The Human Services Center Corporation improves the quality of life for children, adults, and families in the Mon Valley area.
CURRENT HSCC STAFF

Dave Coplan, Executive Director  
Leah O’Reilly, Director of Programs  
Mallory Clark, Youth Programs Manager  
Stephanie Eson, Operations and Community Programs Manager  
Iris Griho, Family Development Specialist  
Vanessa Dunn, Youth Development Associate  
Kaelynn Hillegass, Youth Development Associate  
Hannah Newhall, Youth Development Associate  
Andrew Yelanich, Youth Development Associate  
Luke Zappa, Youth Development Associate  
Abbie Godollei, Community Outreach & Office Coordinator  
Bob Mitnik, Building Superintendent  
Meg Papa, Tax Site Coordinator  
Debbie Davenport, Building Assistant  
Tyrone Johnson, Building Assistant  
Nicole Polliard, Lead Education Associate  
Rose Smeltzer, Pantry Coordinator

Youth LIFE After-School Staff  
Darell Bruno, Elaine Dudley, Kelli Freeman, Taliera Gibson, Lindsay Mackinem, Sharyn Polliard, Francine Shapera, Kelly Sheetz, Karen Watkins, Angela Zappalla

KOOL Summer Staff  
Maria McClatchey, Nicole Polliard, Kelsey Rakar, Stacy Rizza, Nichole Roessler, Delcie Schweitzer, Francine Shapera, Kelly Sheetz, Christina Snyder

Program Assistants (Interns)/AmeriCorps  
Charlie Borowicz, Nicole Chace, Robin Freyberg, Cody Gilbert, Maura Jacob, Jamie Loebsk, Taylor Nichols, Kelsey Rakar, Douglas Wampler

Urban League Senior Aides  
Ursula Campbell-Escalante, Judy Meyers, Michael Nardozi, Kathy Simon

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TRADITION OF SUCCESS

97% of Emerging Leaders Program participants earned a high school diploma

$988,400+ in refunds returned to the Mon Valley through the Volunteer Income Tax Assistance Program

98% of KOOL Summer Program participants improved in reading or math*

24 women served in the McKeesport Collaborative Program

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

100% of Youth LIFE After-School Program participants improved in math*

*with sufficient Study Island data
McKeesport Collaborative is dedicated to providing, developing, and improving services for women who are working towards achieving self-sufficiency through employment and/or education. The Collaborative provides a continuum of care, including referrals to numerous resources. In 2017, one program participant received a Community Action Association of Pennsylvania’s (CAAP) Self-Sufficiency Award for her determination and work toward achieving self-sufficiency.

Emerging Leaders Program (ELP) is a workforce development and college readiness program that has been expanding our reach and currently serves 155 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.

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With the generous support of the McKeesport Hospital Foundation, Project H.E.A.R.T. offered the opportunity for 14 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.

100% of current participants have engaged in employment or training activities

14 youth served

96% of ELPers entered post-secondary education/training, the military, and/or entered 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.

92% of Youth LIFE participants utilizing Study Island improved in math or reading.

KOOL SUMMER PROGRAM

Kids Outgoing, Outdoing and Learning (KOOL) 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.

92% 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 Free Tax Prep Campaign and had a full-scale site in Turtle Creek, as well as two-day tax clinics in Braddock, Clairton, Duquesne, Elizabeth, Homestead, and McKeesport. During the 2017 tax season, 19 volunteers completed over 1,600 hours of service and returned over $988,000 to the Mon Valley in refunds.

MON VALLEY PROVIDERS COUNCIL

244

Mon Valley residents attended resource fairs at CCAC South and the Human Services Center

The Mon Valley Providers Council (MVPC) is an alliance of human service and related organizations. The MVPC 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.

In continued collaboration with Community College of Allegheny County South Campus, the MVPC coordinated two resource fairs aimed at providing students and the wider Mon Valley community with access to area services and volunteer opportunities. The MVPC also supplied service information, flu shots, and hands-on activities to area families through its 7th Annual Resource Fair hosted by the HSCC.
VOLUNTEER PROJECTS

2017 Major Volunteer Groups

- Duquesne Light
- Emerging Leaders Program volunteers
- Pantry Network of Eastern Suburbs volunteers
- Mon Valley Providers Council members
- PPG Paints
- South University
- United Way

3,500 Volunteer Hours

PPG Paints Colorful Communities Project

The HSCC was selected by the United Way of Southwestern Pennsylvania (UWSWPA) to be one of 10 sites to participate in PPG Paints Colorful Communities Project! The UWSWPA facilitated the event and PPG Paints funded the project. In addition, 25 PPG Paints staff volunteered their time and efforts to create various murals for both inside and outside of our building, cleaned up and painted various parts of our courtyard/playground spaces, and painted the front entrance to our Center. All of the tables and benches in the playground were painted with vibrant PPG Paint colors, the basketball court was given a fresh new mural design and brand new basketball hoops, and new murals were painted for the youth programs hallway. Thanks to this partnership, hundreds of our Youth Programs participants as well as over 750 people that utilize our Center’s space daily have a more functional and welcoming space.

VOLUNTEERS 25+ HOURS

Joan Polesnak, Don Smeltzer, Todd Smeltzer, Peggy Leard, Susan Keane, Jessica Smeltzer, Challin 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, Valerie Shaver, Mike Smeltzer, Diane Grubbs, Jan McMahon, Don Grubbs, Virginia Finnegan, Kendall Chandler, Ben Chantos, Tim Chalker, Kassidy Chandler
KEYS TO POSITIVE CHANGE

In 2017...

