

# STRATEGIC PLAN 2019-2023

**SOLANCO FAMILY LIFE NETWORK**



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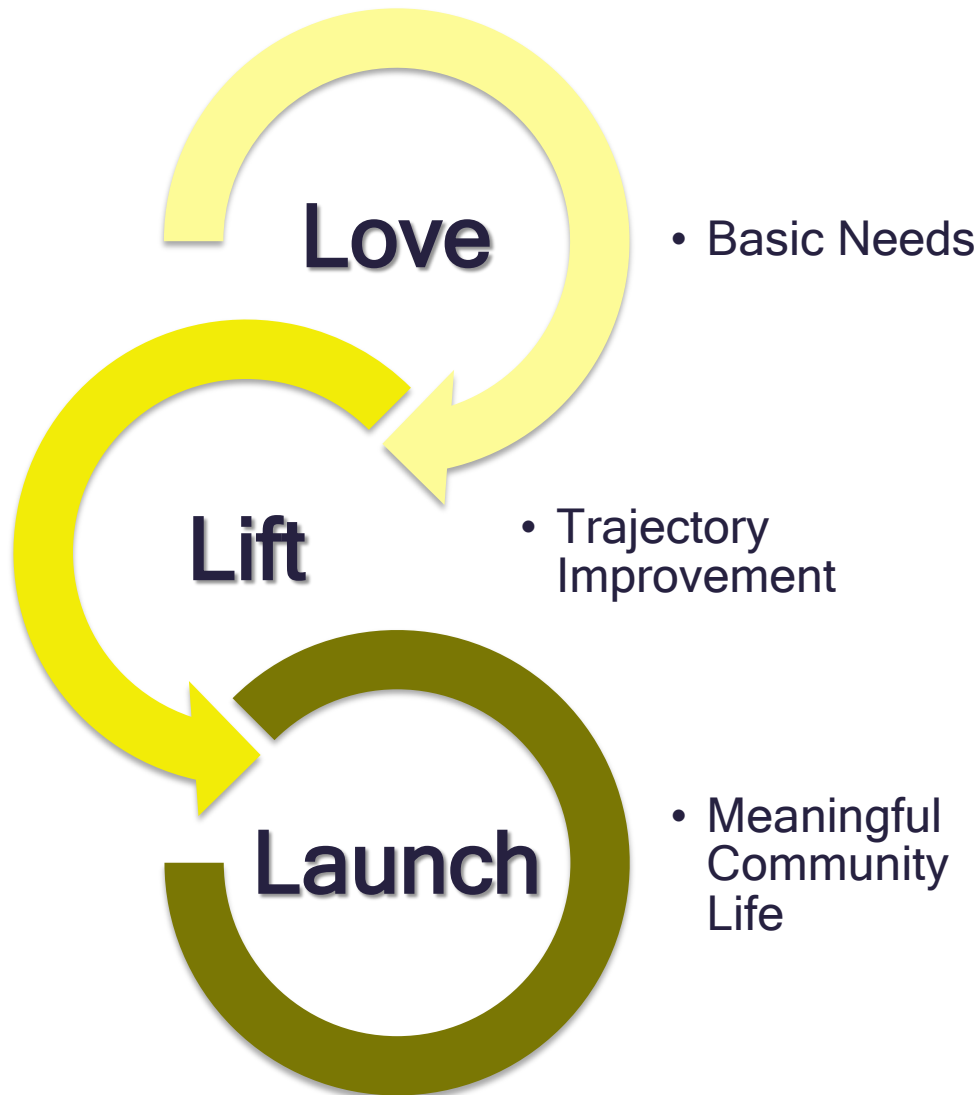
## OUR MISSION . . .

*Solanco Family Life Network will empower families to connect with caring community partners that meet the needs of the whole family, in all areas of life, fostering a thriving community.*

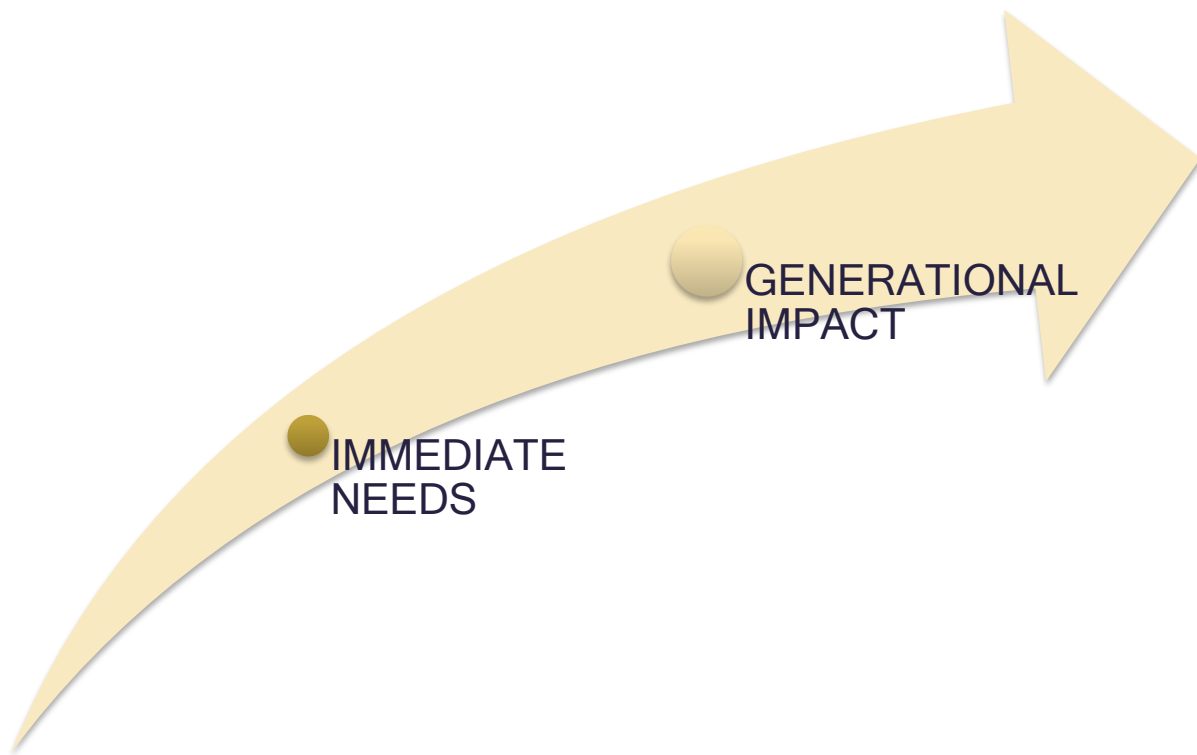
## OUR VISION . . .

