

THE PROGRAM IT'S ABOUT CHANGE



ANNUAL REPORT

FISCAL YEAR 2018 - 2019



A MESSAGE FROM THE CEO

Dear Friends,

This past year has been a successful and fulfilling 12 months for The Program, "It's About Change." As we reflect on the work that has taken place, we are equally humbled and inspired. We are excited for our future as we embark on new endeavors and continue to overcome challenges.

We have been a pillar in the Harrisburg community for over 20 years, providing much needed help and support to men and women returning home from incarceration. In 2018-2019, we were able to aid over **200** individuals with housing, jobs, basic needs, and family services.

With your support, we realized our dream of opening for services in the York, PA area. On May 14, 2019, we opened our doors in York and began seeing our first clients. Within a few short months, we helped more than **33** men and women as they returned home.

The work we do at The Program, "It's About Change" is only possible because of you. This report illustrates what we have accomplished together with you, our partners.

Thank you for helping support, encourage and uplift our neighbors in need.

ALICEANNE FROST

Chief Executive Officer

INTRODUCTION

The Program, “It’s About Change”, Inc., is an independent, 501 (c)(3) non-profit organization committed to providing resources and encouragement to ex-offenders reentering our community. With offices in Harrisburg and York, Pennsylvania, our experienced staff offers an array of evidence-based, high-quality programs and services to men and women on State or County Parole. Because the first days, weeks, and months of freedom to a Parolee are the most critical to their success, we are determined to provide resources to individuals looking to re-establish a productive life after incarceration.

AGENCY OVERVIEW

MISSION

To serve and support individuals involved with the criminal justice system to prevent recidivism and promote productive, crime-free lives.

BOARD OF DIRECTORS

The Program, It’s About Change Board of Directors manages the general business affairs of The Program, including but not limited to overseeing staff, maintaining the organization’s fiscal health, and developing and implementing The Program’s strategic plan.

LOCATIONS

Harrisburg Office

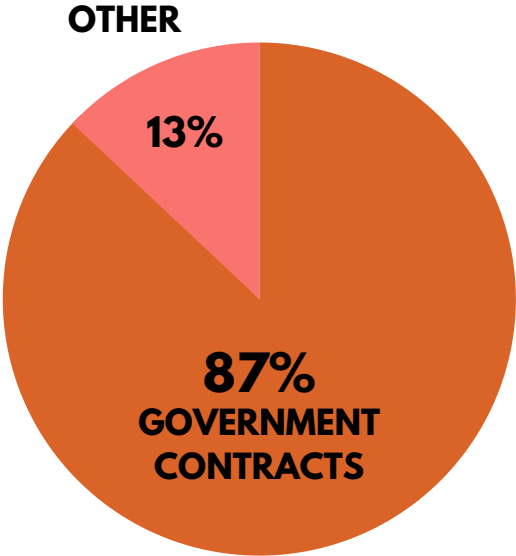
1515 Derry Street
Harrisburg, PA 17401
717 238 9950

York Office (Opened 5/14/2019).

