The Human Services Center Corporation improves the quality of life for children, adults, and families in the Mon Valley area.
2017 BOARD OF DIRECTORS

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Lynn Tatela, Vice-President
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Nick Langston
Dr. Charlene Newkirk
Darla Poole
Michelle Smith
Damion Wilson

CURRENT HSCC STAFF

Dave Coplan, Executive Director
Leah O’Reilly, Youth Programs Director
Arwen Davis, Operations and Special Projects Director
Denise Daugherty, Family Development Specialist
Mallory Clark, Youth Programs Assistant Director
Kelly DiDomenico, Youth Development Associate
Vanessa Dunn, Youth Development Associate
Kaelynn Hillegass, Youth Development Associate
Andrew Yelanich, Youth Development Associate
Luke Zappa, Youth Development Associate
Claire Tomko, Community Outreach & Office Manager
Bob Mitnik, Building Superintendent
Meg Papa, Tax Site Coordinator
Debbie Davenport, Building Assistant
Tyrone Johnson, Building Assistant
Vic Cassetta, Building Assistant

Youth LIFE After-School Staff
Sheena Ball-Smith, Nicole Chace, Emma Feyler, Jasmin Jones, Jeannine Lawson, Jesus Martinez, Nicole Polliard, Sharyn Polliard, Francine Shapera, Angela Zappalla

Program Assistants/AmeriCorps
Hannah Darrenkamp, Jessica Delgado, Frank Duncan, Abbie Godollee, Iris Grilho, Maria McClatchey, Shane Siciliano, John Wehler

Urban League Senior Aides
Ursula Campbell-Escalante, Judy Meyers, Pat Parker, Kathy Simon

Pantry Coordinator
Rose Smeltzer

VOLUNTEERS

25+ HOURS

Joan Polesnak, Don Smeltzer, Todd Smeltzer, Peggy Leard, Susan Keane, Jessica Smeltzer, Chaliln Dougherty, Kaitlin Smeltzer, Jamie Smeltzer, Ralph Santoliquido, Rose Walker, Kelly Chandler, Carla Santoliquido, Denine Hood, Jim Smeltzer, Brian McMullen, Barbara Campbell, Dee Walter, Lou Gerthoffer, Denise Evans, Meg Papa, Valerie Shaver, Mike Smeltzer, Shawna Porter, Diane Grubbs, Jan McMahon, Don Grubbs, Virginia Finnegan, Kendall Chandler, Ben Chantos, Tim Chalker, Kassidy Chandler

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TRADITION OF SUCCESS

99% of Emerging Leaders Program participants earned a high school diploma

$820,000+ in refunds returned to the Mon Valley through the Volunteer Income Tax Assistance Program

90% of KOOL Summer Program participants improved in reading or math*

24 women served in the McKeesport Collaborative Program

126 job-seekers attended the annual Mon Valley Providers Council event, How to Get a Job and Keep It

85% of Youth LIFE After-School Program participants improved in reading or math*

*with sufficient Study Island data
McKeesport Collaborative is dedicated to providing, developing, and improving services for women affected by substance abuse and mental health concerns who are working towards achieving self-sufficiency through employment and/or education. The Collaborative provides a continuum of care which includes referral for substance abuse and mental health treatment, family support and child development programs, self sufficiency and housing.

With the generous support of the McKeesport Hospital Foundation, Project H.E.A.R.T. offered the opportunity for 11 youth ages 13-18 to participate in an 8-week intensive program focused on HIV/AIDS Awareness and Job Readiness. Each youth completed a community awareness project that is displayed at awareness events for the HIV/AIDS Working Group of the Collaborative, and received a stipend upon completion of the program.

Emerging Leaders Program (ELP) is a workforce development and college readiness program that has been expanding our reach and currently serves 150 low-income high school seniors, making us the largest in-school provider in Allegheny County. ELP is implemented at East Allegheny, McKeesport Area, Penn Hills, West Mifflin Area, and Woodland Hills High Schools. We provide a unique program model implementing ELP sessions during the school day while providing intensive case management outside of the classroom setting to ensure students receive the necessary assistance needed to reach their post high school goals.

