

# Human Services Center 2008 Annual Report

## Celebrating 26 Years of *Serving the Mon Valley*

### Over 300 Attend Grand Opening of HSCC II

On the heels of 2007's 25<sup>th</sup> anniversary celebration, on May 30, 2008 the HSCC opened HSCC II at 413 Penn Avenue (across the street from HSCC I), a 4,000 square foot building that resulted in the achievement of the following milestones:

1. Capacity in the KOOL Summer Program increased by 25 annually, allowing more children to participate in this popular summer program. Now 150 children are being served each summer, easing waiting lists.
2. Annually, 10 more youth are able to participate in the Youth LIFE After-School Program due to increased space and capacity. Now 100 youth are served from September through May each year.
3. Annually, five more youth are served through the Emerging Leaders Program. Now 40 students are enrolled.
4. The Pantry Network of Eastern Suburbs, an all volunteer tenant in the HSCC, increased the amount of food provided in 2008 to more than 200 clients per month by utilizing the basement of HSCC II for storage and a walk-through food pantry.

Comments were made by Jim Anderson, HSCC Board President and General Manager of The Techs, Dave Coplan, HSCC Executive Director, and Alicia Andrews, HSCC Associate Director. Special presentations were made by the HSCC's two major funders: Marc Cherna, Director of Allegheny County's Department of Human Services, and Bob Nelkin, Chief Professional Officer of the United Way. Bob was involved in the creation of the HSCC's main facility during his tenure with County Commissioner Tom Foerester, and publicly stated that the HSCC had been recommended for United Way's new funding for youth.

Tours of the new facility and the expanded computer lab at HSCC I were afforded to all guests in attendance. The following foundations made capital gifts to make the expansion possible:

- Allegheny County Department of Economic Development (CDBG)
- DSF Charitable Trust
- Falk Fund of United Way
- Mary Hillman Jennings Foundation
- Hillman Foundation
- McCune Foundation
- Richard King Mellon Foundation
- Howard and Nell E. Miller Foundation

Program support was provided by:

- Allegheny County DHS – HSDF Funding
- Frick Fund of the Buhl Foundation
- Grable Foundation
- Heinz Endowments
- The Pittsburgh Foundation



### HSCC Expands Focus on Youth Academics with United Way Funding

The United Way selected the Human Services Center Corporation as one of 11 youth serving agencies through a competitive request for proposals to expand services to youth in 2008-2009. The funding enabled the HSCC to purchase Study Island, a PSSA on-line preparation and improvement curriculum for all students 2<sup>nd</sup>-11<sup>th</sup> grade across the HSCC's youth programs.

United Way funding has been crucial to the core programs offered at the HSCC for years. In its new RFP process, the United Way seeks to address critical community needs of vulnerable populations. The HSCC added a full-time Education Advancement Coordinator to assist the youth with enhancing their performance on the PSSA math and reading tests.

According to Associate Director Alicia Andrews, "There are several program enhancements funded by this grant and the outcomes will assist our youth with academic strides."

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## Emerging Leaders Has Exciting Year

With 40 participants in 2008, the Emerging Leaders Program (ELP) had a very busy and successful year. Participants Johnny Allen, AJ Fisher, Derek Hassim, Kayla Mollard, and Alycia Washington all graduated from high school and went on to jobs or post-secondary education. Furthermore, **100%** of participants engaged in job-readiness training, registered on the CareerLink website, improved their team building skills, learned how to conduct job searches and college searches online, learned about self-esteem and life skills, and much more. **22** of the students obtained an after-school job, summer job, or an internship. A number of others are involved in sports, theater, and volunteer activities during after-school hours. The students also benefited from field trips to the Pittsburgh Post Gazette, Lowe's for mock interviews, Auberle for an Entrepreneurship Conference, Gwen's Girls for joint-program activities, and PNC Park for a Pirates game. The field trips taught the students about planning for their future and drew them closer as a team. Numerous guest speakers also participated in career panels and conducted seminars on job readiness, financial literacy, and life skills.