506 South George Street
York, PA 17401
717 793 2389

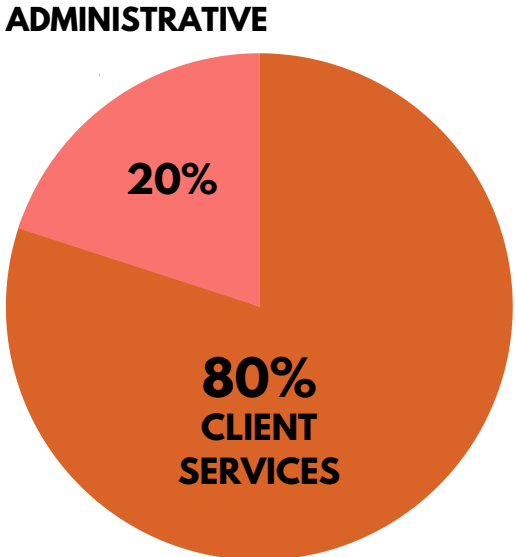
FINANCIAL OVERVIEW

TOTAL REVENUE



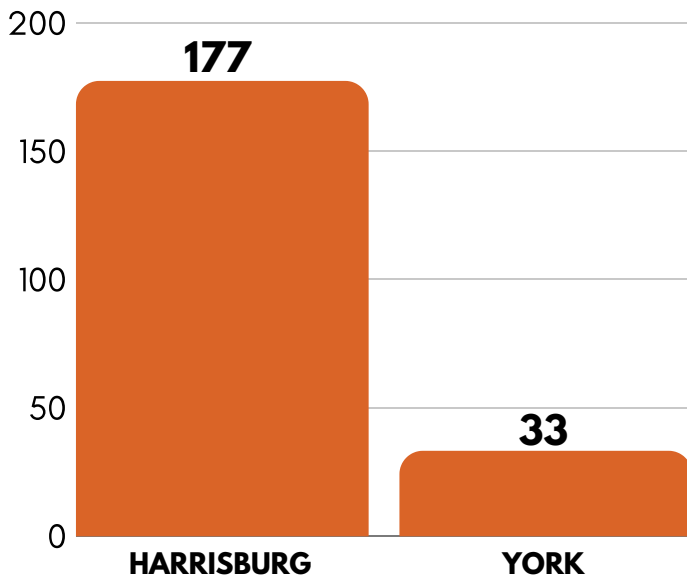
\$714,618

TOTAL EXPENSES



\$568,604

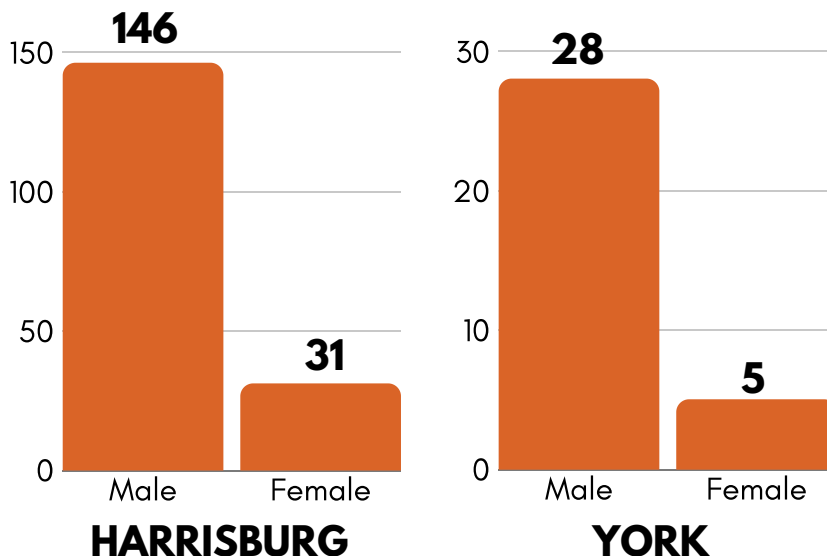
TOTAL CLIENTS SERVED



210

During the 2018 - 2019 fiscal year, The Program, It's About Change provided services to a total of 210 clients between the Harrisburg and York offices. In the pages that follow, statistics will be provided about the clients we served. Each category will provide an overall, total number (in the right column) as well as breakouts for each office location.