*The Solanco Family Life Network will be the venue fostering connections among all community partners to create an all-inclusive, supportive environment, enhancing the well-being of all families in Solanco.*

## OUR STRUCTURE . . .

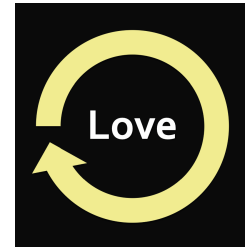


## A GENERATIONAL FOCUS . . .



# LOVE . . . NARRATIVE

FOOD, CLOTHING, HOUSING, UTILITIES,  
TRANSPORTATION



Rural poverty is often misunderstood and overlooked, but amidst the countless farms and rolling green hills in southern Lancaster County, many individuals and families struggle financially. Generational poverty abounds and breaking this cycle is often difficult. Meeting basic needs is often the first step in helping families out of crisis, enabling them to address deeper issues that are barriers to long-term sustainability. Below is a brief description of basic needs in the Solanco Community:

## Food

The **Solanco Food Bank** service area covers all of Solanco school district and parts of Penn Manor and Lampeter-Strasburg districts. There is an upward trend of more adults using the food bank and an increased number of grandparents housing and providing for their grandchildren.

Numbers for the **Student Weekend Eating Program (SWEEP)** remain relatively constant, fluctuating between 270-285 students annually. This is consistent with recent prior years, though notably, 6<sup>th</sup> grade participants increased more than 50% from 2016 to 2017. Aside from the food bank, there is a small food pantry in Holtwood that is available to families living in Martic township. The Next Gen Senior Center offers reduced meals at their facility and they partner with the Central PA Food Bank to receive food boxes for income-eligible seniors. The Fresh Express program from the Central PA Food Bank is available to income-eligible individuals once/month and opened a Quarryville location last year. Area churches offer free meals open to the community.

## **WIC**

The Special Supplemental Nutrition Program for Women, Infants, & Children (WIC) serves income-eligible pregnant, post-partum or breastfeeding women, and families with

infants and children to the age of 5. Families are expected to come to the office to meet with a nutritionist about every two to three months. Appointments include health screenings, nutrition education, referrals, and vouchers for WIC eligible food/formula.

To date, there has been an overall 14.3% decrease in the missed appointment rate. This is a positive trend, but barriers to keeping appointments include lack of transportation and last minute calls to work or to pick up a child.

## Clothing

Families who are enrolled at S.N.M. can receive free clothing for all family members twice/year at New Hope Community Closet. There are an increased number of local churches offering clothing drives throughout the year, and Coats for Kids continues to aid many families each winter. Families in the southern end are allowed to access professional clothing from the Lancaster County Council of Churches. Five schools within the Solanco School District have Swappe Shoppes at the elementary, middle, and high school levels. The shoppes are self-sustaining with yearly clothing drives, are free to students and their families, and have no limit on the number of times students visit the shoppes. Data is not collected to determine the number of students/families using the Swappe Shoppe at each school.

## Housing

The definitions of homelessness vary between Solanco school district and the Lancaster County Coalition to End Homelessness (LCCEH). Because LCCEH has not had a presence in the southern end in years past, data in this part of the county is not available. County-wide (2016), they note 66% of people seeking homeless services were younger than 35 years and most clients self-resolve their situation. This could mean families become doubled/tripled up with another household, which would not meet the LCCEH criteria of homelessness, but does fit with the district definition. For the district, prior data suggests ~18-20% of Solanco's homeless students transfer out of the school district by the end of the school year.



46% of requests that came through the SFLN website (June '16- Oct. '17) were for housing assistance. 32% requested financial assistance, often related to housing (per follow-up conversations). There are no emergency shelters in the southern end of Lancaster County.

We find there is a shortage of lower priced rental units in the southern end. The average rent in Quarryville is ~ \$815/month; countywide is ~ \$900. Over 35% of families in the southern end spend more than 35% of their income on rent; a typically unsustainable situation.

We find a cyclical trend regarding housing assistance, with increased requests coming in the spring and summer. Of those who contact S.N.M. for help and who are homeless, the majority are families who are doubled/tripled up in a house/apartment that is too small to accommodate all parties, or, they are sleeping in their vehicles, in a tent, or at a campground. Very few individuals choose to shelter at Water Street Rescue Mission because they do not want to be split up and they fear the city.

## Utilities

Similar to housing, emergency utility assistance tends to follow a cyclical trend. Emergency requests often come in the spring/summer (after the PPL winter moratorium ends), and late fall (before the PPL winter moratorium begins). The Community Action Partnership (CAP) has a location in the southern end 4 days/week and assists families with the *On Track* utility assistance program.

In 2016, CAP was a point of contact for 544 individuals in the southern end. The numbers for 2017 have already surpassed this despite two months remaining in the calendar year. Outreach to the CAP office for electric assistance increases each year because of increased rates by utility companies. Further, PPL has broadened its customer base tremendously over the past few years, meaning more referrals are going out and more customer assistance outreach is being provided by both PPL and the agency.

## Transportation

Lack of, or inadequate/unreliable, transportation remains a barrier to employment and keeping medical/legal appointments, and is a contributing factor to truancy. There is no public transportation in this part of the county.

The Wheels to Work program is available through the Lancaster County Council of Churches.

Ride Share options are available, though to date, have not been widely promoted.

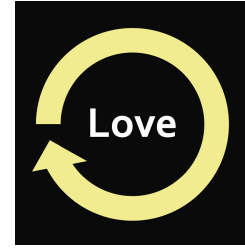
Love INC recruits local volunteers (often from churches) to drive individuals to their medical appointments. Individuals must request transportation several weeks in advance and Love INC must be able to match the request with a volunteer driver in the area.

## **Conclusion**

The needs are many in the southern end of Lancaster County, yet many resources are already in place to address them. Gaps in services exist, as does the (sometimes) lack of coordinated effort among organizations. Working together with under-resourced individuals, the SFLN can create an action plan to close the gaps and effectively communicate/work with area churches, organizations, and individuals.

# LOVE . . . GOALS

FOOD, CLOTHING, HOUSING, UTILITIES,  
TRANSPORTATION



## GOALS

### FOOD GOALS

- 1) Develop list of free community meals throughout the southern end of Lancaster county
- 2) Assess areas where there are gaps in service
- 3) Promote community meals: SFLN website, S.N.M, social service providers, etc.
- 4) Promote provider catalog, services, and volunteer opportunities at meals

### CLOTHING GOALS

- 1) Develop list of free clothing drives throughout the southern end of Lancaster county
- 2) Assess areas where there are gaps in service
  - Approach churches in under-served areas to consider hosting clothing drives twice/year
- 3) Promote clothing drives: SFLN website, S.N.M., social service providers, etc.
- 4) Track use (by service provider) through Empower Lancaster

### HOUSING GOALS

- 1) Develop list of housing assistance in the southern end of Lancaster County.
- 2) Track housing assistance referrals through Empower Lancaster and 2-1-1 data
- 3) Existence of temporary shelters for animals - many families unwilling to stay in shelter and leave family pet

### TRANSPORTATION GOALS

- 1) Develop list of transportation availability in the southern end of Lancaster County.

### UTILITIES GOALS

- 1) Develop list of utility assistance in the southern end of Lancaster County.