Additionally, an ELP participant received an **Outstanding Youth Participant Award** from YouthWorks, Inc. ELP staff and students are so proud of AJ Fisher for being one of only three students recognized for this prestigious award. Lastly, 2008 brought exciting partnerships with the Duquesne-West Mifflin Boys and Girls Club and the Wilkinsburg Boys and Girls Club. Youth ages 14-18 at those sites are able to fully participate in all ELP activities thanks to the support of the Boys and Girls Clubs' staff.

It is always a pleasure to reflect on all the impressive accomplishments that ELP students are able to achieve in one short year, and 2008 is certainly no exception. The entire youth staff is eager to see what they will accomplish 2009!

## HSCC/MVPC Engages Voters

With the Presidential election in 2008, the HSCC and MVPC worked within the parameters of nonprofit voter engagement activities to encourage its stakeholders to register to vote, get informed about the candidates, pledge to vote, and actually vote in the election. In working with the PA Voice – Center for Civic Participation, Greater Pittsburgh Nonprofit Partnership, the Nonprofit Voter Engagement Network, Everybody Vote, and other area agencies, the staff and volunteers were able to conduct 500 contacts resulting in 320 voter pledge forms, and 162 out of the 192 adult HSCC consumers were verified as registered voters - an outstanding 84.4%. A dozen HSCC staff are now fully trained in Get-Out-The-Vote (GOTV) work for all elections.

On November 5, the HSCC and MVPC hosted a voter celebration attended by 93 people to encourage all who voted to recognize the occasion in a positive manner with a continental breakfast, door prizes, and an update on the impact to the Mon Valley. Future voter celebrations are planned for the day after both the primary and general election respectively.

We are particularly grateful to the PA Voice Center for Civic Participation and Pat Clark for the GOTV grant that assisted with our efforts. Funding was essential to this major push, and in the coming months, the staff will pull voter information to determine the percentage of contacts who actually voted.

## Nearly 3,600 Children Receive Toys

Each year, the Center works in cooperation with the Pantry Network to collect and distribute toys to *thousands* of children.

The average gift for each child is worth approximately \$30. In 2008, volunteer efforts represented well over 2,500 hours. The total value of all the donations was over **\$130,000**. Thanks to the generous support of State Senator Sean Logan, countless individuals, businesses and families, as well as the volunteers, the holidays were a little happier for nearly **3,600** Mon Valley children with toys.

## Current Staff

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

### Staff

Dave Coplan, Executive Director  
 Alicia Andrews, Associate Director  
 Jake Yeager, Building Superintendent  
 Leah Price, Youth Programs Director  
 Lauren Hyslop, Youth Development Director  
 Sunny Medwid, Youth Development Associate/Family Development Specialist  
 Ruth Smith, Collaborative Programs Director  
 Kate VanDerSchaaf, Education Advancement Coordinator  
 Lynn Anelmo, Receptionist  
 Tiffany Ball, Education Associate  
 Joe Yeager, Education Associate  
 Angela Winstead, Education Associate  
 Carolyn Burkamp, Education Associate

### Student Interns/AmeriCorps

Denise Daugherty, Christina Gerstel, Meaghan Maher, and Somone Winton

### Urban League Mature Workers

Wilbur Burgess, Joan Polesnak, Rose Smeltzer, and Ted Thomas

The HSCC bids a fond retirement to Randy Thomas, after four years as our Holiday Toy Project Coordinator (post his retirement as Executive Director).

## HSCC Budget Exceeds \$1 Million in 2009 – Down Economy Presents Difficult Times

Although the HSCC’s projected 2009 budget tops \$1 million for the first time in our history, we enter the fiscal year with trepidation. Clearly we are facing global financial turbulence of unprecedented magnitude; a situation that demands immediate, thoughtful, and disciplined attention.