GENDER



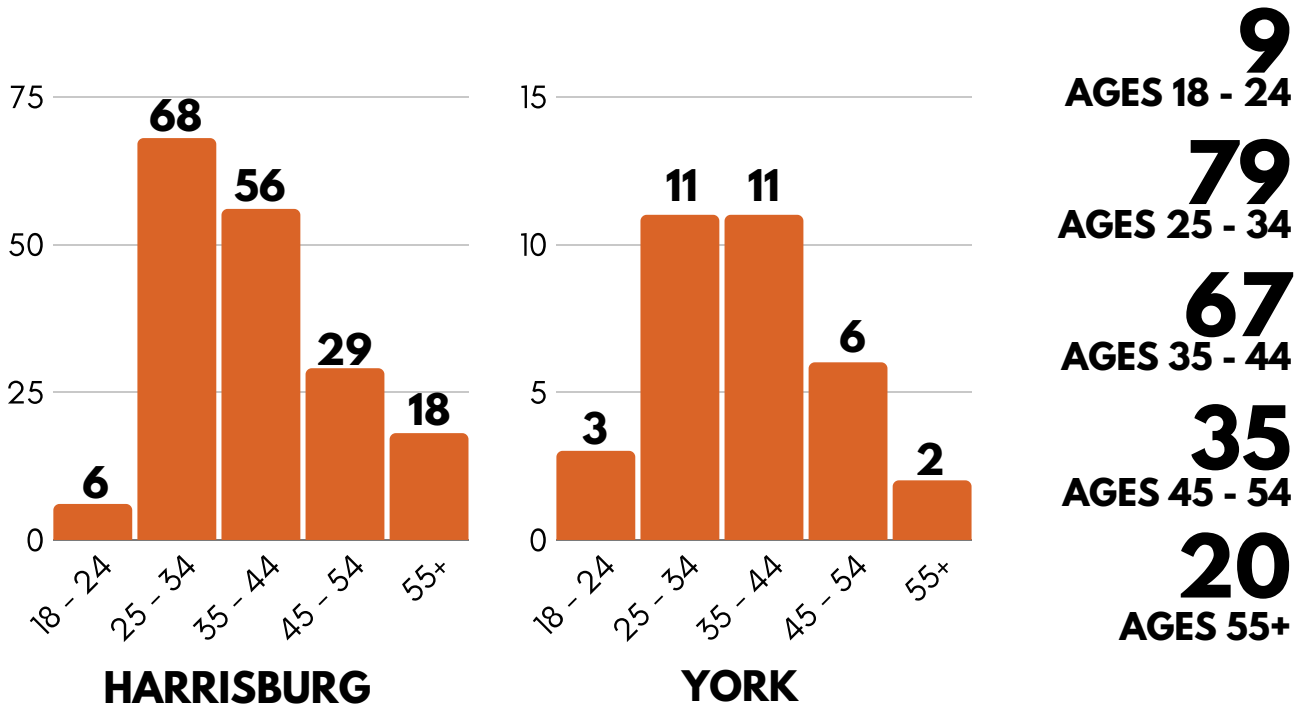
174

MALE CLIENTS

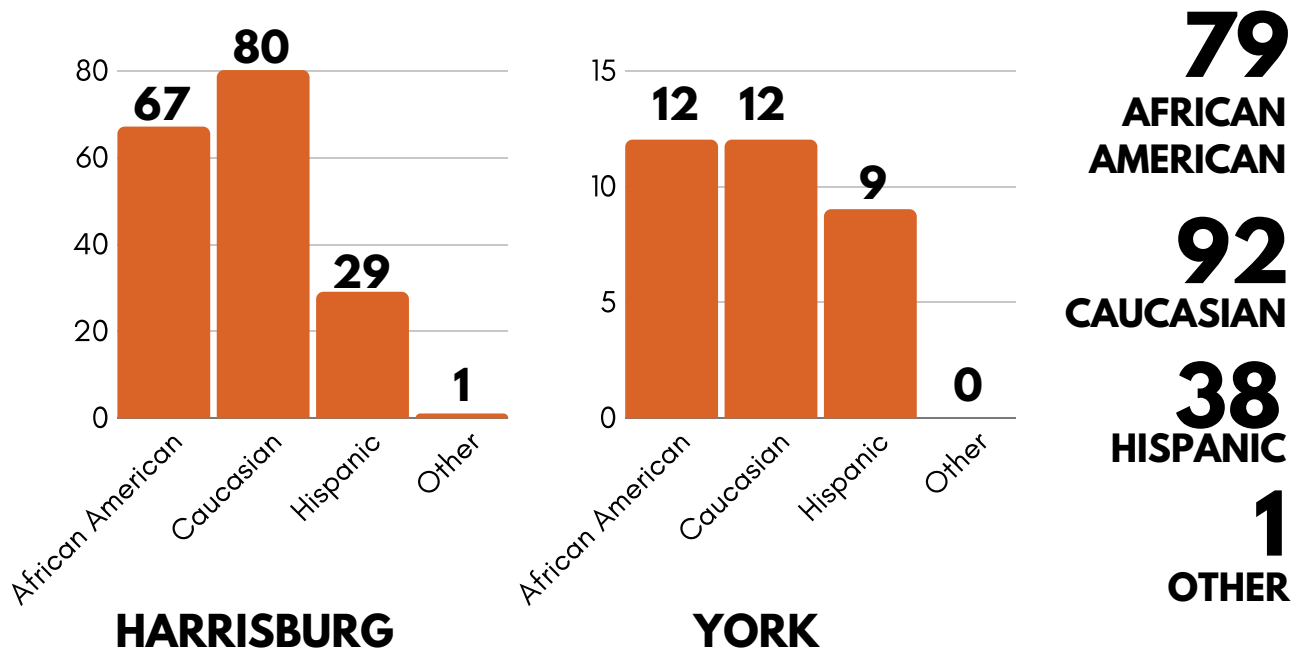