# LOVE . . . ACTION PLANS

FOOD, CLOTHING, HOUSING, UTILITIES,  
TRANSPORTATION



## ACTION PLANS

### FOOD GOAL ACTION PLANS

- 1) Develop list of free community meals throughout the southern end of Lancaster county
  - 2) Assess areas where there are gaps in service
    - Approach churches in under-served areas to consider hosting community meal once/month on their own or with Flowing Oil Café (Love INC)
  - 3) Promote community meals: SFLN website, S.N.M, social service providers, etc.
  - 4) Promote provider catalog, services, and volunteer opportunities at meals
    - Postcards for participants to check services or volunteer opportunities they may be interested in
- Food Resources
    - *Churches-* (appt. necessary)
      - Lampeter Church of the Brethren
      - Lampeter United Methodist Church
    - *Solanco Neighborhood Ministries-* (appt. necessary)
      - Food bank
      - Holiday meals
    - *Meals on Wheels*
      - Delivered hot/cold meals for home-bound seniors
      - \$6/day; \$30/week
    - *Council of Churches-* no appt. necessary; may experience a wait
      - Food bank
      - Holiday meals
  - Mt. Nebo- Kitchen Cupboard
    - Toiletries and cleaning supplies

## CLOTHING GOAL ACTION PLANS

- 1) Develop list of free clothing drives throughout the southern end of Lancaster county
  - 2) Assess areas where there are gaps in service
    - Approach churches in under-served areas to consider hosting clothing drives twice/year
  - 3) Promote clothing drives: SFLN website, S.N.M., social service providers, etc.
  - 4) Track use (by service provider) through Empower Lancaster
- New Hope Community Closet
    - Clients of S.N.M. can obtain free clothing for each member of family 2x/year (~ 3 outfits each).
  - Solanco School District Swappe Shoppes
    - Available at 5 schools throughout district
    - Free to students and their families unlimited number of times throughout the year.
  - Lancaster County Council of Churches- 812 North Queen Street, Lancaster, PA 17603 (717-291-2261)
    - PA Workwear- professional clothing bank by referral
  - Lumina- 20 E. Clay Street, Lancaster, PA 17602 (717-394-8412)
    - Professional clothing bank by referral, up to 4x/year

## HOUSING GOALS ACTION PLANS

- 1) Develop list of housing assistance in the southern end of Lancaster County.
  - 2) Track housing assistance referrals through Empower Lancaster and 2-1-1 data
  - 3) Develop a list of temporary shelters for animals - many families unwilling to stay in shelter and leave family pet
- Security Deposit Assistance
    - ***CREF (Community Rental Equity Fund)***- referral-based security deposit guarantee program through LHOP
      - Must be in domestic violence program, refugee resettlement organizations, or in the Lancaster county re-entry management organization
    - ***Off the Streets Lancaster***- referral-based security deposit; limited furniture available

- 2-1-1\*
  - Homeless service programming
- The Church at Timberline
  - Transitional cabins (subject to availability)
- LHOP programming
  - Online rental search engine
  - First-time homebuyer program
  - Possible homeless prevention initiative
- Good Samaritan Services (single-mothers)
- Safe Parking Lot
  - The Factory Ministries- place to park and stay in car; monitored lot

\*for a list of winter shelters, contact 2-1-1

## TRANSPORTATION GOAL ACTION PLANS

1) Develop list of transportation availability in the southern end of Lancaster County.

- Uber for low-income families
  - Ex. Quarryville to Queen Street in Lancaster is ~\$25-\$30.
- Uber Health
  - Gives patients free rides to doctor appt.; paid for by medical facility  
<https://www.uber.com/newsroom/uber-health/>
  - Did not see any organizations using Uber Health in Lancaster, PA
- Go-Go Grandparents - call center arranges transportation for seniors and monitors the ride; good for those without a smart phone; can set up automatic rides for regular appointments. <https://gogograndparent.com/faq>
  - \$3.35 base fare + \$1.10 per mile + \$0.20 per minute (with a minimum fare of \$6.95) and the **GoGoGrandparent Concierge Fee**
  - <https://gogograndparent.com/#billing-section>
- Senior Citizen Free Ride Program (Red Rose Transit)- sponsored by PA lottery
  - Seniors (65+) apply for the PA Senior Citizen Transit ID card (issued by PA Transit authority---application online)
  - May ride the bus FREE anytime on any route
- College Services (Red Rose Transit)
  - Students at certain colleges (HACC & Millersville) can ride for FREE on certain routes, while school in session; need college ID
- Half Fare Program (Red Rose Transit)

- For persons with qualifying disabilities to receive half off the cash fare during non-peak hours.
- Persons < 65 with a Medicare card qualify for this program.
- Customers who have a *Half Fare ID card*, can ride at half the cash fare all day weekdays except between 7:00 to 8:00 a.m. and 4:30 to 5:30 p.m. On weekends, the half fare discount can be used all day.
- Park & Ride (Red Rose Transit)
  - Park for FREE in Park & Ride lots
    - (2) closest to southern end are in Willow Street
      - Kendig Square, Willow Valley Square
    - Customers park for FREE then take the bus to desired location
- Red Rose Access
  - Para-transit for seniors and those with disabilities
  - Discounted fares
  - Possible funding available through Office of Aging and other human services agencies. If a client of one of these places, check with them to see if they will sponsor ride or call Red Rose Access for info.
- Access to Jobs Program (Red Rose Access)
  - Helps customers travel to and from work at times when the busses are not running
  - Income guidelines (<150% of poverty level) and live and work within ¼ mile of bus route; limited to a 6-mile radius (*not helpful for those in southern end*)
    - *The Lancaster County Office of Assistance partners with RRTA to help clients with transportation needs when they are seeking employment or need transportation to continue employment.*
    - *Red Rose provides free passes to the Assistance Office for caseworkers to provide for their clients if they are employed (grant funded)*
    - *Clients of the Assistance Office should check with caseworker to see if eligible.*
- Wheels to Work
  - Through Lancaster County Council of Churches
  - Discounted vehicles to working individuals; income-based
- Commuter Services of PA
  - Ride-match with people taking same route; must fill out application
  - Emergency ride home for those who participate in Ride-Share
  - Organization can work with employers to help offset employee cost of commuting
  - How to increase awareness and use?
  - Tracking---Christy should be able to pull report from area

- Love INC
  - Connects churches with the needs of their neighbors
  - Uses volunteers from (2) area churches to drive individuals to medical appointments.
  - Love INC needs more churches to be able to recruit more volunteers... Launch group?

## UTILITY GOAL ACTION PLANS

1) Develop list of utility assistance in the southern end of Lancaster County.

### LIHEAP (Low Income Home Energy Assistance Program)

Energy assistance program (usu. Nov-March) run by the Penn. DPW that helps pay for any type of home heating.

- Income guideline is 150% of the Federal Poverty Guideline.
- Applications are available online at [www.compass.state.pa.us](http://www.compass.state.pa.us) or at the DPW office 717-299-7543
- LIHEAP hotline 866-857-7095

### PPL Programs

*On Track, Operation Help, Security Deposit Waiver, WRAP*

On Track

Subsidized 18-month payment program that offers affordable payments and debt forgiveness for income-qualified customers who cannot pay the full amount of their electric bills.