We enter this period of intense financial uncertainty with a stable fiscal foundation that allows us to continue to conduct our business following the Seven Signs of a Financially Healthy Nonprofit Agency as defined by the Stevens Group. We must, however, expect the market to continue to be highly volatile, and we need to proceed with extreme caution and vigilance. To that end, the Board and staff remain engaged in the innumerable dialogues on the impact of the economy on the nonprofit sector nationally, locally, and with specific attention to the HSCC, our tenants, MVPC members, and partner agencies.

Our targeted deliberations are driven by a firm and unwavering commitment to both our fiscal sustainability as well as fulfillment of our mission. We approach our future knowing that our most valuable asset is our people—first and foremost our consumers and the staff members who work tirelessly to deliver our services. We have a heightened sense of urgency, and acknowledge that potential future changes in the 2009 budget will be predicated on revenue.

Simultaneously, the Board and management staff are engaged in a strategic planning process through May of 2009.

## Wal-Mart Grant to Youth Programs Makes Impact

Marcy Sloneker, Market Manager, and Melissa Held, North Versailles Store Manager, of Wal-Mart, presented a \$15,000 check to Alicia Andrews, Associate Director, and a group of HSCC’s youth participants to support the 2008 KOOL Summer Program. The KOOL Program is an outstanding service that over the years has positively impacted over 1,000 children. The Wal-Mart Foundation realized the value of this program and the overwhelming need for quality summer programming in the Turtle Creek Valley. “The HSCC is grateful to the Wal-Mart Foundation for their generosity,” stated Andrews. “Wal-Mart’s donation will help us provide academic, social, and cultural enrichment activities to the 150 youth and afford them opportunities they might not experience otherwise.”



The Wal-Mart Foundation has launched the State Giving Program (SGP) to increase the impact of their giving, and through this program, the Wal-Mart Foundation awards grants at the state and regional levels to organizations like the HSCC, to support unmet needs that are not directly addressed by any of their current philanthropic initiatives. Last year alone, Wal-Mart stores, Sam’s Clubs, and Wal-Mart Foundation contributed and raised over \$400 million, giving back to more than 100,000 charitable and community based-organizations.

## Mon Valley Providers Council (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 75 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.hsc-mvpc.org](http://www.hsc-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.

In 2008, Sunny Medwid, Denise Daugherty, and Christina Gerstel joined the McKeesport Collaborative as Family Development Specialists to provide 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 affected by substance abuse and their children. 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 HSCC.

## Volunteers Make a Difference

Volunteers have made significant contributions to the Center since its inception and 2008 was no exception. The HSCC hosted several *Days of Caring* and engaged staff of corporations, high school students, and more. Volunteers from the Emerging Leaders Program, Gateway High School, Perry High School, Duquesne Light Company, Direct Energy, The Techs, a Division of Steel Dynamics, Inc., and several tenant agencies helped with major facility projects in 2008. Thank you to the United Way, Pittsburgh Cares, and Collegiate YMCA for helping to facilitate the service projects. Most importantly, thank you to all of our outstanding volunteers for their generosity, talents, and time. We look forward to working with all of you in 2009!



## 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:

- ☑ **Office and team project volunteers** are needed on a regular basis to assist with the front desk of the Center. This flexible opportunity can be done weekly or daily, and a variety of hours are open. Anyone interested can contact Lynn at 412-829-7112 for a detailed description, or with questions.
- ☑ The **MVPC/HSCC Annual Fund Drive** accepts donations throughout the year. The unrestricted dollars allow us to have flexibility in programs.
- ☑ The **Holiday Toy Project** accepts monetary donations, groups to host a giving tree, or individuals 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 Super Expo.
- ☑ **Tax credits** are another means for corporate support as the HSCC's youth programs are approved to receive Educational Improvement Tax Credits.
- ☑ **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 **mentors and site visits** for job shadowing.
- ☑ **Opportunities for internships, AmeriCorps positions, and part time staff** for the youth programs are usually available at the Center. Call for details.

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

## 2009 Tenant Agencies

[All phone numbers are area code 412.]

