

Human Services Center (HSCC) 2012 Annual Report

Celebrating 30 Years of Serving the Mon Valley

30th Anniversary Celebrations of Service

This year marked the Human Services Center's (HSCC) 30th Anniversary. To celebrate, the HSCC held two major events. One was a Community Resource Fair and the other was a forum entitled *The Changing Role of Government in Human Services*. Both events were well attended and participants were genuinely satisfied with the two respective events.

The goal of the Community Resource Fair was to connect the public with local organizations that provide helpful services. This was all done in a festive, family friendly environment with games and face painting for kids and free ice cream for everyone that attended. There was also, what seemed like an endless stream of prizes that were raffled off throughout the event. On top of that, there was a drawing for Pitt Basketball and Football Tickets provided by the HSCC. One winner of Pitt basketball tickets said "My kids are going to be so excited! They love basketball and have never been to a Pitt game before." Over 200 people braved a rainy October evening to come out and attend the fair and there were almost 40 organizations present as well. The services that the attending organizations offered included, medical screenings, transportation, mental health, drug and alcohol rehabilitation, education, job training, aging services, family support, housing and there was even a puppy for the kids to enjoy. The event was coordinated with Lights On to celebrate out of school programming.



The 30th Anniversary Forum, *The Changing Role of Government in Human Services*, boasted an attendance of over 100 people. A video presentation of people speaking about how HSCC had helped in their lives kicked off the program. Dave Coplan, Executive Director of the HSCC, offered some welcoming and opening remarks and then turned the floor over to the distinguished group of speakers assembled for this event. The Forum featured a nationally renowned speaker, David La Piana, who spoke about the constricting role that government is playing in the funding of Human Services and the consequences that has for the sector. He also talked about some steps that human service providers can take to try to reduce the impact of this trend. Mr. La Piana suggested that by keeping a close watch on finances and joining together to advocate politically human service providers will give themselves a better chance to succeed in this current environment.



There were also three local speakers who made up a panel that discussed the reasons for the formation of HSCC and how its role has changed over the last 30 years. This panel featured Vic Papale, Director of the Southwestern PA Food Security Partnership, Jo DeBolt, Partner at La Piana Consulting and member of the HSCC Board of Directors, and Dr. Walter Smith, Manager of Integrated Program

Initiatives at the Allegheny County Department of Human Services. The panel spoke about how HSCC was formed in response to the immediate hardships people faced after the closing of the steel mills in the eighties. They then discussed how the Center has evolved into the organization it is today where programs help people move towards self sufficiency and a better life.

After the panel and the keynote speaker concluded, there was a question and answer session with all four speakers that was facilitated by Dr. Kevin Kearns who serves on the HSCC Board of Directors and is a Professor at the University of Pittsburgh's Graduate School of Public and International Affairs. During this question and answer session, Vic Papale emphatically reiterated David La Piana's earlier assertion that human service providers need to drastically improve their efforts at advocacy and collective action. This point was furthered one last time in Dave Coplan's closing remarks that ended the program. When asked what he thought of the program one attendee, Jon Hoffman of Community Human Services said, "It was a great program about a grim subject and a serious call for action."

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Emerging Leaders Program Successes

With over 30 participants in 2012, the Emerging Leaders Program (ELP) had yet another exciting and successful year. One of our ELP graduates was accepted to, and is currently attending, Harrisburg University of Science and Technology. In addition, she received a Clairton School District Picco Scholarship. She took advantage of all that ELP had to offer and especially all aspects pertaining to preparing for college. Recently, this student contacted the Youth Development Associate and she said, "Boy, do I miss our ELP classes!" and also commented that students who do not take advantage of the program "have no clue on what they're missing out on." Major outcomes for all participants were:

- **90%** of ELP youth authored a resume by the end of six months of participation.
- **97%** of participants were promoted to the next grade level.
- **100%** of ELP graduated seniors entered post-secondary training/education, entered the military, or entered the workforce.
- **65%** of graduated seniors accepted offers to attend a post-secondary school.



Moving Toward Self Sufficiency

Marian contacted the McKeesport Collaborative after being referred by North Hills Community Outreach. Marian had filed for divorce and in order to feed her two children, she applied for food stamps and cash assistance. Even though Marian's husband was ordered to pay child support for the children, Marian rarely receives payment. Marian's initial goals were to seek employment and to complete her education with the Art Institute. A few months ago, Marian was erroneously exited from the Art Institute. A couple of weeks later, she received a telephone call from a well known life insurance company about at job.