#### Eligibility:

- 150% of Federal Poverty Income Guideline in order to qualify.
- Must have an active PPL account, ratepayer must reside in household, applicant must have the financial ability to make a monthly payment, all household income must be documented.
- Customers may apply at CAP office, online @ [www.pplelectric.com](http://www.pplelectric.com) , or call PPL and request a paper application.

#### Benefits:

- Fixed, reduced monthly payment
- 2 monthly credits on their bill:
  - *An arrearage credit*- a portion of a back balance will be written off each month as your On Track payment is made



- *On Track credit*- the difference between the actual usage and the On Track payment (there are limits set for the total amount a customer can receive in 18 months).
- Customer must recertify every 18 months to remain on the program

### Operation Help

1x grant for customers who, as a result of a hardship and limited income, have difficulty paying their electric bill.

- Program is supported by donations from customers, company employees, and PPL Electric Utilities.
- Grants are based on balance owed--maximum grant is \$500.
- Income guideline is 200% of the Federal Poverty Guideline
- Applicants must provide all income documentation and complete an application with a CAP office.
- On Track customers are NOT eligible to apply for Op Help funds.

### Security Deposit Waiver with PPL

- New customers may be assessed a Security Deposit on their account. This one-time upfront fee is based on credit history.
- The waiver program income limit is 250% of the Federal Poverty Income Guideline.
- Applicants must provide a photo ID and income documentation for all household members to the CAP office for the Security Deposit Waiver program.

### WRAP (Winter Relief Assistance Program)

Free weatherization program for customers who use a certain amount of electricity and meet the income guideline of 200% of Federal Poverty Guidelines.

- WRAP helps customers with limited incomes to reduce their home energy use and lower their electric bills.
- Qualifying customers work with a WRAP Energy Educator on ways to save.
- Services depend on the result of a WRAP energy audit and may include the installation of energy-efficient appliances and home weatherization measures.
- All WRAP services are free for eligible customers, and all work is done by professional contractors.

\*Customer can self-refer to program

Goals:

Increase utility assistance education to Spanish-speaking families

- Representative from PPL share at family engagement nights 2x/year

## UGI- UNIVERSAL SERVICE PROGRAMS

*Operation Share, UGI CAP, Security Deposit Waiver, LIURP*

### Operation Share

Energy assistance grants to qualified customers who experience difficulty paying their heating bills.

- community -based program is funded by voluntary donations from UGI employees, UGI customers & concerned citizens, UGI corporate donations.
- The maximum grant for an applicant is \$400.00

### Eligibility:

- Customer must meet the 200% of the Federal Poverty Guideline
- Have an active UGI gas account
- Provide reasonable information to demonstrate inability to pay energy bill. Customer must provide all household income documentation.
- Must have an outstanding balance on their UGI bill
- Participants in the UGI Customer Assistance Program (CAP) are not eligible for Operation Share assistance.

Customer must apply in person at the Lancaster CAP office (717)299-7301

### UGI Customer Assistance Program (CAP)

CAP offers qualified low-income customers assistance managing their energy bill

- A personalized monthly payment based on income and average bill
- Past due debt forgiveness with on-time monthly payments
- The difference between the CAP payment and the actual usage bill may also be forgiven

UGI partners with Community Action Partnership to manage this program

### Eligibility:

- Household gross income at or below 150% of the Federal Poverty Guideline
- Be a residential customer with an active account with UGI

Applications are available via mail from UGI or the Lancaster CAP office (717)299-7301

### Security Deposit Waiver

When a customer calls to apply for service and is being charged for a deposit, the customer will be asked to provide income documentation.

### Eligibility:

- Customer must be at or below 150% of the Federal Poverty Guideline
- A customer must provide income documentation for the deposit to be waived.
  - Waivers are done at the Lancaster CAP office (717)299-7301

### LIURP (Low Income Usage Reduction Program)

Offers weatherization measures to qualified low-income residential heating customers in order to limit heat loss and provide long-term energy savings.

#### Eligibility:

- Have an active UGI gas heating account with 12 or more continuous billing periods at current address
- Higher than average gas usage during the 12-month period to meet specific consumption levels for the program.
- Renters can qualify with written permission from landlords
- Gross annual income at or below 150% of Federal Poverty Level

\*customer can self-refer to program

# LIFT . . . NARRATIVE

IMMEDIATE PHYSICAL AND MENTAL HEALTH NEEDS,  
POSITIVE FAMILY DYNAMICS, PARENTING



## NARRATIVE

### *Lift's relationship to Love and Launch:*

*Love* reaches people in the midst of crisis; *Lift* takes over to help individuals, couples, and families rise out of crisis and out of long term unhelpful patterns. It provides resources and support to stabilize and improve situations both after a specific crisis or through and beyond ongoing difficulties, in order to help avoid a crisis. *Lift* initiates the process of moving people onto a path of continual improvement, and *Launch* guides them toward the place where they could begin to give back to those still in *Love* and *Lift* phases

### **How *Lift* differs from *Love* and *Launch*:**

*Lift* is not about triage or immediate help in the midst of a crisis. *Lift* is not about maintaining healthy, productive routines and paying them forward. *Lift* is about walking with those who are moving out of crisis and/or chronic issues. It is about connecting individuals and families with those resources that will enable them to move away from unproductive and negative circumstances (unmet family dynamics needs, unmet parenting needs, unmet personal development needs). It is about lifting individuals and families up until they can stand on their own.

# LIFT . . . GOALS

IMMEDIATE PHYSICAL AND MENTAL HEALTH NEEDS,  
POSITIVE FAMILY DYNAMICS, PARENTING



## AREAS OF FOCUS

*Lift's relationship to Love and Launch:* Love reaches people

**Areas of Focus:** *Lift* will focus on three areas of need for individuals and families moving on from crisis situations or working to prevent a crisis situation.

1. Resources to support positive family dynamics
  - a. Identify community resources to support family dynamics
  - b. Evaluate unmet family dynamic needs of at-risk community members, using information from requests for support made to the SFLN.
  - c. Match resources to family dynamic support needs
2. Resources to support effective parenting
  - a. Identify community resources to support effective parenting
  - b. Evaluate unmet parenting support needs of at-risk families, using information from requests for support made to the SFLN.
  - c. Match resources to parenting support needs
3. Resources to improve personal development through career, connection, education and mentorship
  - a. Identify community resources that provide personal development support
  - b. Evaluate unmet personal development support needs, using information from requests for support made to the SFLN.
  - c. Match resources to personal development support needs

# LIFT . . . ACTION PLANS

## IMMEDIATE PHYSICAL AND MENTAL HEALTH NEEDS, POSITIVE FAMILY DYNAMICS, PARENTING

### PLAN OF ATTACK FOR EACH AREA

We have separated our areas of focus into three categories, but we recognize that there is fluidity between these categories, based on individual and family needs.

