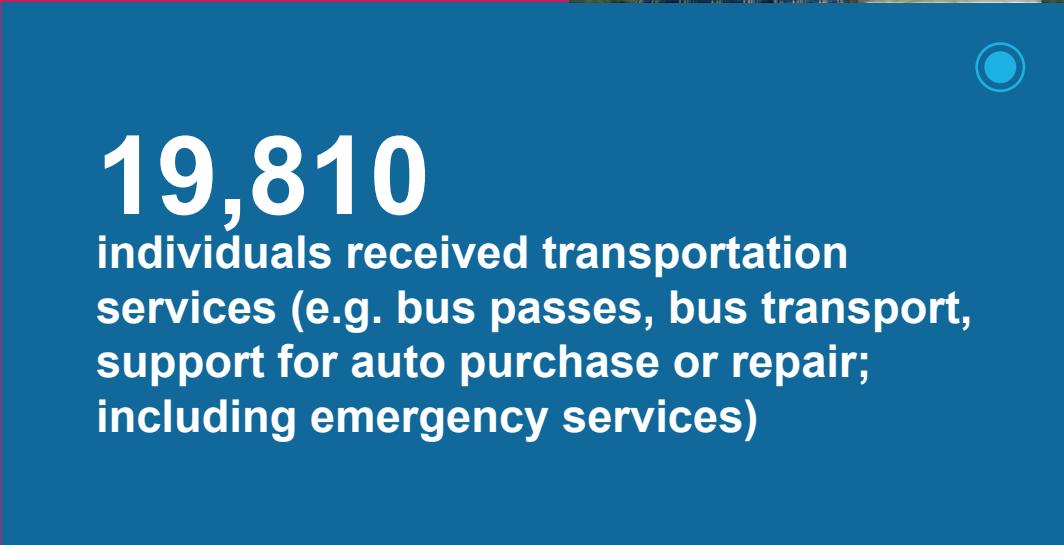


**225,150**  
individuals received food and grocery bags/boxes

**38,059**  
individuals received prepared meals



**45,368**  
individuals improved energy efficiency or reduced energy burden in their homes



**25,808**  
individuals demonstrated improved physical health and well-being



*I love providing support to our own community.  
I love that we can see the impact of our work.  
I think that most people are surprised by the  
different programs we offer at our agency.*

*I love that community action empowers families  
and changes lives! The work that we do today  
will have a positive impact on families for  
generations to come!*

# Faces of Action

To celebrate Community Action Month this year, we asked Community Action staff members across the state why their work is important and meaningful.







**We extend our gratitude to all those who have contributed to our success, and we look forward to another year of empowering professionals and agencies in the pursuit of excellence in Community Action.**



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

