

# THE ROAD TO SELF-SUFFICIENCY

**SUPPORT  
STAFF**

**HOUSING  
& FINANCIAL  
COUNSELORS**

**KITCHEN STAFF**

**COACHES**

**NUTRITIONISTS**

**TEACHERS**

**RESOURCE  
NAVIGATORS**



COMMUNITY  
PROGRESS  
COUNCIL

**SERVICE  
DELIVERY GUIDE**

(UPDATED 8.2022)

## 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 who will first assess the caller's immediate needs and match them up with the appropriate programs and services — internal and external. This process is known as "intake," and is a crucial step to building a relationship with a new participant.

Resource Navigators complete a crisis assessment to determine if immediate assistance is needed in the following areas: housing, safety, utilities and food.

Participants who are interested in working toward short-term goals and needing to establish stability are partnered with a Progress Coach who will begin to deepen that relationship to obtain a larger understanding of a participant's aspirations. At the same time, these participants may also be working with supportive services at CPC or seeking services from other community organizations.

If an individual calls seeking to enroll their child into 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, CPC invites individuals to begin to work on long-term goals and work toward economic self-sufficiency. This stage starts with a several-week course titled "Getting Ahead in a Just-Gettin'-By-World," where participants work with one another to identify challenges and resources to begin writing their future story.

This final stage in this journey to self-sufficiency could take several years, depending on the individual and circumstances of which they are beginning. Our Self-Sufficiency Coaches are there alongside them for their journey - 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 CPC and other external agencies. 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.



## INDIVIDUAL PROGRAMS

### SELF-SUFFICIENCY PROGRAM

Community Progress Council's Self-Sufficiency Program includes a variety of coaching levels to help new and existing program participants with the help and partnership they need to address immediate needs and set short- and long term goals related to the Self-Sufficiency Scale benchmarks.

CPC's Resource Navigators are on the front lines of the agency's service delivery model and are often the first person to connect with a resident seeking assistance. Progress Coaches and Self-Sufficiency Coaches — at times in partnership with ECE's Family Coaches — will work to assess

a person's current situation and begin to make a plan for the future.

While headquartered in CPC's administration building in York, Resource Navigators and other coaches work or travel to all sections of York County to meet and grow relationships with individuals and families.

CPC's Self-Sufficiency Program also hosts the course, "Getting Ahead in a Just-Gettin'-By-World" to help clients understand their challenges and resources available.

### EARLY CHILDHOOD EDUCATION

#### Head Start of York County

Comprehensive services throughout York County are offered to income-eligible preschool children and their families: education, nutrition, mental wellness and health, including vision, hearing and dental screenings. Children with disabilities are included in the program. Family Coaches work with parents to enrich their participation and to help them understand their child's development.

#### Early Head Start

Serves pregnant women and families with children up to age three. Our home-based and center-based services (including family engagement, nutrition, safety, mental health and education) support physical, social, emotional, cognitive and language development while empowering positive parent-child relationships.

#### Pre-K Counts

Community Progress Council's Pre-K Counts program offers a free, high quality pre-kindergarten program that is taught by certified teachers who prepare children for kindergarten. CPC operates one Pre-K Counts classroom at the Noell Building in York City, and one in partnership with South Eastern School District.

#### Foster Grandparents Program

The Foster Grandparents Program is a federally funded volunteer program promoting relationships between senior citizens and special needs children. Income-eligible seniors over the age of 55 receive an hourly stipend for tutoring or mentoring individual children for a minimum of 15 hours per week in a classroom setting.

### WOMEN, INFANTS AND CHILDREN

The supplemental food program for Women, Infants & Children (WIC) provides nutrition education, health screenings, breast-feeding support and benefits to purchase qualified foods at local stores and farmers' markets.

WIC covers new and expecting moms, chest/breastfeeding parents, and other caregivers of children under 5 years old. Income qualifications apply. The WIC program is available at clinics in York, Hanover, Shrewsbury, Lewisberry, Delta, Red Lion, Dover and Dillsburg.

### HOUSING & FINANCIAL COUNSELING

Community Progress Council's housing and financial counselors work with individuals of all income levels to help them meet their financial goals — whether it's preparing to rent, purchasing their first home or building a savings.. Counselors work with clients to avoid foreclosure, understand their rights as renters, or help them navigate the complex process of becoming a homeowner.

Counselors work one-on-one with individuals as well as host workshops monthly to educate consumers.

### WORKFORCE DEVELOPMENT

Community Progress Council's team of workforce development coaches use a holistic approach when addressing the needs of unemployed and under-employed residents of York County. Coaches work with individuals to help create a plan of action to secure family-sustaining employment opportunities.

### COMMUNITY OF HOPE

Community of Hope helps residents of the Hannah Penn K-8 neighborhood get connected to the resources, education, and support they need to thrive. The Community of Hope program offers a family resource center where staff can work with neighbors to provide computer access; health, clothing and household needs; and coaching support.