#### 1. Supporting Family Dynamics-

For families to start and maintain positive, healthy interactions, roles and relationships, they need to be able to easily access support and they need mentored through difficult life experiences. Lift will

- Provide programs that have a record of success with helping families recover and thrive.
- Work with other SFLN members to actively recruit families who may need encouragement to attend and complete a program
- Match families who have completed a family-strengthening program with a mentor who will help them maintain healthy family dynamics after program completion
- Use schools and churches as sites to host evidence-based substance abuse prevention programs
- Use schools and churches as sites to create community gardens and healthy cooking classes
- Use schools and churches as sites to distribute prescription drug lock-boxes

#### 2. Supporting Effective Parenting-

Families who are dealing with crisis need support in order to parent effectively. Lift will

- Partner with the school district to provide workshops that include parenting support. Organizations that have developed successful programs to help parents develop parenting skills will be invited to part of the existing framework of building-level and district-level parent engagement activities.

The Title I coordinator and building principals will facilitate these opportunities.

### **3. Improvement of personal development through career, connection, education and mentorship**

Families that are trying to regain their balance after a crisis often need support to find better work opportunities to help lift them out of poverty. Lift will

- Seek advice from experts about needs of families/individuals exiting the family court system. What are the basic resources that they need to begin to be self-sufficient?
- Find existing job-training programs and create a local network of business owners who will commit to hiring individuals who have completed a training program. A probationary period could be established and criteria for success. SFLN could also consider a home-grown job training program run by local business owners and tailored to the needs within the local workforce.
- Provide mentors for men and women who have completed a job-training program to support them through the application and interview processes necessary for securing employment.

**A Serious Barrier that families face when seeking access to any resources that can help lift them out of crisis is transportation. Lift suggests a bold goal of helping to alleviate this barrier by**

- Reaching out to Red Rose Transit to see if there can be increased routes for public transportation in the southern end of the county
- Reaching out to independent contractors who “haul Amish” to build a network of drivers who could be available to transport families/individuals to appointments, programs and workshops.
- Research other transportation options.

**A serious barrier that families face when trying to maintain a job is access to safe, affordable childcare. Lift suggests a bold goal of helping to alleviate this barrier by**

- Working with the school district to provide space in elementary and middle level buildings for established childcare providers to offer before and after-school care for school-aged children.
- Working with the school district to provide classes at the high school for students hoping to work in the early childhood/daycare field to gain hands-on experience through an on-site daycare facility that offers birth through pre-k childcare.
- Working with community organizations to train and support in-home caregivers so that a network of highly qualified childcare providers is developed

Future Steps: Research and/or develop assessments that captures our progress toward the following long term goals, based on the SFLN Community Risk and Resource Assessment:

- Decrease the total percentage of students at risk, as measured by the PAYs Report (baseline, 2013), baseline 35%
- Decrease overall percentage of students with the top 4 overall risk factor scales, as measured by the PAYs Report (baseline, 2013)
  - Laws and Norms favorable to drug use, 41.5%
  - Parental Attitudes favorable to anti-social behavior, 44.1%
  - Perceived Risk of drug use, 42.4%
  - Depressive Symptoms, 40%
- Increase the total percentage of students at with total protection ( baseline, PAYS Report, 2013), 57%
- Increase overall percentage of students with the top 2 overall risk factor scales, as measured by the PAYS Report (baseline, 2013)
  - Rewards for prosocial involvement in the community, baseline 49%
  - Opportunities for prosocial involvement at school, baseline 56%

Our short-term, measurable goals will capture our incremental progress toward achieving the previously stated long-term goals. Achieving progress over time on the long-term goals will indicate improvement in the quality of life within our community, across all three of our areas of focus.



# LIFT . . . PROVIDER CATALOG

## OBJECTIVE 1: PHYSICAL AND BEHAVIORAL NEEDS

Provider Name		Address	Contact	Website/ Social Media
(CAP) Community Action Partnership of Lancaster County	601 S. Queen St. Lancaster, PA 17603	717-299- 7301	<a href="https://www.caplanc.org/">https://www.caplanc.org/</a>	Services
Celebrate Recovery	1. Providence Church 269 Cinder Rd, New Providence, PA 17560 ; 2.Wesley Church 1104 Kirkwood Pike, Quarryville, PA 17566	1. 717- 786-5586 2. 717- 529-1020	Support Group for those battling chemical/ substance abuse	Education and child development, Health and nutrition, Household stability, Safety and empowerment
CHART: United Way of Lancaster - 211	211	<a href="https://www.uwlanc.org/gethelp">https://www.uwlanc.org/gethelp</a>		Free and confidential information and referral service that quickly guides callers to targeted agencies/ programs to meet need
Clare House		342-344 E. Chestnut St. Lancaster, PA 17602	717-291-8967 email: info@clarehous elancaster.org	<a href="http://www.ClareHouseLancaster.org">www.ClareHouseLancaster.org</a>

COBYS Family Services	444 Murry Hill Circle, Lancaster, PA 17601	(800)452- 6517	<a href="http://www.cobys.org">www.cobys.org</a>	Serves homeless women and children in a caring environment, through life skills training and support, leading to self-sufficiency.
Diamantoni & Associates, LLP	203 Commerce Drive, Suite G Quarryville, PA 17566	717-786- 1202	<a href="http://www.diamantoni.com">www.diamantoni.com</a>	Outpatient counseling, counseling groups and classes for children and families, course offered for students and parents to attend together, free services
Domestic Violence Shelter	601 S. Queen St. Lancaster, PA 17603	717.299.1 249; email: bglover@ DVSLANC .org	<a href="http://www.dvslanc.org">www.dvslanc.org</a>	Primary Care
Family Medicine Buck	34 Fawn Drive Quarryville, PA 17566	717-284- 3137	<a href="http://www.lancastergeneralhealth.org">www.lancastergeneralhealth.org</a>	Serves victims of domestic violence
Lancaster Council of Churches	812 N. Queen St. Lancaster, PA 17603	717-291- 2261	<a href="http://LcCouncilofChurches.org">LcCouncilofChurches.org</a>	Primary Care, Medically Assisted Treatment for substance use disorders (Suboxone)
Life Span	2819 Willow Street Pike Willow Street, PA 17584	717-464- 1464	<a href="http://www.lifespanmentalhealth.com">www.lifespanmentalhealth.com</a>	Uniting individuals, businesses and congregations as partners in ministry, we respond to human needs and address community and societal issues.

				(Walk-In Food Bank and Walk-In Clothing Bank.)
Love Inc.	1925 Wheatland Ave. Lancaster, PA 17603	717-735-7540	<a href="http://www.loveinlancaster.org">www.loveinlancaster.org</a>	Outpatient counseling
Mom's House	415 South Queen St., PO Box 787, Lancaster, PA 17608-0787	717-396-9130; Sara.johns@momshouse Lancaster.org	<a href="http://www.momshouse Lancaster.org">www.momshouse Lancaster.org</a>	Love INC (Love in the Name of Christ) is a network of over 165 Lancaster County churches from 24 different denominations that allows individual congregations to come together to meet the needs of those in our community, one need at a time, by connecting caring church volunteers with people in need of their unique gifts.
Morning Star Counseling	200 S. Church Street Quarryville, PA 17566	717-806-5050	<a href="http://www.morningstarllc.org">www.morningstarllc.org</a>	Empower single parents to break the cycle of poverty through child care, support, and resources. Provide childcare to adults and students while they attend school. Mom's House is a nonresidential program and is not an emergency shelter.