36

FEMALE CLIENTS

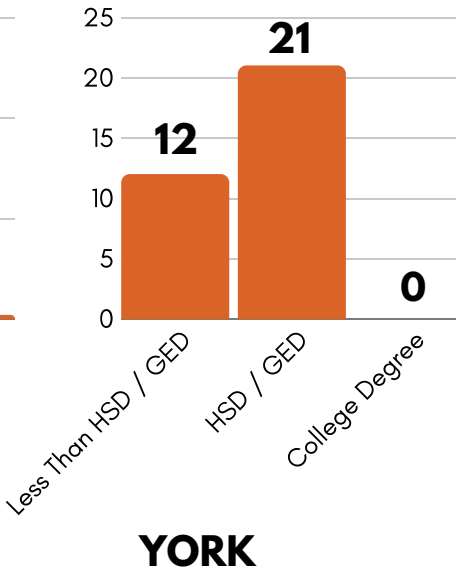
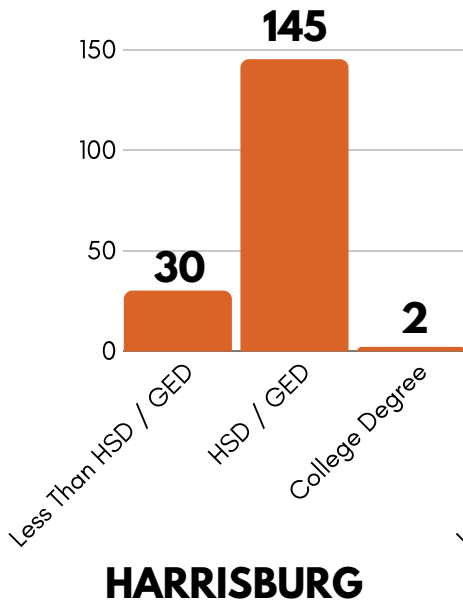
AGE



