



WITH GREAT POWER TO AFFECT LIVES COMES RESPONSIBILITY

COVID-19 has made 2020 a wewant-to forget-it kind of year.

But before we burn all the tapes from 2020, I want to tell you about the good that has come from the challenges we have faced at STEPS. I always knew we had a great team and the trials have only helped them shine even brighter in these dark times.

We are so thankful for the healthcare workers who are superheroes in our book, but I want to introduce you to a few STEPS superheroes who made sure services could continue even through the pandemic.

Head Start workers distributed food, diapers and distance learning materials to families.

Our staff manned a 24-hour COVID-19 resource and referral hotline.

Case managers continued to connect with clients.

Even our workers with disabilities donned masks to restart the recycling operation.

This report shows it was a challenging year and that our superheroes faced that challenge head on — whether it was working within the framework of the Whole Family initiative to break the chains of generational poverty or helping people who were jobless and fell behind on rent or mortgage payments. I am proud that STEPS remained true to our high calling of "Moving Lives Forward."

Our team kept sight of the greater good through the storms of uncertainty.

I want to thank our wonderfully supportive board

of directors, community volunteers and donors. You empower us; we could accomplish nothing without you.

While there is no immediate end to the challenges, I know if we all lean upon one another, we can get through this. We need only to look back to the road we have already traveled in STEPS' 38 years to know that we have a resilient, caring staff and a resilient, caring community.

We recognize that with great power to affect lives comes great responsibility, but there is also great opportunity. So, rest assured, our team of superheroes will continue to put on masks, show up to work and help those in need.

It is who we are here at STEPS. It is what we do

Sharon L. Harrys President & CEO

1769 INDIVIDUALS HAD THEIR HOUSING AND UTILITY NEEDS MET

184

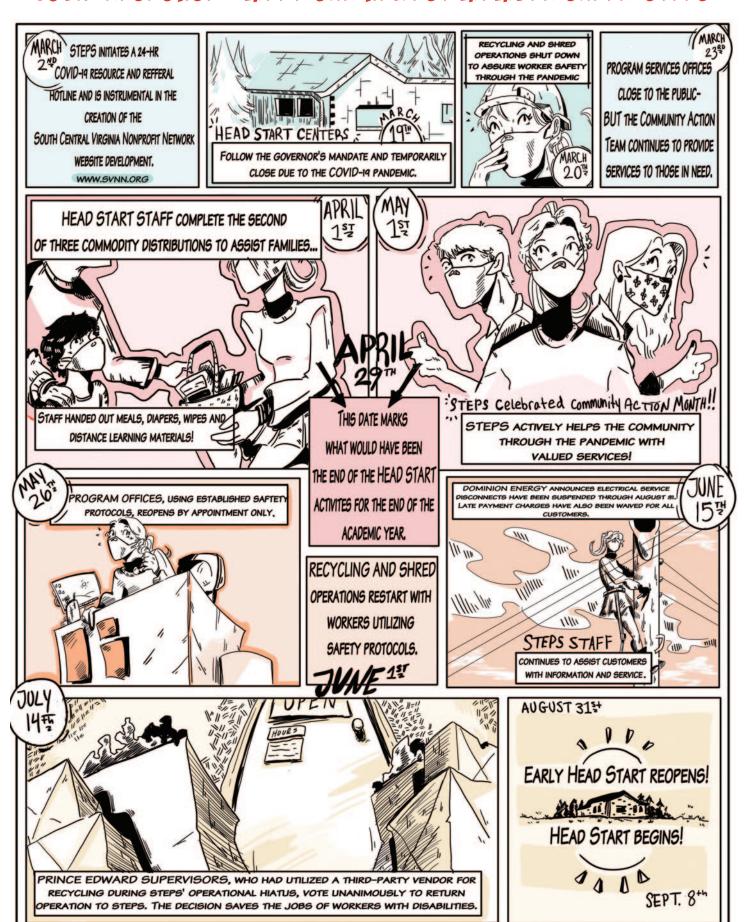
Reggie Shaw, one of the many "superheroes" teaming up to make STEPS Recycling Center a

ON THE COVER:

success, gives a glimpse of the smile he often wears behind the mask.

INDIVIDUALS TOUCHED
BY THE SERVICES
OF STEPS

COVID RESPONSE - MEET OUR NEWEST MEMBER SUPER-STEPS



HELPING YOUTH LEAP CHALLENGES

He's now 25, had a string of jobs, and is a dad to a bright-eyed five-year-old Enajae. He dropped out of college, has moved around a bit, but has long known he wanted to live in Virginia.