Mothers of Preschoolers-Wesley	1104 Kirkwood Pike Quarryville, PA 17566	717-786-8322	Facebook?	Outpatient counseling
Naaman Center	248 Maple Ave. Quarryville, PA 17566	888-243-4316	<a href="http://www.naamancer.com">www.naamancer.com</a>	Support group for mothers and mothers-to-be.
New Hope Community Life Ministry	248-a Maple Avenue, Quarryville, PA 17566	717 786-2802	<a href="http://www.newhopeministry.info">www.newhopeministry.info</a>	Addictions-specific counseling, Medically Assisted Treatment for substance use disorders (Suboxone, Vivitrol)
Pennsylvania Prescription Drug Take-back Program	300 St. Catherine St. Quarryville, PA 17566	717-786-3121		Faith Based Professional Counseling, Individual, Couple, Family, Group, Support Groups, Financial/Budget Counseling
Pregnancy Resources at Cornerstone	5380 Lincoln Highway Suite 3, Gap, PA 17527	717-442-3111	<a href="http://www.pregnancyresources.org">www.pregnancyresources.org</a>	Safely dispose of unused prescription and over the counter solid medications, tablets and capsules, pet medicines
Quarryville Family Medicine	13 East 2nd Street Quarryville, PA 17566	717-786-2272	<a href="http://www.pinnaclehealth.org">www.pinnaclehealth.org</a>	Provides FREE pregnancy testing, (limited) OB ultrasound, options counsel, pre-natal & infant vitamins, incentive based classes: pre-natal, child birth, parenting and more for anyone in a crisis pregnancy situation, or pregnancy related issue. By appointment or walk-

				in, <b>Quarryville Sattelite</b> (34 E State St, Quarryville, PA) <b>Bridgeport Sattelite</b> (1865 Lincoln Hwy E, Lancaster, PA)
Rehab After School	1725 Oregon Pike #205B Lancaster, PA 17601	800-238- 4357	<a href="http://rehabafterwork.com">rehabafterwork. com</a>	Primary Care
T.W. Ponessa	150 N Queen Street Lancaster, PA 17603	717-394- 2631	<a href="http://www.twponessa.com">www.twponessa .com</a>	After work or after school for adults and adolescents struggling with drug and/or alcohol problems. 4 times per week for 4-6 weeks *Provides transportation
The Light Program	1725 Oregon Pike #205B Lancaster, PA 17601	610-644- 6464	<a href="http://mylightprogram.com">mylightprogram. com</a>	School-based counseling in Solanco Schools, outpatient in Lancaster.
United Way of Lancaster County	630 Janet Ave. Lancaster, PA 17601	717-394- 0731	<a href="http://www.uwlanc.org">www.uwlanc.org</a>	Intensive Outpatient Program for adolescents and adults who need more support than traditional OP care. 12- 16 sessions over 3 - 6 weeks, after completion individuals are referred back to individual therapists.

Walter Aument Family Health Center	317 W. Chestnut St. Quarryville, PA 17566	717-786- 7383 or 717-544- 4305	<a href="http://www.lancastergeneralhealth.org">www.lancastergeneralhealth.org</a>	Non-profit organization that brings people and communities together to improve education, financial stability, and health outcomes
Water Street Rescue Mission	210 S. Prince St. Lancaster, PA 17603	717-358- 2030 contact@ wsm.org	<a href="http://www.wsm.org">www.wsm.org</a>	Primary Care, Healthy Beginnings Plus and Nurse Family Partnership (pregnant women), Medically Assisted Treatment for substance use disorders (Suboxone)
Weigel Counseling	2421 Willow Street Pike Willow Street, PA 17584	717-464- 1450	<a href="http://www.weigelcounseling.com">www.weigelcounseling.com</a>	Provide shelter, meals, health care to homeless. Offer personalized programs and mentoring to men and women committed to making changes in their lives. Teen Haven program.
Wellspan Philhaven	812 N. Prince St. Lancaster, PA 17603	717-509- 9845	<a href="https://www.wellspanphilhaven.org/">https://www.wellspanphilhaven.org/</a>	Outpatient counseling
WIC (Women, Infants, & Children	349 Buck Rd. Quarryville, PA 17566	717-786- 4468		At WellSpan Philhaven, we can help you address mental health conditions such as depression, anxiety, bipolar disorder, attention deficit disorder, phobias, post-traumatic stress disorder and more. If you are having anxiety, sadness or

				stress that does not go away and is severe enough to interfere with everyday life, WellSpan Philhaven can offer solutions to help.
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## OBJECTIVE 2: PARENTING AND FAMILY

Provider Name	Address	Contact	Website/ Social Media	Services
(CAP) Community Action Partnership of Lancaster County	601 S. Queen St. Lancaster, PA 17603	717-299-7301	<a href="https://www.caplanc.org/">https://www.caplanc.org/</a>	Education and child development, Health and nutrition, Household stability, Safety and empowerment
Child Care Information Services (CCIS) of Lancaster County	601 S. Queen St. Lancaster, PA 17603	717-393-4004 ext. 3050	<a href="https://www.caplanc.org/CCIS">https://www.caplanc.org/CCIS</a>	Provides information on and access to safe and affordable child care for Lancaster Co. residents
Clare House	342-344 E. Chestnut St. Lancaster, PA 17602	717-291-8967 email: info@clarehouselancaster.org	<a href="http://www.ClareHouseLancaster.org">www.ClareHouseLancaster.org</a>	Serves homeless women and children in a caring environment, through life skills training and support, leading to self-sufficiency.
COBYS Family Services	444 Murry Hill Circle, Lancaster, PA 17601	(800)452-6517	<a href="http://www.cobys.org">www.cobys.org</a>	Outpatient counseling, counseling groups and classes for children and families, course offered for students and parents to attend together, free services
Compass Mark	630 Janet Ave, Lancaster, PA 17601	717-299-2831 x232	<a href="http://www.compassmark.org">www.compassmark.org</a>	Programs for youth/family efficacy and resiliency



Elect Program	IU 13 1020 New Holland Ave. Lancaster, PA 17601 *comes to meet students at school or home	Janet Dick 717-598- 2946	janet_dick@iu1 3.org	Helps pregnant or teen parents complete education and make informed decisions regarding careers and further education. Support for pre-natal care, parenting instruction, fatherhood, WIC, daycare, health insurance, and emotional support for young parenthood.
Healthy Beginnings Plus	Walter Aument Family Health Center: 317 W. Chestnut St. Quarryville, PA 17566	717-786- 7383 or 717-544- 4305	<a href="http://www.lancastergeneralhealth.org">www.lancastergeneralhealth.org</a>	In-home prenatal counseling and education
IU13 Community Education	1020 New Holland Ave. Lancaster, PA 17601	717-606- 1600	<a href="http://www.iu13.org/community/community-education/">www.iu13.org/community/community-education/</a>	Adult Education Classes
Mom's House	415 South Queen St., PO Box 787, Lancaster, PA 17608-0787	717-396- 9130; Sara.johns @momsh ouselan caster.org	<a href="http://www.momshouselancaster.org">www.momshouselancaster.org</a>	Empower single parents to break the cycle of poverty through child care, support, and resources. Provide childcare to adults and students while they attend school. Mom's House is a nonresidential program and is not an emergency shelter.