RACE



HIGHEST LEVEL OF EDUCATION



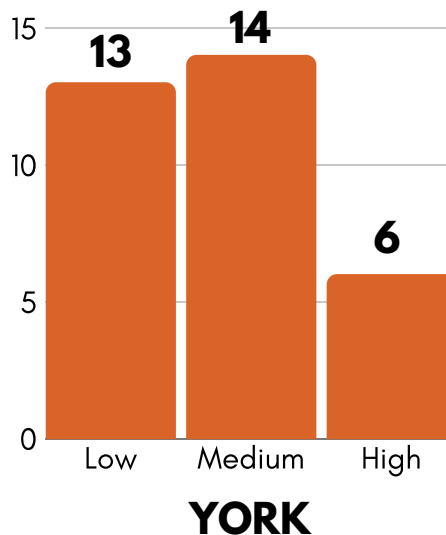
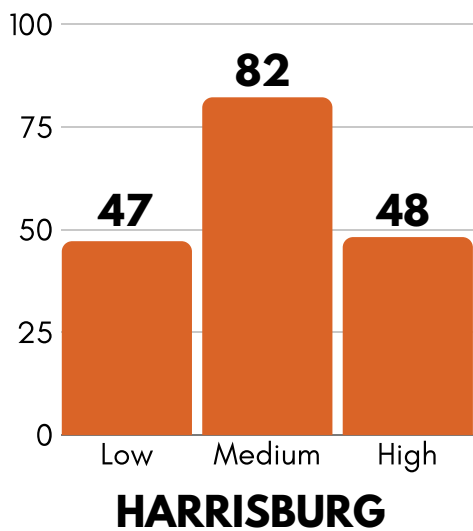
42
 LESS THAN
 HIGH SCHOOL
 DIPLOMA / GED

166
 HIGH SCHOOL
 DIPLOMA / GED

2
 COLLEGE DEGREE

RISK LEVEL

Risk level was obtained through the Level of Service Inventory - Revised (LSI-R).



42
 LOW RISK

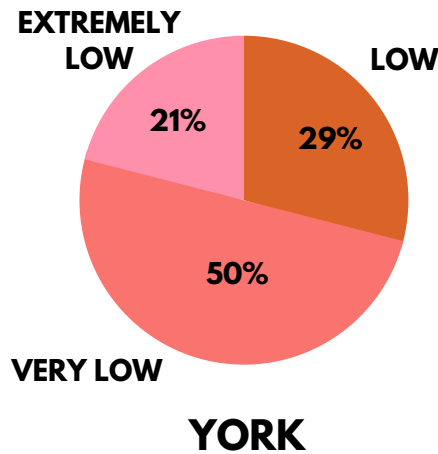
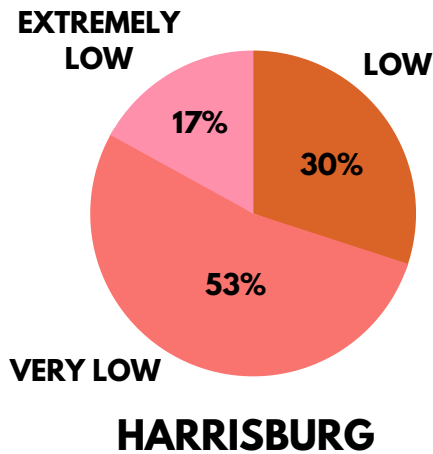
166
 MEDIUM RISK

2
 HIGH RISK

HOUSEHOLD INCOME

The Program, It's About Change utilizes established U.S. Department of Housing and Urban Development (HUD) income limits to identify trends among the clients it serves. Based on income information provided during the 2018 - 2019 fiscal year, The Program, It's About Change observed the following trends in the population it served:

SINGLE PERSON HOUSEHOLDS

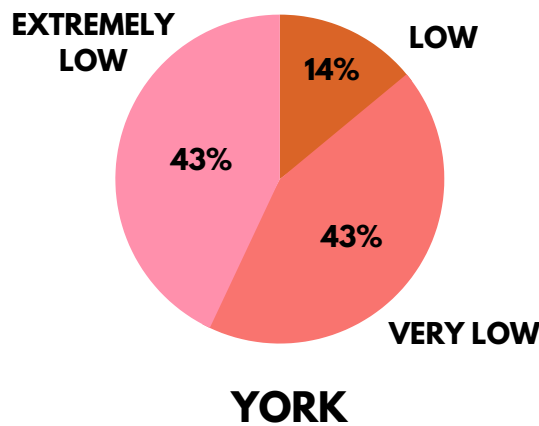
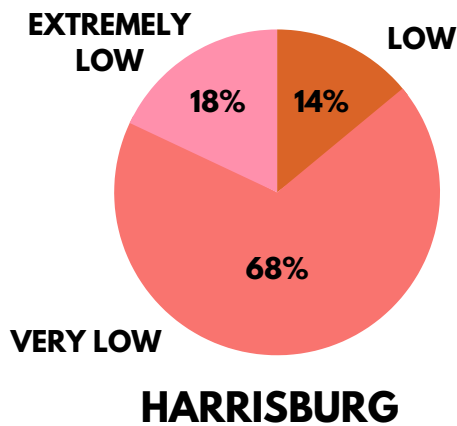


30%
LOW
INCOME

52%
VERY LOW
INCOME

18%
EXTREMELY LOW
INCOME

MULTI-PERSON / FAMILY HOUSEHOLDS

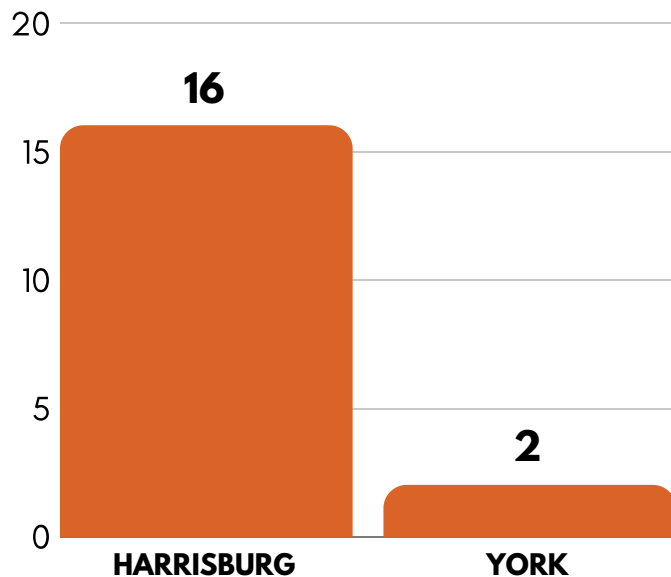


14%
LOW
INCOME

62%
VERY LOW
INCOME

24%
EXTREMELY LOW
INCOME

FAMILY REUNIFICATION CLIENTS SERVED



18

During the 2018 - 2019 fiscal year, The Program, It's About Change provided Family Reunification services to a total of 18 clients between the Harrisburg and York offices.

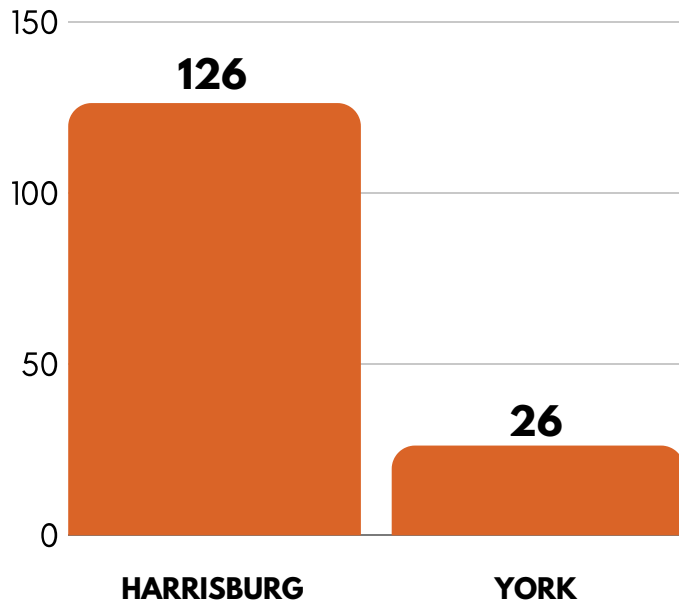
HELPING FAMILIES BECOME UNITED

Because every family is different, our philosophy is not “one-size-fits-all.” We tailor our services around the unique needs of our clients. Our flexibility allows for individualized sessions for clients, their children and family members. Specialized groups are available including parenting classes, parent support groups, family support groups and spousal / significant other groups. Our family reunification services focus on goal setting, emotion regulation and parenting strategies for different age groups. We keep our families engaged and begin to see a new level of empowerment in our participants. This is an invaluable service for both the children and their parents.