Marian was asked to attend an interview and presentation, and accepted the position contingent on passing the licensing exam, which she did with flying colors. She recently completed training and is now selling life insurance. Marian said the following about how the McKeesport Collaborative affected her life: "The Collaborative was the only agency that took the time to find out what help I needed and made an effort to help me find the resources to get me that help. There were many times that I asked for help and Denise Daugherty got me the help I needed without question, comment, or taking forever. Before I found the Collaborative I had asked for help from so many other agencies that I had pretty much given up hope that there was anyone who could or would help me." While Marian is still in the process of achieving her goals, and being free of all subsidies, she is now hopeful for the future.

Advocacy Efforts

This year, the Center worked diligently with the Greater Pittsburgh Nonprofit Partnership, the Campaign for What Works, and by teaching an Advocacy Series with the University of Pittsburgh School of Social Work to advocate for adequate funding for the nonprofit social services sector at the federal, state, and county levels. Staff of the HSCC are at the forefront of these efforts especially through the work of the membership of the Mon Valley Providers Council.

If you have questions about our initiatives in advocacy and lobbying, please contact Dave Coplan, the Executive Director.

Current HSCC Staff

The Center continues to utilize a variety of creative staffing resources.

Staff

Dave Coplan, Executive Director
 Leah O'Reilly, Youth Programs Director
 Ruth Smith, Collaborative Programs Director
 Arwen Davis, Operations and Projects Coordinator
 Denise Daugherty, Youth Development Associate/Family Development Specialist
 Meaghan Maher, Youth Programs Assistant Director
 Carolyn Burkamp, Sites Coordinator
 Holly Keene, Youth Development Associate
 Lynn Andelmo, Receptionist
 Jake Yeager, Building Superintendent
 Part time temporary staff in the youth programs include Lead Education Associates, Education Associates, and Recreation Associates.

Student Interns

Marina Duane, Mark Plassmeyer, and Carolina Ramos

Urban League Mature Workers

Tyrone Johnson, Linda Mayes, Rose Smeltzer, and Joann Snider

Ongoing Volunteers

Joe Jipson and Joan Polesnak

Volunteers Make a Difference – 2012 Featured Groups are Duquesne Light and Pittsburgh Corning

The HSCC utilizes – and appreciates – its volunteers every day! From providing front desk coverage to multiple “days of caring” throughout the year, the HSCC could not operate efficiently without the aid of both the individuals and groups that volunteer. The HSCC is able to rely on the hard-working volunteers that come throughout the year to give their time, energy, and skills to ensure that the facilities are in top condition and are a reflection of the good work that is accomplished at the Center.

For many years, Duquesne Light and Pittsburgh Corning have provided multiple volunteers to assist the Center when needed. In September of this year, volunteers assisted in a clean-up day in the courtyard and basements at the Center. The volunteers worked hard in repainting the courtyard mural, assembling playground equipment, organizing and cleaning files in storage, stocking shelves in the food pantry and discarding debris and trash.



Susan Funk, Employee Services Admin at Pittsburgh Corning said that "We have been returning to the HSCC because we appreciate the way the day is always set up. It is organized well and we feel we are truly making an impact. The location is great for the community and easily accessible for both volunteers and community members!"

Staff Earn Recognition

This fall, Denise Daugherty, the Youth Development Associate/Family Development Specialist was recognized by the Mon River Fleet as their **Woman of Achievement in the Social Services Leader** category. Denise works directly with women affected by substance abuse and high school youth. She provides intensive case management for the women and their families and does workforce development with the youth.



In April 2012, the Community Action Association of Pennsylvania (CAAP) presented the inaugural **Sargent Shriver Community Service Award** to Dave Coplan, HSCC's Executive Director. The CAAP award honors an individual who represents all the qualities Sargent Shriver

demonstrated as a champion of a number of social programs and organizations, including Community Action, to show appreciation for that person's work in community service.

MVPC

The Mon Valley Providers Council is a major project administered by the Human Services Center. Serving residents in 37 Mon Valley communities, the MVPC is an alliance of 65 dues paying human service organizations that collaborate to provide services and solutions to the diverse needs of people.