### FIRST FLOOR

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

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

**Jenny's Tiny Tots** - Provides childcare services for infants (6 weeks) to 12 year olds. 829-0240

### SECOND FLOOR

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

**Alternatives** - Chemical abuse program. 824-9300  
**PA Representative Paul Costa** - Legislative Service Center to aid constituents with state and other public service matters. 824-3400

**Turtle Creek Valley Council of Governments** - Cooperative association of 20 municipalities to provide municipal services and administer community development & other projects. 829-7722

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

**Turtle Creek Valley Mental Health/Mental Retardation - Employment Services** - Workforce development training; employment search assistance; job coaching. 824-8510

**Turtle Creek Valley Mental Health/Mental Retardation - Psychiatric and Social Rehabilitation** - Rehabilitation coaches; classes; socialization. 461-4100 x. 728

### THIRD FLOOR

**Allegheny Intermediate Unit - Community School East** - Alternative educational program for court-supervised students, grades 9-12. 464-4043

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

**Turtle Creek Valley Mental Health/Mental Retardation - Children, Adolescents, and Families** - Emergency help; crisis intervention; counseling. 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 & KOOL), and McKeesport Collaborative. 829-7112

**Pantry Network of Eastern Suburbs** - Food pantry referral and clothing distribution in 20 east suburban communities. 24-hour hotline: 824-0006

## 2008 Key Partnerships for Positive Change

Each year, nearly 100 outreach agencies provide services to **thousands** of Center visitors. It is impossible to list each and every program provided, so several are highlighted below.

- Hundreds of individuals and families were provided funds for housing through the Urban League's Housing Assistance Program.
- The Volunteer Income Tax Assistance (VITA) program prepared tax returns for **over 100** senior citizens living throughout the Mon Valley.
- Through a partnership with the St. Margaret Foundation and P.U.L.S.E., the Center obtained three new Automated External Defibrillators (AEDs). The HSCC also provided CPR/AED training to over 20 employees that work at the Center.
- Personal safety workshops were provided to all tenant agency staff.
- Dozens of individuals met at the Center for support groups such as Alcoholics Anonymous, Parents of Murdered Children, and others.
- **Dozens** of men were counseled by Domestic Abuse Counseling Center.
- More than **75** individuals received flu shots through flu clinics with the Hope Health Network, UPMC Braddock, Highmark, and Eastern Area Prehospital Services.
- Through a partnership with the Pantry Network of Eastern Suburbs, **220 families** received free supplemental groceries monthly, and the Emergency Back-Up Pantry assisted **20 to 40 individuals** each month.
- Through a partnership with the Braddock-Carnegie Library and Urban League of Greater Pittsburgh's Mature Worker Program, the Turtle Creek Library provided **hundreds of families and individuals** with books, DVDs, audio books, VHS tapes, and literacy programming.

## Our Supporters

*We gratefully acknowledge the following for their generosity and support of the Human Services Center in 2008. 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.hscpc-mvpc.org](http://www.hscpc-mvpc.org) or upon request.*

### Operations and Special Projects

Allegheny County Department of Human Services  
CSBG/HSDF/WIA Funding Sources

Bank of NY Mellon  
Citizens Bank  
Dominion Foundation  
Eat N Park  
Falk Fund of United Way  
The Forbes Funds  
The Frick Fund of the Buhl Foundation  
Equitable Resources  
G.C. Murphy Foundation  
Grable Foundation  
Highmark Blue Cross/Blue Shield  
Kennywood  
Local Emergency & Shelter Board - FEMA

**THANK  
YOU FOR  
YOUR  
SUPPORT!**

### Operations and Special Projects (cont.)

State Senator Sean Logan  
McKeesport Communities That Care  
McKeesport Hospital Foundation (SHIP)  
National City Bank  
PA Voice – Center for Civic Participation  
The Pittsburgh Foundation  
PNC – Charitable Trust Committee  
Q-DOT, Inc.  
Respironics  
St. Margaret Foundation  
The Techs, a Division of Steel Dynamics  
United Way of Allegheny County  
UPMC Health Plan  
Veterans Leadership Program  
Wal-Mart  
Robert and Mary Weisbrod Foundation  
Westinghouse Electric  
YouthWorks, Inc.