Mothers of Preschoolers-Wesley	1104 Kirkwood Pike Quarryville, PA 17566	717-786-8322	Facebook?	Support group for mothers and mothers-to-be.
New Hope Community Life Ministry	248-a Maple Avenue, Quarryville, PA 17566	717 786-2802	<a href="http://www.newhopeministry.info">www.newhopeministry.info</a>	Faith Based Professional Counseling, Individual, Couple, Family, Group, Support Groups, Financial/Budget Counseling
Plant The Seed of Learning	Solanco Workshop location Quarryville Library 357 Buck Rd. Quarryville, PA	717-786-1336-library	<a href="http://planttheseedoflearning.org">http://planttheseedoflearning.org</a>	Non-profit organization that partners with school districts to provide workshops and online resources for parents and their children ages 0-4.
Pregnancy Resources at Cornerstone	5380 Lincoln Highway Suite 3, Gap, PA 17527	717-442-3111	<a href="http://www.pregnancyresources.org">www.pregnancyresources.org</a>	Provides FREE pregnancy testing, (limited) OB ultrasound, options counsel, pre-natal & infant vitamins, incentive based classes: pre-natal, child birth, parenting and more for anyone in a crisis pregnancy situation, or pregnancy related issue. By appointment or walk-in, <b>Quarryville Sattelite</b> (34 E State St, Quarryville, PA) <b>Bridgeport Sattelite</b> (1865 Lincoln Hwy E, Lancaster, PA)

Quarryville Library	357 Buck Rd, Quarryville, PA 17566	717-786- 1336	<a href="http://www.quarryvillelibrary.org">www.quarryvillelibrary.org</a>	Informational and educational resources, including materials about parenting and child development, career readiness resources, GED preparation, early literacy and kindergarten preparation, summer reading program, special educational and recreational clubs and programs, educational and recreational reading materials; a meeting space for Career Counseling interviews with CareerLink Lancaster.
Solid Rock Youth Ministries	34 E. State Street Quarryville, PA 17566	717-786- 8007	<a href="http://www.solidrockquarryville.com">www.solidrockquarryville.com</a>	Christian programming for youth, K-9th, after school activities (group activities, games, summer programs, family events, etc.)
United Way of Lancaster County	630 Janet Ave. Lancaster, PA 17601	717-394- 0731	<a href="http://www.uwlanc.org">www.uwlanc.org</a>	Non-profit organization that brings people and communities together to improve education, financial stability, and health outcomes
Young Life/Wyld Life	P.O. Box 4041 Lancaster, PA 17604		<a href="http://www.younglife.org">www.younglife.org</a>	Christian programming for middle school and high school age students focusing on creating

				intentional community that strives to provide social support.
Young Mother's Program	Wesley United Methodist Church 1104 Kirkwood Pk. Quarryville, PA 17566	717-786-7882	<a href="http://www.wesleyqvill.org">www.wesleyqvill.org</a>	Support group for teenage mothers up to 21 years old

### OBJECTIVE 3: PERSONAL DEVELOPMENT

Provider Name	Address	Contact	Website/ Social Media	Services
(CAP) Community Action Partnership of Lancaster County	601 S. Queen St. Lancaster, PA 17603	717-299-7301	<a href="https://www.caplanc.org/">https://www.caplanc.org/</a>	Education and child development, Health and nutrition, Household stability, Safety and empowerment
Career Link of Lancaster County	1016 N. Charlotte St., Lancaster, PA 17603	717-509-5613 ext: 349; email: info@jobs4lancaster.com	<a href="http://www.jobs4lancaster.com">www.jobs4lancaster.com</a>	Resume assistance, skills and interests assessments, interviewing tips, career exploration, job search assistance
Clare House	342-344 E. Chestnut St. Lancaster, PA 17602	717-291-8967 email: info@clarehouselancaster.org	<a href="http://www.ClareHouseLancaster.org">www.ClareHouseLancaster.org</a>	Serves homeless women and children in a caring environment, through life skills training and support, leading to self-sufficiency.
Compass Mark	630 Janet Ave, Lancaster, PA 17601	717-299-2831 x232	<a href="http://www.compassmark.org">www.compassmark.org</a>	Programs for youth/family efficacy and resiliency
Elect Program	IU 13 1020 New Holland Ave. Lancaster, PA 17601 *comes to meet students at school or home	Janet Dick 717-598-2946	janet_dick@iu13.org	Helps pregnant or teen parents complete education and make informed decisions regarding careers and further education. Support for pre-natal care, parenting instruction, fatherhood,

				WIC, daycare, health insurance, and emotional support for young parenthood.
IU13 Community Education	1020 New Holland Ave. Lancaster, PA 17601	717-606-1600	<a href="http://www.iu13.org/community/community-education/">www.iu13.org/community/community-education/</a>	Adult Education Classes
New Choices (LCCTC)	1730 Hans Herr Drive Willow Street, PA 17584	717-464-7054		Job Skill training course for women. Must be a high school graduate or have a GED.
Plant The Seed of Learning	Solanco Workshop location Quarryville Library 357 Buck Rd. Quarryville, PA	717-786-1336-library	<a href="http://planttheseedoflearning.org">http://planttheseedoflearning.org</a>	Non-profit organization that partners with school districts to provide workshops and online resources for parents and their children ages 0-4.
Quarryville Library	357 Buck Rd, Quarryville, PA 17566	717-786-1336	<a href="http://www.quarryvillelibrary.org">www.quarryvillelibrary.org</a>	Informational and educational resources, including materials about parenting and child development, career readiness resources, GED preparation, early literacy and kindergarten preparation, summer reading program, special educational and recreational clubs and programs, educational

				and recreational reading materials; a meeting space for Career Counseling interviews with CareerLink Lancaster.
Rehab After School	1725 Oregon Pike #205B Lancaster, PA 17601	800-238-4357	<a href="http://rehabafterwork.com">rehabafterwork.com</a>	After work or after school for adults and adolescents struggling with drug and/or alcohol problems. 4 times per week for 4-6 weeks *Provides transportation
Solid Rock Youth Ministries	34 E. State Street Quarryville, PA 17566	717-786-8007	<a href="http://www.solidrockquarryville.com">www.solidrockquarryville.com</a>	Christian programming for youth, K-9th, after school activities (group activities, games, summer programs, family events, etc.)
Tabor Community Services	308 E. King St. Lancaster, PA 17602		<a href="http://www.tabornet.org">www.tabornet.org</a>	Rebuilding Lives and Community: Tabor Community Services helps Lancaster County, PA residents by teaching them the skills they need to solve their housing and financial problems. Whether a client needs to move from a shelter or pay off a difficult

				mortgage, Tabor can help.
The Literacy Council of Lancaster/Lebanon	24 South Queen Street Lancaster, PA 17603	717-295-5523		Personalized instruction for Adult Education and literacy programming.
United Way of Lancaster County	630 Janet Ave. Lancaster, PA 17601	717-394-0731	<a href="http://www.uwlanc.org">www.uwlanc.org</a>	Non-profit organization that brings people and communities together to improve education, financial stability, and health outcomes
Water Street Rescue Mission	210 S. Prince St. Lancaster, PA 17603	717-358-2030 contact@wsm.org	<a href="http://www.wsm.org">www.wsm.org</a>	Provide shelter, meals, health care to homeless. Offer personalized programs and mentoring to men and women committed to making changes in their lives. Teen Haven program.
Young Life/Wyld Life	P.O. Box 4041 Lancaster, PA 17604		<a href="http://www.younglife.org">www.younglife.org</a>	Christian programming for middle school and high school age students focusing on creating intentional community that strives to provide social support.
Young Mother's Program	Wesley United Methodist Church 1104	717-786-7882	<a href="http://www.wesleyqvill.org">www.wesleyqvill.org</a>	Support group for teenage mothers up to 21 years old