A separate annual report for the MVPC is published as an insert in the McKeesport Daily News the second week of January each year, and further information is available online at:

www.hscm-mvpc.org

McKeesport Collaborative

With over 50 agencies working together, the McKeesport Collaborative has created new linkages for women and children affected by substance abuse, enabling participants to access many services.

A Family Development Specialist provides services addressing the main challenges faced by women in recovery: treatment for substance abuse, mental health issues, and improving self-reliance through stable housing, education, and employment programs. The Collaborative works toward strengthening families and encouraging educational success for children and adults, remaining dedicated to developing and improving services for women and their children affected by substance abuse. Community Service Block Grant funds from Allegheny County help to support case management.

The McKeesport Collaborative is a program of the HSCC and staff are located at HSCC II in Turtle Creek. Services are provided in McKeesport at the Family Center, in homes, and at the HSCC.

Mon Valley 12th Annual HIV/AIDS Awareness Walk

The McKeesport Collaborative sponsors the **only** HIV/AIDS Awareness Walk in Allegheny County. This year the HIV/AIDS Working Group partnered with UPMC McKeesport to merge their Respect & Dignity Walk with the HIV/AIDS Awareness Walk. The purpose of the 3.4-mile walk is to generate awareness of HIV/AIDS in Mon Valley communities, to support those living with the virus, and to help eliminate the stigma of the disease. Teams compete for the traveling trophy awarded to the team with the most walkers. On October 6th, Mon Yough Juvenile Probation/McKeesport C.I.S.P. won the team trophy for the seventh time with 101 walkers. Through the leadership of the McKeesport Collaborative HIV/AIDS Working Group, the Walk continues to be successful with approximately 300 individual supporters. The 13th Annual Walk is scheduled for Saturday, October 5, 2013.



How You Can Help the Center

A question we are often asked is, "How can I help the Center?" There are many ways to assist the work of the Human Services Center, but the primary ways to get involved are volunteering, donating, and providing corporate support:

- ☑ The MVPC/HSCC **Annual Fund Drive** accepts donations throughout the year. These unrestricted dollars allow us flexibility in programs.
- ☑ The HSCC is a **United Way Contributor Choice** agency and donations can be designated to our agency using code 922.
- ☑ The **Holiday Toy Project** accepts monetary donations to buy a \$25 gift for a child.
- ☑ **Corporations can sponsor** a variety of events such as the HIV/AIDS Walk of the McKeesport Collaborative or the MVPC events.
- ☑ **Tax credits** are another means for corporate support as the HSCC's youth programs are approved to receive Educational Improvement Tax Credits (EITC).
- ☑ **In-kind contributions** are accepted for a variety of purposes, and the HSCC does utilize **volunteers** in many additional capacities throughout the year, such as with the library, toy program, pantry, and other critical community services.
- ☑ The Emerging Leaders Program seeks **site visits** for job shadowing, site tours, or professional speakers..
- ☑ **Opportunities for internships, AmeriCorps positions, and part time staff** for the youth programs are usually available at the Center.

All contributions are tax deductible, and can be sent to the HSCC, attention Dave Coplan. Questions can be directed to Dave at 412-829-7112 or dcoplan@hsc-mvpc.org.

Current Tenant Agencies

HSCC I – 519 Penn Avenue

FIRST FLOOR

Braddock Carnegie Library Extension - A mini-library providing books, videos, and other services. 412-829-7112

Eastern Area Adult Services - Support services to the over 60 population: noon meal, transportation, recreation, socialization. 412-824-6880

Learn "N" Play - Provides childcare services for infants (6 weeks) to 12 year olds. 412-829-0240

Overstock Optical - Low cost eye glass provider (by appointment only). 724-680-3836

SECOND FLOOR

Allegheny County Health Dept. - W.I.C. Program - Supplemental nutrition program for women, infants, and children. 412-823-1333

Alternatives - Chemical abuse program. 412-824-8510

PA Representative Paul Costa - Legislative Service Center to aid constituents with state and other public service matters. 412-824-3400

Turtle Creek Valley Mental Health/Mental Retardation - Adult Outpatient Services - Emergency help; crisis intervention; counseling. 412-824-8510