Tré Caesar needed a career. He needed direction. He needed a career counselor. He needed the Workforce Innovation Opportunity Act (WIOA), a federally funded program to creatively help out of school youth gain a career foothold, where none really exists.

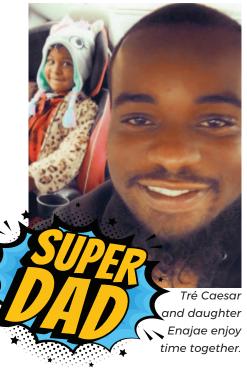
"This program is perfect for someone like Tré," said STEPS
Vice President of Workforce
Development, Christin Jackson.
"Our mission is to inspire and assist our youth to overcome barriers, acknowledge their accomplishments, and create connections to be successful in continued education and the workforce.

"We have given him some momentum and he has taken flight."

Today, Caesar is the EnergyShare program case manager for STEPS. But WIOA helped him transition from working construction, retail and picking up odd jobs to a new career path. He is bright (he set the benchmark at his school recording the highest SAT the year he tested) but now he can utilize his talents.

STEPS and WIOA

STEPS began administering the WIOA Out of School Youth program in July of 2019. "The WIOA program was a natural fit with STEPS. We provide job training for seniors and have long provided work experiences and employment opportunities for individuals with disabilities," said STEPS President & CEO Sharon Harrup. "Working with the youth also gives us a head start in fighting joblessness and poverty in the region.



"The youth are our future, and the future is now."

Career counselors serve up to 100 youth at any given time. They sit down with enrollees, develop a life plan that can include a four-year college, getting a GED or specific steps for securing stable employment. The process assesses where the individual is on their path, their potential and sets achievable goals.

Job Training

A big component of the WIOA youth program includes job training, where career specialists place youth

BEING A SUPERHERO IS
ABOUT TEAMWORK. IF WE
ALL WORK TOGETHER AND
SHARE OUR TALENTS, WE
CAN OVERCOME THE
TALLEST BARRIER.
--SUPER-STEPS

We have given him momentum and he has taken flight.

in a job experience to sample a career.

Caesar assists individuals and families throughout the region facing electrical service disconnect notices with a little personal momentum of their own in paying a portion of their overdue bill. Essential funding for EnergyShare is provided through a partnership with Dominion Energy.

For some, it's the difference between having lights in a warm house or sleeping under a pile of blankets on a winter night.

"It's definitely been a humbling experience," Caesar reflected, "but I've also been very, very grateful to be in this position to understand and to be there for ... people. Because, I mean, it was days when I was going through some stuff and I wish someone was there for me. So, you never know what the next person is going through."

Caesar and his fiancée, Ciare
Tucker, live in the Prospect area
where they're balancing careers and
team-tackling Enajae's COVID-19
mandated home schooling. It's new
ground for such young parents, but
they are making headway.

It shows what happens when personal perseverance meets opportunity and offers a shining example of what WIOA hopes to accomplish through improving job opportunities for youth.

For more information, call WIOA Coordinator, Monica McMillan at 434-390-5867 or visit STEPS' website at www.steps-inc.org.

CANCER SURVIVOR TEAMS-UP FOR NEW START

Sometimes walking across the sea-battered coasts of life the waves reveal a surprise.

Dorothy (Dot) Marrs had worked as a licensed practical nurse in a prison. Things were going well ... until cancer threw a wrench into her life plans. Now she stood in the lobby of STEPS, a non-profit agency that assists people in overcoming barriers.

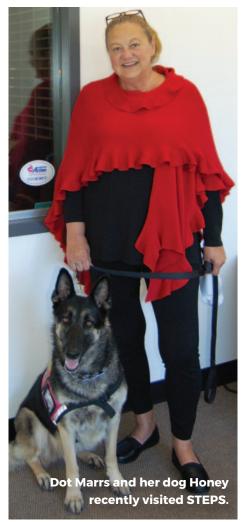
Someone who had once helped others, now needed help.

The Senior Service Community Employment program helps qualifying seniors gain a foothold in the climb to a better life.

"I did five doses of chemo in two months because my body rejected it all," Dot recounted to a videographer recording her story. "So, I gave that up. I said, 'That's not worth the aggravation.' I then went for radiation and felt pretty good for about three months. Thought I'd go back to work and fell out ... I just couldn't even stand up. So, they sent me home and (they) found out that my heart was damaged from the radiation and the chemo and it was only working at 15 percent.