"I'm living my success story every day. I didn't know what self-esteem was or my self-worth. The picture of how amazing I am becomes clearer every day. I was so out of focus before. The Program has really instilled the feeling of hope. I no longer let my past define me. I do embrace it as part of my story now. Today I am able to stand tall and take steps to rebuild the damaged relationships that my actions have caused."

HOUSING ASSISTANCE CLIENTS SERVED



152

During the 2018 - 2019 fiscal year, The Program, It's About Change provided Housing Assistance services to a total of 152 clients between the Harrisburg and York offices.

HOUSING ASSISTANCE PROVIDED

59
CLIENTS HOUSED
\$157,913
PAID IN RENT
HARRISBURG

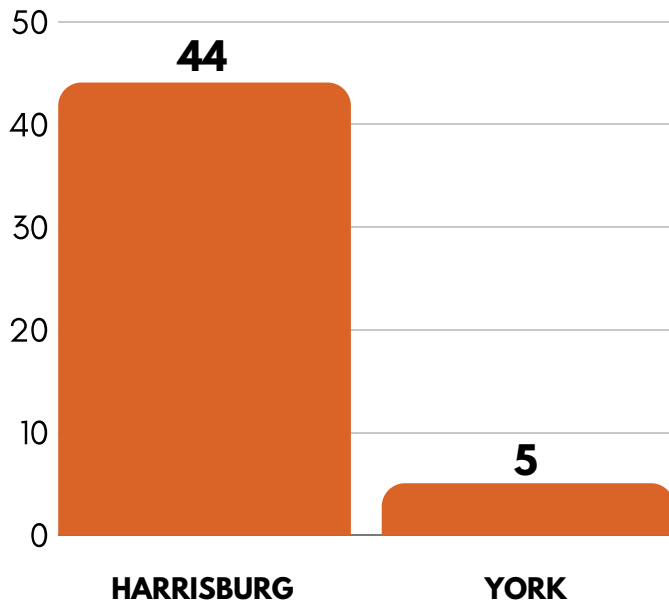
1
CLIENT HOUSED
\$595
PAID IN RENT
YORK

60
CLIENTS HOUSED
\$158,508
PAID IN RENT



"I would like thank The Program for providing me with housing assistance while I obtained my CDL license. Because of The Program, I was able to acquire the skills I needed for a higher paying job without the stress that accompanies reintegration into society. I am forever indebted to The Program. Because of The Program, I am on my way to reach heights one could only imagine to become a productive member of society."

MENTORING CLIENTS SERVED



49

During the 2018 - 2019 fiscal year, The Program, It's About Change provided Mentoring services to a total of 49 clients between the Harrisburg and York offices.