Turtle Creek Valley Mental Health/Mental Retardation - Psychiatric and Social Rehabilitation - Rehabilitation coaches; classes; socialization. 412-461-4100

THIRD FLOOR

Allegheny Intermediate Unit - Community School East - Alternative educational program for disruptive youth, grades 7-12. 412-464-4043

Community Computer Lab - A partnership between the Center and the members of the Mon Valley Providers Council to provide free computer training. 412-829-7112

Turtle Creek Valley Mental Health/Mental Retardation - Children, Adolescents, and Families - Emergency help; crisis intervention; counseling. 412-349-0632

HSCC II - 413 PENN AVENUE

Human Services Center Corporation - Facility management and coordination of the Westinghouse Valley Human Services Center, Mon Valley Providers Council, Youth Programs (Youth LIFE, ELP, and KOOL), and McKeesport Collaborative. 412-829-7112

Community Outreach Services - Space, marketing, and coordination is provided for a wide range of services using the Center on an as-needed, on-going, or seasonal basis. 412-829-7112

Pantry Network of Eastern Suburbs - Food pantry referral and clothing distribution in the east suburban communities. 24-hour hotline: 412-824-0006

2012 Key Partnerships for Positive Change

Each year, dozens of outreach agencies provide services to **thousands** of Center visitors. It is impossible to list each and every program provided, so several are highlighted below.

- A record 556 people completed the Center's annual visitor survey with over 60% earning an annual household income below \$15,000; 92.5% of the respondents are satisfied or very satisfied with the services they receive.
- Voter engagement efforts resulted in 56 new registrations and 346 pledges to vote in the election.
- Hundreds of individuals and families were provided funds for housing through the Urban League of Greater Pittsburgh's Housing Assistance Program.
- The Volunteer Income Tax Assistance (VITA) Program prepared 339 federal and state tax returns for low-income citizens living in the Mon Valley.
- Dozens of individuals met at the Center for support groups such as Alcoholics Anonymous, Parents of Murdered Children, Domestic Abuse Counseling Center, and others.
- Dozens of men were counseled by the Domestic Abuse Counseling Center.
- 205 individuals received free seasonal flu shots through a partnership with the McKeesport Hospital Foundation, the SHIP, FLEET, and Eastern Area Prehospital Services.
- Through a partnership with the Pantry Network of Eastern Suburbs, local families received free supplemental groceries monthly, and the Emergency Pantry provided support to a dozen individuals monthly.
- Through a collaboration with the Braddock-Carnegie Library and Urban League of Greater Pittsburgh's Mature Workers Program, the Turtle Creek Library provided hundreds of families and individuals with books, DVDs, audio books, VHS tapes, literacy programming, and free computer access.
- In conjunction with local schools, numerous adjudicated youth received tutoring on site at the Center so that they could return to their home school.
- Countless individuals were able to sign up onsite at the Center for WorkLink, a free scheduled van service that helps people get to work, job training, child care, and life's other necessities, run by Heritage Community Initiatives.

Our Supporters

We gratefully acknowledge the following for their generosity and support of the Human Services Center in 2012. Contributors to the MVPC Annual Fund Drive and individuals who gave through the United Way's Contributor Choice program are recognized in the January edition of ***The Communicator***, which is available on our website at www.hsc-mvpc.org or upon request.

Operations and Special Projects

Allegheny County Dept. of Human Services
 BNY Mellon Foundation of Southwestern Pennsylvania
 Citizens Bank
 Duquesne Light
 Eat'n Park

Operations and Special Projects (cont.)

G.C. Murphy Foundation
 The Heinz Endowments
 Highmark Blue Cross/Blue Shield
 KaBOOM!
 Kennywood
 Local Emergency & Shelter Board - FEMA
 Massey Charitable Trust
 McCune Foundation
 McKeesport Hospital Foundation (SHIP)
 Mellon Bank N.A.
 Howard and Nell E. Miller Foundation
 PA Dept. of Economic Development
 PA Dept. of Education
 Peoples Natural Gas
 PNC
 PNC – Charitable Trust Committee
 PPG Industries
 Steel Dynamics
 The Techs, a Division of Steel Dynamics
 Three Rivers Workforce Investment Board
 United Way of Allegheny County
 UPMC Health Plan
 Robert and Mary Weisbrod Foundation
 Westinghouse Electric
 YouthWorks, Inc.