94% of graduated seniors entered post-secondary education, the military, and/or the workforce
YOUTH LIFE AFTER-SCHOOL PROGRAM

Youth Learning In A Fun Environment (Youth LIFE) After-School Program is an academic and social enrichment program that serves 100 low-income youth in first through fifth grades residing in mostly the Woodland Hills School District. The staff assist the children with homework assignments and help them with achieving age-appropriate literacy and math skills by utilizing Study Island, an on-line nationally recognized performance enhancing curriculum for math and reading. In addition, the students participate in social-emotional lessons and activities as well physical recreation.

84% of Youth LIFE participants with sufficient Study Island data improved in math

KOOL SUMMER PROGRAM

Kids Outgoing, Outdoing and Learning (KOOLL) Summer Program is an academic enrichment program for 150 youth going into first through fifth grade that offers academic support in the areas of math and reading and cultural field trips, along with constructive summer activities and crafts for students. The Program offers a learning environment that stimulates interest and participation from the students by allowing them to refresh and expand math, reading, and social skills in a classroom environment.

77% of KOOL students with sufficient Study Island data improved in math
VOLUNTEER INCOME TAX ASSISTANCE

The Volunteer Income Tax Assistance (VITA) Program is a free tax preparation service that assists individuals and families with low-income through IRS trained and certified volunteers. The HSCC’s VITA site partners with the United Way’s Money In Your Pocket Coalition and had a full-scale site in Turtle Creek, as well as two-day tax clinics in Braddock, Clairton, Duquesne, Homestead, and McKeesport. During the 2016 tax season, 19 volunteers completed over 1,200 hours of service and returning over $820,000 to the Mon Valley in refunds.

MON VALLEY PROVIDERS COUNCIL

The Mon Valley Providers Council (MVPC) is an alliance of human service and related organizations and serves as a formal network for information and resource exchange among human service providers in the Mon Valley through Working Groups which address crucial issues in the Mon Valley in the areas of Employment and Training, Health, Housing, and Youth.

Continuing a convening partnership with the Department of Human Services Office of Community Services, the MVPC Working Group on Youth provided poverty simulations allowing participants to briefly assume the roles of community agencies and different families facing poverty in order to sensitize participants to the realities faced by individuals with low-income.

286

teachers, staff and administration from the Penn Hills School District and CCAC South Campus were educated on poverty during Poverty Simulations

739

federal tax returns prepared in Turtle Creek, Braddock, Clairton, Duquesne, Homestead, and McKeesport
PARTNERSHIPS

2016 Major Volunteer Groups

Duquesne Light
Emerging Leaders Program volunteers
Pantry Network of Eastern Suburbs volunteers
Mon Valley Providers Council members
Pitt Football Team
Pittsburgh Corning
South University
United Way

3,500
Volunteer Hours

Keys to Positive Change

-- 225 people attended 3 community resource fairs --
-- Dozens of individuals received assistance and services from Mon Valley Providers Council and McKeeseport Collaborative events, such as the annual HIV/AIDS Walk, How to Get a Job and Keep It, and World AIDS Day --
-- 121 people from dozens of communities received flu shots in partnership with the McKeeseport Hospital Foundation, SHIP, FLEET, and Eastern Area Prehospital Services --
-- Nearly 300 people completed the annual Center Visitor Survey with 75% earning an annual income of less than $15,000 and 91% of respondents indicating they are satisfied with the services offered at the Center --
-- Approximately 240 families a month received free supplemental groceries from a partnership with the Pantry Network of Eastern Suburbs --
-- Hundreds of individuals and families received funds for housing, financial counseling, and public assistance enrollment through the Urban League of Greater Pittsburgh's Housing Assistance Program, NeighborWorks, Senator Brewster's staff, and YWCA Greater Pittsburgh --
-- Hundreds of individuals met at the Center for support and community groups such as Alcoholics Anonymous, Overeaters Anonymous, Parents of Murdered Children, Turtle Creek Development Corporation, and Turtle Creek Historical Society --

-- In conjunction with Eastern Area Adult Services and CCAC, dozens of seniors attended free computer courses --
-- In partnership with the Turtle Creek Community Garden, the entire community had access to fresh vegetables --
VOTER ENGAGEMENT

The communities served by HSCC are economically depressed, with high rates of poverty and unemployment. Historically and in recent Pew Research Center and Census Bureau (image below) data, individuals with similar characteristics and demographics are underrepresented due to low rates of voter registration and participation. In 2014, only 30% of voters with an annual income of less than $15,000 voted. To ensure the voices of our consumers are represented in the political sphere, we ask them to be active voters by signing our pledge to vote. During our 2016 Voter Campaign, 367 voter pledges forms and 15 new registrations were collected.