"So, I was in bed for six months. With my income the way it was, I couldn't afford to keep my house between the chemo, the radiation and the multiple hospital visits."

The cancer was effectively treated, but Dot, who lived alone, had to retire. She sold her house and began leaning on her service dog, Honey, for help. Honey helps Dot balance when she bends down and is a constant companion and friend.





ALL OF US HAVE A WELL OF INNER STRENGTH. WE JUST HAVE TO DRAW FROM IT. --SUPER-STEPS

Would she be able to return to work with her physical limitations? It is what Dot wanted, and STEPS had iust the ticket with the Senior **Community Service Employment** Program (SCSEP). The federally funded job training program is administered in the region by STEPS. Case managers assist seniors, age 55 and older, who face poverty and other barriers, gain work experience. "The program is at the core of our mission at STEPS to help people push through the barriers they face," explained STEPS Vice President of Workforce Development Christin Jackson. "It helps qualifying seniors gain a foothold in the climb to a better life."

Dot's case manager Rob Chapman placed her at the Heart of Virginia Free Clinic. Given Dot's background, it seemed ideal.

The clinic helps those falling between society's healthcare cracks with vital services. They assist those who are not poor enough to be on public assistance and not making enough to afford healthcare.

"Dot is a born nurse, you know?"
Heart of Virginia Free Clinic Executive
Director Pat Payne explained to the
videographer. "It's really nice to have
an experienced nurse in the building.
It's a real good fit."

As for Honey...

"She did mention that she had a companion dog with her, and I said, 'Well, that's fine." You know, it's nice having Honey around," Payne said. "It doesn't bother me at all."

It was a good fit. Dot regained her nursing license and, after nine months in the program, the Clinic hired Dot in 2019 to work part-time.

Sometimes pleasant surprises are there for those who diligently seek.

Visit STEPS' website at www.stepsinc.org to see of video of Dot and Honey.

GOAL ON -- REIGNITING THE EMBERS OF HOPE

On the north side of the Appomattox River along the winding backroads of Cumberland County lives Crystal and her blended family.

A fiancé, three girls ages nine, eight and six.

Those listening to Crystal's story will find proof that even through the ashes and charred remains of a life filled with struggles, there is hope. The embers are there if you stir the coals.

STEPS received a grant to help families like Crystal's with kindling of support in a "Whole Family" pilot program. Crystal grew up in a single parent home. Married at 15. Became a mom by age 16 and had three children by 20.

"What happens in the pilot program is the heart of STEPS' ..."

There have been tragedies that would break most and dreams that were nearly close enough to touch flittered away. She was not able to complete college. There was a divorce after eleven years of marriage. Her mom committed suicide.

"I can tell you, when she died a part of me died with her," Crystal said.

And, yet, through it all Crystal, now 41, is getting back up to spark the dream. This time might just be different with a little extra support.

The "Whole Family" project is designed to systematically improve the lives of all of those in a family unit



Family Navigator Verlesha Holman believes if you want more out of life why not reach for it.

trapped by generational struggles in poverty. STEPS received one of six grant awards from the Virginia Department of Social Services for the pilot program in 2019 to serve an eight-county region. So far, six families have enrolled through STEPS.

"It's been challenging to get the pilot program off the ground during the COVID-19 pandemic, but we have been determined," STEPS Vice President of Workforce Development Christin Jackson said. "I am encouraged by what we have accomplished and look forward to expanding the impact."

STEPS Family Navigator Verlesha Holman is tasked with helping to halt the systemic run of damaging dominoes on the family level. Holman knows stopping the cycle starts with a plan and often includes knocking down small and large barriers that hinder success.

Challenges can be overcoming legal issues like paying court fines, the financial cost of returning to school, transportation, childcare, housing ... essentially barriers that are familiar to those mired in poverty.

"What happens in the pilot program is the heart of STEPS' mission to lead, coordinate, create and deliver quality opportunities to impact self-sufficiency and reduce poverty throughout the region," said STEPS President & CEO Sharon Harrup. "We are breaking the links in the chains of poverty's bondage that will pay generational dividends."

Crystal started out well despite her obstacles. But life sometimes takes precedence over viable dreams, whether pressures comes from outside forces or from one's own choices.

Now Crystal has three adult children who have flown the nest and she is starting over caring for



three young children in a family where neither adult has a job. The "Whole Family" program offers a new approach to get things on track.