Mobile Lap Top Lab

Thanks to a gift from Westinghouse Electric and a special raffle ticket fundraiser, the HSCC expanded its technology by 20 lap top computers that are utilized daily by participants in both the Youth LIFE Program and the Kids Outgoing, Outdoing, and Learning (KOOL) Summer Program at the HSCC in Turtle Creek.



Continued Improvements in Study Island

The HSCC Youth Programs have once again achieved great strides in reading and math by students utilizing Study Island (SI). The online curriculum allows children to work at their own pace and play a modest game when they answer questions correctly. In addition to playing a game, students earn blue ribbons as an incentive when they finish a topic.

A third grader started out the school year struggling academically in both her homework assignments and on Study Island. The first few weeks of SI were very frustrating for her as she had difficulty reading the questions and determining the answers. As time progressed the student became less and less frustrated with her math and reading lessons in SI with the help of the youth programs staff guiding her as she practiced. She gained confidence and earned more blue ribbons. The staff watched the youth grow tremendously this year from struggling with almost every question to completing the questions on her own and answering them correctly. The student's SI math score improved from a 75% to 93% and in reading she went from a 25% to a 93%!

Additionally, the HSCC Youth Programs worked with the Woodland Hills School District to more completely align Study Island with the school day curriculum. Students are now directly practicing what they are learning in school on Study Island online format.

Notable Study Island Outcomes:

76% of Youth LIFE participants utilizing Study Island improved in math.

69% of Youth LIFE participants utilizing Study Island improved in reading.

67% of KOOL students improved or maintained their math or reading skills.

Youth LIFE and KOOL's Impact in the Woodland Hills School District

The HSCC's Youth Program's have been able to continually foster a great relationship with the Woodland Hills School District. In addition to enrolling even more students in the 2011-2012 school year, the HSCC successfully opened a new after-school program site at Ben Fairless Elementary School in Braddock. This site was able to serve between 10-15 students and will continue to grow with the 2012-2013 school year.

- **100%** of all youth in the Youth LIFE Program who participated in the tutorial services completed their homework on a regular basis.
- **100%** of students participated in the tutorial services were promoted to the next grade.
- **100%** of Youth LIFE participants engaged in educational activities two days per week throughout the school year as measured by their attendance/point sheets.
- **100%** of Youth LIFE students demonstrated improvement in their reading skills (i.e. Study Island, actual standardized tests (4Sight, DIBELS, TerraNova, PSSA).
- **64%** of Youth LIFE youth improved in their grades during the course of the school year.
- **90%** of all PATHS participants reduced violent and/or problem behavior.

Human Services Center Corp.

HSCC I – 519 Penn Avenue
 HSCC II – 413 Penn Avenue
 Turtle Creek, PA 15145
 Phone: 412-829-7112
 Fax: 412-829-4363
 Website: www.hscm-mvpc.org

A copy of the official registration and financial information of the Human Service Center Corp. can be obtained from the PA Department of State by calling 1-800-732-0999. Registration does not imply endorsement.

HSCC Leadership

The 2013 Board of Directors:

James Anderson, President
 David Priselac, Vice President
 Lynn Tatala, Treasurer
 Jo DeBolt, Secretary
 Joseph Dombrosky
 Greg Galford
 Kevin Kearns
 Beth Lackner
 Gus Miller
 Lisa Minor
 Darla Poole
 Ellen Ramsden
 Michelle Smith
 Damion Wilson

It is with heavy hearts that we report the passing of Pam McIver, a dedicated Board Director since 1999. Her passion to help others and positive outlook will be missed.

39 Communities Served:

Braddock	McKeesport
Braddock Hills	Monroeville
Chalfant	Munhall
Churchill	North Braddock
Clairton	North Versailles
Dravosburg	Pitcairn
Duquesne	Port Vue
East McKeesport	Rankin
East Pittsburgh	South Versailles
Edgewood	Turtle Creek
Elizabeth Borough	Versailles
Elizabeth Township	Wall
Forest Hills	West Elizabeth
Forward	West Homestead
Glassport	West Mifflin
Homestead	Whitaker
Jefferson Hills	White Oak
Liberty	Wilkins
Lincoln	Wilkinsburg
	Wilmerding