



COMMUNITY
PROGRESS
COUNCIL

SERVICE DELIVERY GUIDE

Community Progress Council's Centralized Service Delivery Model

For new participants who reach out to Community Progress Council for help, it all starts with a Resource Navigator. The Resource Navigator first asks about the caller's immediate needs. From there, they can connect them with programs and services to help — internal and external. This process is known as “intake,” and it's just the beginning of the relationship.

Resource Navigators complete a crisis assessment to see if a person needs help right now with housing, safety, utilities, or food.

People who are interested in working toward short-term goals and need to focus on stability are partnered with a Progress Coach. With their coach, each participant identifies their strengths, barriers, and interests, and will use that to develop a goal plan. At the same time, the person or family may also be working with supportive services at Community Progress Council or seeking services from other community organizations.

If someone calls seeking to enroll their child in early childhood education, the Resource Navigator will help to connect them with the ECE enrollment specialist, where they will work with a Family Coach.

As participants begin to address immediate needs and stabilize their financial situations, Community Progress Council invites them to begin to work on long-term goals and work toward economic self-sufficiency. In the “Getting Ahead in a Just-Gettin'-By-World” program, participants work together to identify challenges and resources to begin writing their future story.

The journey to self-sufficiency could take several years. It depends on the person and where they are starting from. Our Self-Sufficiency Coaches are there alongside them every step of the way — where they intensively focus on education, employment, and saving for their future.

Resource Navigators, Progress Coaches, Family Coaches and Self-Sufficiency Coaches all carry a broad, but thorough, understanding of the programs and services offered by Community Progress Council and other organizations. Help is available in Spanish at all levels.

(717) 846-4600, select 0
resourcenavigator@yorkcpc.org

Community Progress Council, York County's community action agency, empowers individuals and families to move toward self-sufficiency and advocates for change to promote community growth.

Comprehensive. Integrated. Coordinated.



HOW WE CAN HELP

COACHING

Everybody needs a coach. You are creative, capable, and resourceful. We want to help you identify and achieve your goals, whatever they might be.

As a coaching organization, Community Progress Council connects people with the resources and partnership you need to address current needs and plan for the future.

Resource Navigators are the first person to connect with a person seeking help. From there, coaches at a variety of

levels meet you where you are. Together, you identify your strengths, and then create a plan to help you use these skills and build others. With your coach, you might work on reaching stability, building skills, or pursuing a job or education to increase your income.

Resource Navigators and Coaches work or travel to all sections of York County to meet and grow relationships with individuals and families.

EARLY CHILDHOOD EDUCATION

Our Early Childhood Education programs work to meet the needs of the whole family. Children receive support to meet their learning, social, emotional, and physical health needs. Family Coaches work with parents to set and achieve their goals, and provide resources and support.

Head Start of York County

Serving children 3- to 5-years old and their families, Head Start builds up children to be strong learners. Comprehensive services include education, nutrition, mental wellness and health, including vision, hearing, and dental screenings. Parents better understand their child's growth, and can set and achieve their own goals.

Pre-K Counts

Pre-K Counts serves 3- to 5-year-olds and their families. This high-quality pre-kindergarten program works on classroom learning, and physical, social, and emotional growth.

Early Head Start

Serving pregnant people and families with children up to 3 years old, Early Head Start is often the first connection. We focus on a child's healthy development: How a child learns, grows, shares feelings, speaks, and makes friends. We also help each family understand their child's growth, and set goals in their path forward. Services include nutrition, safety, mental health and education support.

Foster Grandparents Program

The Foster Grandparents Program is a volunteer program to connect senior citizens and children of all ages. Income-eligible seniors over the age of 55 receive an hourly stipend for working with children in the classroom. Grandparents volunteer for 15 hours per week or more.

WOMEN, INFANTS, & CHILDREN

Women, Infants & Children provides nutrition education, health screenings, chest/breastfeeding support, and benefits to purchase approved foods at local stores and farmers' markets. WIC covers new and pregnant moms, chest/breastfeeding parents, and other caregivers of children under 5 years old. Income qualifications apply. The WIC program is available at clinics across York County.

HOUSING & FINANCIAL EDUCATION

Our housing and financial counselors work with people of all income levels to help them meet their financial goals. Through one-on-one sessions or group workshops, we can help you understand your rights as renters, improve your credit, or develop a family budget. We can also help you work through the complex process of buying your first home, or avoid foreclosure.

SELF-SUFFICIENCY PROGRAM

The Self-Sufficiency Program begins with the course "Getting Ahead in a Just-Gettin'-By-World." Together, participants investigate the impacts of poverty and reflect on the resources available to them. People who are ready to work toward significant changes can take the next step by working with a coach. The program provides resources to bridge the gap between public assistance and stability as you work to increase your income.

COMMUNITY OF HOPE

Community of Hope helps people in the Hannah Penn K-8 neighborhood get connected to the support they need to thrive. Housed in the Hannah Penn K-8 building, this family resource center provides coaching supports, computer access, and resources to meet health, clothing, and household needs. Coaching support also connects people with Community Progress Council's full services.

THE ROAD TO SELF-SUFFICIENCY



**SUPPORT
STAFF**

**HOUSING
& FINANCIAL
COUNSELORS**

**KITCHEN STAFF
COACHES**

**NUTRITIONISTS
TEACHERS**

**RESOURCE
NAVIGATORS**