A lot of program participants, Holman says, just need a little push, so they do not stay mired in complacency or simply existing.

Several months into the "Whole Family" program, Crystal is in her second semester in school, where she is studying business management. Her fiancé is working on obtaining a GED, though in-person classes are on hold.

It's a start.

"She has helped us a lot ...," Crystal said of Holman. She noted that Holman has assisted the family with repairs to a driveway that was at risk of damaging their car, getting electric bills paid, school supplies, book bags and bunkbeds for the children, supported her return to school (including financial aid) and moral support.

Crystal envisions earning her degree (she figures she needs about another year) and possibly moving back to North Carolina. She says she and her fiancé — who has a background in restaurant management — have talked about opening a restaurant of their own.

There's a vision. Look closely and you might just see the glowing embers

(For more information on the Whole Family project contact Holman at 434-315-5909 Ext. 263.)

YOU ARE OUR SUPERHEROES

It has been a challenging financial year for STEPS. We had to cancel critically important fundraisers. There were no supporting golf tournaments, no bluegrass festival, no Farmville Christmas Show.

Without the funds they would have generated, it will be a challenge to continue to provide essential services to help individuals and families facing poverty barriers — services that are especially critical given the current COVID-19 climate and the economic shutdown our communities are experiencing.

We at STEPS want you to know that your donations lift our spirts but are also a critical part of providing services. For those of you who have/continue to support us, we want to thank you for supporting our mission of "Moving Lives Forward."

Giving, of course, has had its barriers in recent years. As a result of the Tax Cuts and Jobs Act of 2017 (TCJA), fewer taxpayers were able to itemize and receive a tax benefit from their charitable contributions because of the increased standard deduction.

BECOME A

However, the CARES
ACT has provided
some relief for those
individuals that are
unable to itemize.
The CARES Act will
allow individual
taxpayers that cannot
itemize to deduct
donations to charity of
up to \$300 on their 2020
federal tax return, even
though they take the
standard deduction.

This deduction is currently only available for 2020 contributions but could be changed by future legislation. To qualify, the donations must be in cash, not stock or donations of clothing or other property, and must be made directly to a qualifying charity, not certain private foundations or donor-advised funds.

STEPS is a qualifying charity, therefore even if you do not itemize, you can deduct up to a \$300 donation to our organization above the line.

Please confer with your tax professional to see if this may benefit your income tax return.

We know that these are tough times, but we ask that you team up with us in our mission and consider a contribution. You could be helping someone like Crystal, Dorothy, or Tré, (whose stories have been detailed in this report), or your neighbor.

Our President & CEO Sharon Harrup wrote at the beginning of this report, "with great power to affect lives comes great responsibility." Please use the most important superhero

superpower of all,

a giving heart, and join with us. (To donate, use the envelope provided in this report or visit us online at www.steps-inc.org.)

DOING GOOD,
HELPING A NEIGHBOR
IN NEED GIVES

ME THE MOST SATISFYING FEELING, IT'S WHY I

SUIT UP EVERY DAY.

--SUPER-STEPS

STEPS leads, coordinates, creates, and delivers quality opportunities to impact self-sufficiency and reduce poverty throughout our region.







Please use the most important superhero superpower of all, a giving heart, and join with us.





Head Start staff distributed commodities on three occasions. Families were provided meals, diapers, wipes and distance learning materials to assist them through the COVID-19 crisis.

HEAD START HEROES UP

It started out just like any other year for Head Start. Staff and students had fun going through 2019 back to school activities. Children and teachers enjoyed fall trips to pumpkin patches, farms, and apple orchards. Costume parades, Thanksgiving celebrations and holiday pageants with family singalongs were fun and educational parts of the "normal" year.

But "normal" changed overnight on March 16 when STEPS Head Start closed classrooms to comply with the Governor's executive order in response to COVID-19 pandemic.

STEPS Head Start staff engaged the community, becoming a distribution chain for diapers, wipes, food, milk, crayons, coloring books, and distance learning content.

Distributions were held March 18, March 30 and April 29 and totaled 505 individual deliveries.

"Head Start is all about working together with children, families and communities to overcome adversity," said Jessica Lehman, Vice President of Early Childhood Education. "The COVID pandemic is just another challenge that our team has met head on, and I am so proud of what we have accomplished. We truly are all in this together."

Staff spent the summer working diligently to procure the necessary classroom supplies, technology, cleaning materials and personal protective equipment to enable a safe return to school. Newly completed facility renovations facilitate separation and physical distancing in center indoor and outdoor spaces.

