



United Way
of Lancaster County

Minutes:

**CROSS PROBLEMS AND
HOMELESS SERVICE PROVIDERS NETWORK**

Monday, January 28, 2019

2:30 pm, LGH conference room, Burle Business Center

ATTENDANCE

Toni Gainer presided in Chair Doug Hopwood's absence.
See attached sign-in sheets for attendants.

WELCOME

Toni Gainer opened the meeting with welcome and introductions. Agendas, minutes, and all materials are posted online on the 211 website: www.pa211east.org

FOCUS TOPICS

Elizabethtown Area Hub, Presented by Deb Jones, Elizabethtown Community Housing and Outreach Services (ECHOS)

Elizabethtown Community Housing and Outreach Services (ECHOS) is the leading agency with the Elizabethtown Area Hub. The Elizabethtown area has mobilized as a growing social services hub. Their mission statement is: "We believe our community will be stronger when every member has his/her basic needs met, is healthy in every aspect of life, and is empowered to pursue their personal growth and goals." In 2015, they identified obstacles in their community: (1) lack of awareness of other agencies; (2) poor communication and lack of collaboration among providers; and (3) services were difficult to access. That year, 11 original partners collaborated together to form the Elizabethtown Hub. Since then the Hub partnerships have expanded.

The team identified on-going needs in the community and developed strategies to address these:

- Community education and engagement: Awareness of issues around poverty in the community will benefit all.
- Empowerment: Helping clients help themselves.
- Centralized services: Community Place on Washington provides one place for clients to go; it helps decrease the duplication of work.

The Hub addresses poverty at all stages:

- Expansion of food, shelter, and clothing services: This year, the Hub and its partners have plans to start a community garden. They provide winter shelter, crisis housing, Rapid Rehousing (RRH), and permanent housing placement.

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- Education: The Hub and its partners provides early childhood education and childcare options.
- Health: The Hub provides a local medical clinic: Hope Within. A local dental clinic is in development. There are initiatives in partnership with the local school districts. An at risk youth center is available for after school hours.
- Long-term support: Programs offered such as financial counseling, VITA, Atlas Initiative, and Career Link.

The Elizabethtown Area Hub is committed to providing these services to their community. They ask that other providers be aware of these services and share them with others. Elizabethtown College has been and continues to be a strong supporter of ECHOS. ECHOS is working with the local municipality on housing solutions.

Northern Lancaster Hub, Presented by Rod Redcay and Joy Ashley

The Northern Lancaster Hub services the Ephrata and Denver areas. The Collective Impact Grant through United Way started the collaboration on the Northern Lancaster Hub. Many organizations came together under this grant and adopted the Collective Impact model. The United Way bold goals are the guiding principles for this work.

Lead partners in the Northern Lancaster Hub:

- Ephrata Public Library: The library is the lead partner. They focus on establishing the five literacies for Public Libraries in Pennsylvania: basic literacy, information literacy, civic and social literacy, health literacy, and financial literacy. A highlight of the teen program experience with food was given.
- REAL Life Community Services: This is the community services hub. A 2015 assessment was conducted to discover the needs in the area. Needs identified were:
 - A social service office in Denver
 - Affordable housing
 - Affordable healthcare and mental health services
 - Affordable dental care
 - Transportation

REAL Life will be completing a 20,000 sq ft facility to house 10 affordable apartments, a social service office and medical center which addresses 4 out of the 5 needs listed.

School statistics were shown with the impact of poverty on children. REAL Life Community Services is partnering with Lancaster Housing Opportunity Partnership (LHOP) for housing and Welsh Mountain Health Centers for medical services.

- Ephrata Area Social Services: This organization provides: Meals on Wheels, emergency financial assistance, clothing bank, food bank, and transportation services. The demographic of the clients served was shown. The organization has historically focused on emergency services, but is moving towards sustaining self-sufficiency for clients. The food bank provided is moving to client choice to reduce waste and improve experience for clients. Transportation services is expanding. The need continues for family shelter.

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The Northern Lancaster Hub acquired the Denver House for development of a social service hub. Volunteers helped to clear the building. All most all of the funds needed have been raised. In addition to social services, the hub hopes to provide a winter shelter location here.

Community Social Service Hubs

Discussion was had regarding border areas (areas close to a county border). The hubs here make connections with neighboring counties when needed. Clients in these rural areas do not want to travel to cities for services, and prefer to stay in their "home" area.

The hubs are working together to learn how to better serve communities.

Community Action Partnership (CAP) will be providing community navigation training for lay-people.

WINTER SHELTER UPDATES

Columbia: Averaging about 15-18 clients each night, with room available.

Elizabethtown Community Housing and Outreach Services (ECHOS), Presented by Deb Jones

This program serves clients in the Elizabethtown, Bainbridge, Rheems, Mount Joy, Maytown, and Marietta areas. The shelter will be held at Community Place on Washington. Admission will be at the shelter with check-in between 6 to 8 PM; ECHOS prefers clients call ahead, but they will not turn away walk-in clients. After 8 PM clients must arrive by police escort. The shelter has been at about 50% capacity. Crisis housing units are now open for 2 families who meet eligibility criteria.

Women's Winter Shelter, Presented by Becky Saner

Women's winter shelter is held at St. Mary's Church. Shelter has been almost at capacity, averaging about 44 women and children each night. Walk-in referrals are accepted, but clients should be encouraged to call 211 when able to do so.

The announcement was made for Council of Churches Case Management Food pick-up: this is currently limited to 20.

Men's Winter Shelter, Water Street Mission

Men's winter shelter has been running close to capacity nightly at over 70 clients.

Penn Medicine Lancaster General Health (LG Health)

Staff from the Emergency Department (ED) at LG Health shared issues with clients coming to the ED because they have no where else to go. Some individuals have no medical issues. There is a need for more shelter space in the county.

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CHART UPDATES

CHART has an opening for a CHART Worker; information will be distributed once available.

EMPOWER LANCASTER UPDATES

No update

SCHOOL SOCIAL WORKER UPDATES

No update

AGENCY GOOD NEWS, SHARING AND ANNOUNCEMENTS

CAP was acknowledged for ability to make a texting connection for a client who did not have the ability to call for services. Toni Gainer shared that 211 also have the ability to text. Clients can access this service by texting their zip code to 898211.

VITA tax preparation can be scheduled by calling 211. VITA will still accept clients who have not filed taxes in prior years.

NEXT MEETING

The next meeting will be Monday, March 18, 2019 at 2:30 pm at Burle Industries, New Holland Avenue, Lancaster.

Minutes and Agendas are posted to: www.PA211East.org.

If you have any questions or comments, please contact Toni at gainer@uwlanc.org

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