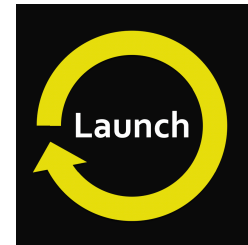


	Kirkwood Pk. Quarryville, PA 17566			
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# LAUNCH . . . NARRATIVE

PERSONAL DEVELOPMENT, COMMUNITY

CONNECTION/ENGAGEMENT



## NARRATIVE

### *Launch's relationship to Love and Lift:*

*Love* deals with people and families in crisis; *Lift* deals with families and people who need support to stabilize and improve their present situations; *Launch* engages people, families and organizations in the relationships and actions that support Love and Lift. *Launch* will examine ways to enable people and families in the community to not only embark on a path to continually improve their personal situation, but also to give back to the community by helping those people and families in the Love and Lift phases.

### *How Launch differs from Love and Lift:*

*Launch* differs from the other two areas in three significant ways: 1) Rather than dealing with families or individuals in crisis, it focuses on people and families that are maintaining a livable existence, but are looking to work toward a path of self and economic improvement; 2) it is to identify and engage resources that provide training and support to meet the needs of those people and families; 3) it is to provide opportunities for community members (including those who have been supported through the efforts of Love and Lift) who wish to contribute to the improvement of their community through gifts of talent, time or finances.

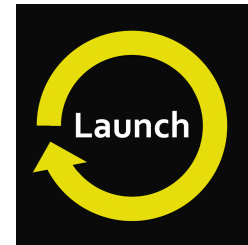
### *School District plays a pivotal role:*

*Launch* can strongly utilize the resources provided by the school district - both as a provider and as a source of clients. To break the generational cycle of poverty, we would look to connect school-aged students with resources that help them plan a path to personal and economic improvement. This does not prevent us from also engaging adults and heads of households, but *Launch*, perhaps more than the other two

components, provides an opportunity to be pro-active with adolescents' needs as well as responsive with adults' needs.

# LAUNCH . . . GOALS

PERSONAL DEVELOPMENT, COMMUNITY  
CONNECTION/ENGAGEMENT



## GOALS

Goal 1: Develop a platform for local businesses and organizations to identify ways in which the community can give back to their efforts.

Goal 2: Publicize opportunities for giving back to and strengthening the community.

Goal 3: Develop a platform to connect individuals to opportunities.

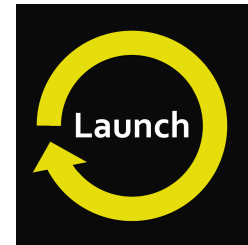
Goal 4: Engage families in structures that will improve their personal, emotional, and physical well-being.

Goal 5: Engage families in structures that will strengthen their financial long-term health.

# LAUNCH . . . ACTION PLANS

PERSONAL DEVELOPMENT, COMMUNITY

CONNECTION/ENGAGEMENT



## ACTION PLANS

### Actions Steps for Goal 1:

- Reach out to local businesses via the Chamber of Commerce meetings. Present SFLN information to the Chamber of Commerce, specifically regarding LAUNCH goals. Discuss with the Chamber the idea of business mentors or opportunities for families to strengthen their contribution to local businesses.
- Gather a list of the local job fairs, career counseling, scholarship opportunities as well as night school/weekend opportunities for working individuals. Reach out to Careerlink, HACC, Thaddeus Stevens, CTC and other local schools to collect information on resources provided for prospective students.
- Identify community agencies who typically rely on volunteers to provide supports in the community. Extend these opportunities through conversation and planning with these agencies. Identify key contact persons in these agencies and related ongoing communication structures.

### Action Steps for Goal 2:

- Create a comprehensive Provider Catalogue. Work with Love and Lift to coordinate this list. Include existing and new opportunities. Include the provider catalogue on the Network Website and in print. Identify locations for posting of the catalogue and structures for ongoing maintenance of the catalogue.
- Revise marketing materials to reflect a Launch component. This includes the website, business cards, magnets, brochures, kiosk publications/signs, and any other publications.
- Conduct or present at public events where the Launch aspect of the network is shared. Events may include: The Solanco Fair, SHS Resource

Night, Elementary and Middle School Open Houses, Discover Quarryville, SECA-Fest.

#### Action Steps for Goal 3:

- Insert current opportunities to give back on the existing Network Website interface.
- Research the Time-Banking model and how it is used in other organizations.
- Set up a Time-Banking structure within the SFLN.
- Connect the Time-Banking module within the website and/or launch/connect an app to manage connections.
- Measure connections made within Time-Banking and review/revise the structure.

#### Action Steps for Goal 4

- Gather information on opportunities in the local community that would help individuals maintain a healthy lifestyle. These may include fitness, nutritional management, and/or social opportunities.
- Connect with LGH and other local health providers to assist in publicizing programs that are already in operation, to connect the local Solanco community.

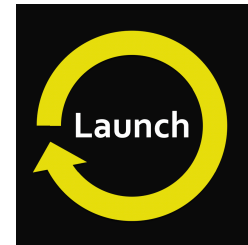
#### Action Steps for Goal 5

- Explore local banking and counseling/agency resources to help families to plan a budget.
- Explore financial counseling resources for families, including church ministry programs/classes.
- Publicize these opportunities within the local community. Make personal connections to these resources with families in need. Document follow-up and connections.

# LAUNCH . . . PROVIDER CATALOG

PERSONAL DEVELOPMENT, COMMUNITY

CONNECTION/ENGAGEMENT



## PROVIDER CATALOG

### CAREER AND EDUCATION

- Business mentors- CIRCLES program through CAP
- College connections- CTC, HACC, MU, Thaddeus Stevens, Careerlink with the scholarships for school, 1:1 counseling,
- Local agencies to help promote career versus job- see Love/Lift catalogues
- Community Service opportunities- identify organizations that run on volunteers (SECA, SNM, Library, Impact Missions, Church groups, Love INC, Go Beyond)

### HEALTH AND WELL-BEING

- Nutritional information for a healthy lifestyle- LGH
- Fitness opportunities- local races, Rail Trails, SECA programs
- Quality of life resources

### FINANCIAL PLANNING:

- Local banking resources
- New Hope Financial Services- or Tabor?
- Individual church ministry programs
- Educational programs for schooling for families