On August 31, STEPS was able to reopen Early Head Start, serving 34 children and on September 8, Head Start reopened with 107 children.

Head Start

There were no Office of Head Start reviews conducted during the 2019-2020 program year. The annual financial audit will be performed in November. Audited financial statements will be available on our website no later than February 1, 2021.

HEAD START BUDGET					
		2019-20 Proposed Budget		2019-2020 Actual	
Personnel	\$	2,144,547	\$	1,868,146	
Fringe	\$	370,747	\$	290,559	
Travel	\$	7,000	\$	1,337	
Supplies	\$	81,300	\$	139,477	
Contractual	\$	178,200	\$	180,453	
Other/Admin	\$	412,614	\$	714,433	
Training & Technical Assistance	\$	<u>50,906</u>	\$	<u>50,906</u>	
Total 2019-2020	\$	3,245,314	\$	3,245,314	

CHILD OUTCOMES RELATED TO SCHOOL READINESS (SPRING, 2020)

	% Meeting Widely Held Expectations	% Exceeding Widely Held Expectations		
Social Emotional	64%	25%		
Physical	55%	34%		
Language	62%	16%		
Cognitive	61%	15%		
Literacy	53%	12%		
Mathematics	61%	5%		
*According to Teaching Strategies GOLD assessments.				

These outcomes are based on two quarters of data. These results do not represent the results expected after a full academic year.

NUMBER OF CHILDREN SERVED

290

83% 80% Average Eligible

Monthly Children
Enrollment Served

NUMBER OF CHILDREN SERVED

84 START

START

69% 91%
Average Eligible
Monthly Children
Enrollment Served

THE PERCENTAGE OF ENROLLED
CHILDREN THAT RECEIVED MEDICAL
AND DENTAL EXAMS

Head Start Medical Exams 99%

Early Head Start Medical Exams

93%

Head Start Dental Exams 86%

Head Start Dental Screening/Exams

70%

steps Head Start coordinated parent involvement events. These included events focused on male involvement, multigenerational family activities and access to community partners.

TOTAL FAMILIES SERVED

256

MOTHERS MOTHERS

Thanks to our Supporters

JULY 1, 2019 - JUNE 30, 2020

INDIVIDUAL DONATIONS

Debra Adams Cheryl L. Adkins Sharon L. Almond Wanda R. Bass Amy W. Beatson Ellsworth J. Bennett Richard and Libby Blanton Harry W. Bryant Pamela Butler Teresa Davis Carolyn Early Paul B. Ellington, Jr. Jim Garrett James Gary Amy W. Griffin James and Ann Gussett Anne C. Hamlett John and Louise Harrup Sharon L. Harrup Lena F. Hipps-Clarke Nancy M. Hudgins Christin Jackson Patricia Acton Killebrew Margaret B. Lindsay Deborah R. Lumpkin Thomas and Elna Mayo, IV Joseph F. Morrissette Jay and Shannon Parker

Christine Prengaman

Myra H. Quicke
Ellery and Robin Sedgwick
Helen M. Simmons
Lawrence Rucker Snead, III
Jennifer Wall
William L. Wellons
Bettye A. Williams
Terri Atkins Wilson

BUSINESS AND ORGANIZATION DONATIONS

Benchmark Community Bank

Blackstone Ruritan Club Burkeville Body Shop Centra Southside Community Hospital College Church **Cumberland Community Church Dominion Energy Eclipse Tools** Farmville Moose Lodge First Baptist Church Hill and Davis, CPA, PC Honeycutt and McGuire **Housing and Development** Advisors, LLC J. R. Tharpe Trucking Company, Inc. Lunenburg County NAACP

Mathematica Policy Research

Richlands Creamery, Inc.

Signs, Designs and More, LLC
SKTS Properties, LLC
Southside Electric Cooperative
Stone Road Energy, LLC
Taylor-Forbes Equipment Company
The Capitol Group of Companies
The National Society of Leadership
and Success, LLC
The United Way of Prince Edward
County, Inc.