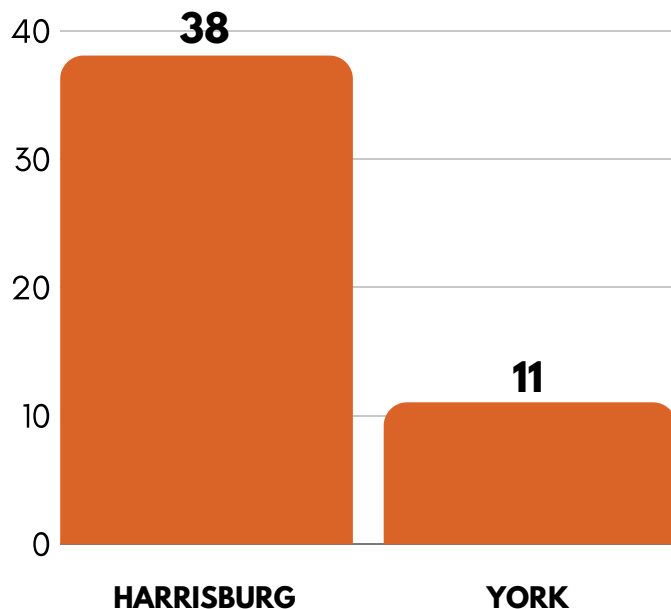
THE PROGRAM'S MENTORS

Our Mentoring program strives to provide our clients with the opportunities to strengthen their lives by building trusting relationships with Mentors who offer guidance, encouragement and non-judgmental support. Our Mentors are known for their expertise, compassion and advice while modeling pro-social behaviors. Mentor-assisted goal planning provides our clients with available resources to promote a stable family structure and successful route toward self-sufficiency. Our Mentors value the client as a person, maintenance of confidentiality, helping the client solve his or her own problem, rather than giving direction and focusing on the client's development.



"I did 5 years in prison. Then, I went to a halfway house for 10 months, got my apartment and was released. I was out for a month and started drinking. It wasn't long until my PO found me drunk, so he put me in a rehab. That is where I was introduced to The Program. The Program gave me a Mentor named Kenny. Kenny introduced me to an AA meeting – that is where I learned that I was an alcoholic. With the help of my Mentor, Kenny, and The Program, I learned that I can live life without alcohol. I got a sponsor and kept going to meetings. And, with the help of my Mentor and my sponsor, I'm 14 months clean and I never felt this good in my entire life."

WORKFORCE DEVELOPMENT CLIENTS SERVED



49

During the 2018 - 2019 fiscal year, The Program, It's About Change provided Workforce Development services to a total of 49 clients between the Harrisburg and York offices.

GETTING PEOPLE BACK TO WORK

Through our Workforce Development program, we are able to provide a wide range of services, based on individual needs. Services include job placement assistance; assistance in acquiring a state-issued ID, birth certificate and / or Social Security card; assistance in acquiring a GED or High School Diploma (in partnership with affiliates); development and enhancement of soft skills (i.e. communication, dress, attitude, self-talk); customer service skills training; job training and “people skills”; federal bonding; computer literacy; resume assistance; financial literacy classes; and one-on-one job coaching. We are also positioned to assist with work-related transportation, interview clothing, work uniforms, steel-toes boots, two-way radios and non-slip shoes when required.



"This is hardly a "success story" according to the conventional sense, but from all I've seen and "DONE" it's a success to me. It's the good in the world like "The Program", that causes people like me to reconsider their choices. Without good people and programs like yours I'd be in a much darker place at this juncture. Thanks to you and so many others, I was able to start a small business, even with my background, and it is doing well. I believe that the type of good that's shown through programs and people like you changes the world for the better and gives us all a reason to hope!!"

THANK YOU TO OUR PARTNERS

The Program, It's About Change is committed to providing resources, services, support and hope to individuals returning home after incarceration. But, we can't do it alone. With ongoing support of our partners, The Program, It's About Change is able to help rebuild lives, strengthen families and provide hope in the darkest of days. And, we cannot thank our partners enough.

THE STABLER FOUNDATION

JOSIAH W. AND BESSIE H. KLINE FOUNDATION

CAPITAL REGION EX-OFFENDERS SUPPORT COALITION

YORK COUNTY REENTRY COALITION

PA DEPARTMENT OF CORRECTIONS

PA BOARD OF PROBATION AND PAROLE

DAUPHIN COUNTY CHILDREN & YOUTH



We are...

Helping mothers become ***moms***.

Helping fathers become ***dads***.

Helping families become ***united***.

Helping the job seeker become ***employed***.

Helping the homeless become ***housed***.