(Numbers in thousands)

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Reported voters</th>
<th>Reported nonvoters</th>
<th>Nonrespondents</th>
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<tbody>
<tr>
<td>Annual Family Income</td>
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<tr>
<td>Total for family members</td>
<td>159,905</td>
<td>70,201</td>
<td>43.9</td>
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<tr>
<td>Under $10,000</td>
<td>4,983</td>
<td>1,222</td>
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<td>4,465</td>
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<td>17,623</td>
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<td>18,809</td>
<td>10,429</td>
<td>55.4</td>
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<td>$150,000 and over</td>
<td>16,935</td>
<td>9,578</td>
<td>56.6</td>
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<td>Income not reported</td>
<td>32,296</td>
<td>10,905</td>
<td>33.8</td>
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</table>

85 - 90% of voters who pledge to HSCC that they would vote, actually voted

FACILITIES

The HSCC is home to two facilities that serve its programmatic and strategic needs. In 2016, the HSCC had a steady year with 100% occupancy, increased community involvement, and expanded services.

ADVOCACY

The HSCC has a policy and plan through which it engages in advocacy through connections to its service area’s elected officials, regulators in government, coalitions, and voter engagement efforts.

80% of the HSCC’s consumers are registered to vote
CENTER

TENANTS

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: Meals on Wheels, noon meal, transportation, recreation, socialization. 412-824-6880

Greater Pittsburgh Literacy Council
Provides English as a Second Language (ESL) and Adult Basic Learning GED tutoring services. 412-969-8486

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

Second Floor

Adagio Health Nutrition Services
Provides individual nutrition counseling and Power Up nutrition education to area schools. 724-224-1530

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

TCV Adult Outpatient Services
Emergency help; crisis intervention; counseling. 412-824-8510

TCV Psychiatric and Social Rehabilitation
Rehabilitation coaches; classes; socialization. 412-461-4100

TCV Children, Adolescents, and Families
Emergency help; crisis intervention; counseling. 412-349-0632

Third Floor

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

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), McKeesport Collaborative, and Community Outreach Services. 412-829-7112

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

COMMUNITIES
SERVED

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

We gratefully acknowledge the following for their generosity and support of the Human Services Center in 2016. 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.hscc-mvpc.org or upon request.

**Operations and Special Projects**

Allegheny County Dept. of Human Services  
BNY Mellon Foundation of SW Pennsylvania  
Citizens Bank  
Duquesne Light  
Eden Hall Foundation  
G.C. Murphy Foundation  
Grable Foundation  
The Heinz Endowments  
Highmark Blue Cross/Blue Shield  
John E and Sue M Jackson Charitable Trust  
Jefferson Regional Foundation  
Kennywood  
Local Emergency & Shelter Board - FEMA  
McKeesport Hospital Foundation (SHIP)  
Howard and Nell E. Miller Foundation  
PA Dept. of Economic Development  
Peoples Natural Gas  
The Pittsburgh Foundation  
PNC  
Richard King Mellon Foundation  
Robert and Mary Weisbrod Foundation  
Steel Dynamics  
The Techs, a Division of Steel Dynamics  
Three Rivers Workforce Investment Board  
United Way of Allegheny County  
UPMC Health Plan  
Westinghouse Electric Company

**HOW YOU CAN HELP**

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.

For more information for how to assist the HSCC, please visit our website at hscc-mvpc.org, or call us at 412-829-7112. Questions can be directed to Dave Coplan at dcoplan@hscc-mvpc.org.

Human Services Center Corporation

HSCC I – 519 Penn Avenue  |  HSCC II – 413 Penn Avenue  
Turtle Creek, PA  15145  
Phone: 412-829-7112  |  Fax: 412-829-4363  
Website: hscc-mvpc.org  
Facebook: facebook.com/humanservicescenterturtlecreek

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.