Trane

Two Sisters Thrift Store Womans Club of Cumberland, GFWC Womans Club of Farmville, GFWC

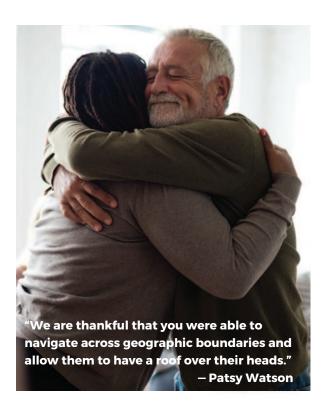
IN-KIND DONATIONS

Farmville Newsmedia, LLC
J. R. Tharp Trucking Company, Inc.
Lee Hartman and Sons, Inc.
Luck Stone
Martin Marietta
WVHL-FM

*NAP DONOR

Kyanite Mining Corporation

Every effort has been made to ensure the accuracy of this list of donations. We apologize for any errors or omissions. Please send inquiries to: Cynthia A. Saunders 434-315-5909 Ext. 209 or csaunders@STEPS-inc.org. "STEPS is an equal opportunity provider and employer."



THANK YOU FOR HELPING THOSE IN NEED

Our Farmville Cares team met yesterday and we decided to send another thank you from all of us for all of your hard work on behalf of the most vulnerable in our community. We realize how much "blood, sweat and tears" you put into helping people who have eviction notices and electric cut-offs, and how frightening that has to be for everyone.

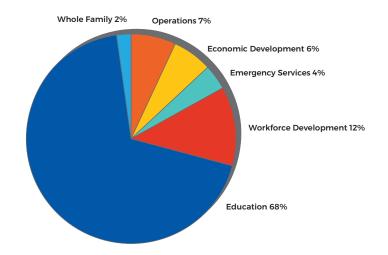
On behalf of Jo Ann Weidinger, Noelle Shear, Lonnie Calhoun, Tanya Stinson, and myself, please accept our most sincere "thank yous" for the time you spend on behalf of all those in need who contact STEPS, especially those who are in need of multiple agency and non profit assistance. We are most appreciative of the extra distance you went for our special client. We are so thankful that you were able to navigate across geographic boundaries and allow them to have their own roof over their heads.

Patsy Watson
Coordinator-Farmville Cares

Functional Expense (unaudited)

JULY 1, 2019 - JUNE 30, 2020

Operations	441,965
Economic Development	383,255
Emergency Services	271,880
Workforce Development	774,807
Education	4,205,721
Whole Family	124,012
TOTAL	\$ 6,201,643

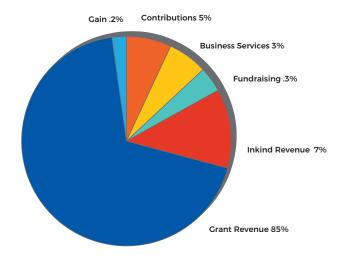


Revenue by Major Category

(unaudited)

JULY 1, 2019 - JUNE 30, 2020

Business Services	161,468
Contributions	303,915
Fundraising	19,365
Gain	12,000
Grant Revenue	5,131,473
Inkind Revenue	<u>404,755</u>
TOTAL	\$ 6,032,978



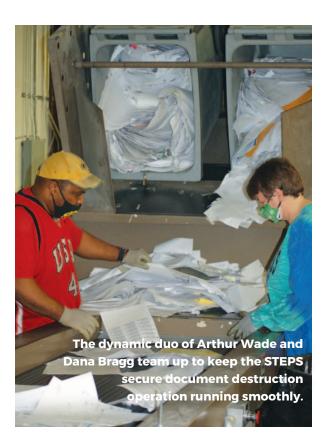
The annual financial audit will be performed in November.

Audited financial statements will be available on our website no later than February 1, 2021.

DYNAMIC DUO GET THE JOB DONE

STEPS Secure Document Destruction operation is dedicated to guaranteeing the security of documents. For those needing to assure the destruction of personal or business documents containing potentially sensitive information, the operation is NAID AAA certified with the highest security rating. The operation employs individuals with disabilities. Dana Bragg and Arthur Wade are our "Dynamic Duo" who keep the everything running smoothly. The two bring their infectious smiles and uplifting spirits to work every day.

To learn more about secure documents destruction and other STEPS operations, please visit our website. The website features news and information on upcoming events, explains secure document destruction and recycling business lines of operation, offers a gallery of photos of some of our wonderful staff and those they serve, connects visitors with resources, and offers opportunities to volunteer and contribute. Videos of some personal stories are a new addition to the website, and we invite you to listen to Dana's personal story. So, please visit us online at www.steps-inc.org.





For information about STEPS call 434.315.5909 or email us at: info@STEPS-Inc.org.



225 Industrial Park Road, Farmville, VA 23901