### Holiday Toy Program

4-C DesignworkTechnology  
Allegheny General Hospital  
American Heart Association  
Andrews, Price and Laurie  
Bayer Foundation  
Century Heritage Federal Credit Union  
East Pittsburgh AARP  
Electric Heights Housing Community  
FedEx-Monroeville & Moon Township  
Galv -Tech  
Heritage Agency, Inc.  
Human Services Center Employees  
Jefferson Regional Hospital  
Jones-Lang-LaSalle  
La Barge  
State Senator Sean Logan  
Matthews International  
McKesson Corporation  
National Financial Services  
Neishloss & Fleming Inc.  
NexTech  
Nu-tek Steel  
Petraglio-Bosick and Gordon Law Firm  
PNC  
Preffered Licensing Services  
Proviano Family  
Siemens Westinghouse Power  
St. Colman's Church of Turtle Creek  
Stifel Nicolaus  
Turtle Creek Valley COG Employees  
U.S. Department of Energy  
U.S. Airways  
United Way of Allegheny County  
UPMC Churchill  
UPMC McKeesport

## Youth Venture to Study Island

Now in its ninth year, the Youth Learning In a Fun Environment (Youth LIFE) After-School Program continues to provide enrichment programming, offering youth an abundance of activities, academic support, social skill building opportunities, recreation, and field trips. Through several partnerships and services, the Youth LIFE Program provides youth with fun and exciting opportunities. This year, for example, youth have been enhancing their math and reading abilities by participating in an online-curriculum called Study Island. The nationally known curriculum is offered free to all youth participants in grades second through eleventh across YLIFE and ELP and is administered daily at the program. Improving PSSA performance is a priority with the expansion of Study Island. Some of the major highlights from the 2007-2008 school year were:

- ☑ **79** youth participated in social enrichment seminars and recreational activities and enhanced their social skills and interactions with peers.
- ☑ **81%** of all youth who participated in the tutorial services earned better grades in the grading period following completion of the program than in the grading period preceding enrollment in the program.
- ☑ **100%** of all youth who participated in the tutorial services were promoted to the next grade level.
- ☑ **100%** of youth increased awareness of community needs through engaging in community service projects.

## KOOL Activities at HSCC

For seven weeks in July and August, 150 youth between the ages of five and thirteen participated in the Kids Outgoing, Outdoing, and Learning (KOOL) Summer Program at the HSCC from 8:30AM-4:30PM daily.

Each day the students were provided with a nutritious breakfast, lunch, and snack. The children also participated in a variety of academic, social, and recreational activities, and attended a different field trip each week. The students were divided into nine classes, which were led by nine highly motivated young professionals seeking to gain more direct experience with diverse groups of children in a classroom setting. Additionally, nine Counselors In Training (CITs) assisted the teachers with planning and carrying out activities with the youth. The CITs were teenagers between the ages of 14 and 17 from the Mon Valley who committed most of their summer to help the staff and participants of KOOL while acquiring work experience and developing their skills. Some of the major highlights were:

- Various cultural and recreational field trips to Pittsburgh Zoo, Carnegie Science Center, Laurel Caverns, Idlewild Park, and PNC Park through a partnership with the Tickets for Kids Foundation.
- FREE nutritious breakfast and lunch served daily through Allegheny County's Summer Feeding Program.
- 150 youth received two FREE new books from Reading Is FUNDamental (RIF) Pittsburgh.

## 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.hsccl-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 2009 Board of Directors:

James Anderson, President  
 David Priselac, Vice President  
 Pam McIver, Treasurer  
 Kate Dewey, Secretary  
 Ryan Conover  
 Joseph Dombrosky  
 Linda Harris  
 Melissa Held  
 Kevin Kearns  
 Vivien Luk  
 Darla Poole  
 Steve Quick  
 Barbara Shore  
 Lynn Tatala  
 Travis Williams

### 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