-- 225 people attended 3 community resource fairs --

-- Dozens of individuals received assistance and services from Mon Valley Providers Council and McKeesport 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 McKeesport Hospital Foundation, SHIP, FLEET, and Eastern Area Prehospital Services --

-- Approximately 475 people completed the annual Center Visitor Survey with 67.5% earning an annual income of less than $15,000 and 92.3% 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 HSCC’s partnership with 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 citizens attended free computer courses at the Center --

-- In partnership with the Turtle Creek Home Plate 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 2017 Voter Campaign, 360 voter pledges were collected.

Table 2.
(Numbers in thousands)

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>18 and older</th>
<th>Percent</th>
<th>1,881,881</th>
<th>Percent</th>
<th>18,96,799</th>
<th>Percent</th>
<th>19,95,999</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Annual Family Income</td>
<td>159,906</td>
<td>100.0</td>
<td>70,201</td>
<td>43.9</td>
<td>65,079</td>
<td>40.7</td>
<td>24,626</td>
<td>15.4</td>
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<td>Under $0,000</td>
<td>4,983</td>
<td>3.1</td>
<td>1,229</td>
<td>24.5</td>
<td>3,246</td>
<td>56.1</td>
<td>516</td>
<td>10.3</td>
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<td>$1,000 to $1,999</td>
<td>4,465</td>
<td>2.8</td>
<td>5,342</td>
<td>30.1</td>
<td>2,642</td>
<td>59.2</td>
<td>481</td>
<td>10.8</td>
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<tr>
<td>$2,000 to $2,999</td>
<td>3,740</td>
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<td>1,152</td>
<td>30.8</td>
<td>2,204</td>
<td>58.9</td>
<td>384</td>
<td>10.3</td>
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<td>$3,000 to $3,999</td>
<td>11,673</td>
<td>7.3</td>
<td>4,108</td>
<td>35.2</td>
<td>6,603</td>
<td>56.6</td>
<td>963</td>
<td>8.2</td>
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<td>$4,000 to $4,999</td>
<td>13,222</td>
<td>8.3</td>
<td>5,375</td>
<td>40.7</td>
<td>6,587</td>
<td>49.8</td>
<td>1,258</td>
<td>9.5</td>
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<td>$5,000 to $7,999</td>
<td>10,372</td>
<td>6.5</td>
<td>4,400</td>
<td>42.4</td>
<td>5,018</td>
<td>48.4</td>
<td>955</td>
<td>9.2</td>
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<td>$8,000 to $9,999</td>
<td>25,787</td>
<td>16.1</td>
<td>12,366</td>
<td>48.0</td>
<td>11,077</td>
<td>43.0</td>
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<td>9.1</td>
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<td>$10,000 to $14,999</td>
<td>17,623</td>
<td>11.0</td>
<td>9,322</td>
<td>52.9</td>
<td>6,747</td>
<td>38.3</td>
<td>1,553</td>
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<tr>
<td>Under $0.000</td>
<td>18,809</td>
<td>11.8</td>
<td>4,109</td>
<td>35.5</td>
<td>6,685</td>
<td>43.5</td>
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<tr>
<td>Income not reported</td>
<td>32,296</td>
<td>20.2</td>
<td>10,905</td>
<td>33.8</td>
<td>8,734</td>
<td>27.0</td>
<td>12,657</td>
<td>39.2</td>
</tr>
</tbody>
</table>

FACILITIES

The HSCC is home to two facilities that serve its programmatic and strategic needs. In 2017, 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

750 people a day visit the Center facilities, on average

64% of voters who pledged to HSCC that they would vote, actually voted
<table>
<thead>
<tr>
<th>CENTER TENANTS</th>
<th>COMMUNITIES SERVED</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HSCC I - 519 Penn Avenue</strong></td>
<td>Braddock</td>
</tr>
<tr>
<td><strong>First Floor</strong></td>
<td>Braddock Hills</td>
</tr>
<tr>
<td><em>Braddock Carnegie Library Extension</em></td>
<td>Chalfant</td>
</tr>
<tr>
<td>A mini-library providing books, videos, and other services. 412-829-7112</td>
<td>Clairton</td>
</tr>
<tr>
<td><strong>Eastern Area Adult Services</strong></td>
<td>Dravosburg</td>
</tr>
<tr>
<td>Support services to the over 60 population: Meals on Wheels, noon meal, transportation, recreation, 412-824-6880</td>
<td>Duquesne</td>
</tr>
<tr>
<td><strong>Greater Pittsburgh Literacy Council</strong></td>
<td>East McKeesport</td>
</tr>
<tr>
<td>Provides English as a Second Language (ESL) and Adult Basic Learning GED tutoring services. 412-969-8486</td>
<td>East Pittsburgh</td>
</tr>
<tr>
<td><strong>Learn “N” Play Development Center</strong></td>
<td>Elizabeth Borough</td>
</tr>
<tr>
<td>Provides childcare services for infants (6 weeks) to 12 year olds. 412-829-0240</td>
<td>Elizabeth Township</td>
</tr>
<tr>
<td><strong>Second Floor</strong></td>
<td>Forest Hills</td>
</tr>
<tr>
<td><em>Adagio Health Nutrition Services</em></td>
<td>Forward</td>
</tr>
<tr>
<td>Provides individual nutrition counseling and Power Up nutrition education to area schools. 724-224-1530</td>
<td>Glassport</td>
</tr>
<tr>
<td><em>Allegheny Co. Health Dept. - W.I.C. Program</em></td>
<td>Homestead</td>
</tr>
<tr>
<td>Supplemental nutrition program for women, infants, and children. 412-823-1333</td>
<td>Jefferson Hills</td>
</tr>
<tr>
<td><strong>TCV Adult Outpatient Services</strong></td>
<td>Liberty</td>
</tr>
<tr>
<td>Emergency help; crisis intervention; counseling. 412-824-8510</td>
<td>Lincoln</td>
</tr>
<tr>
<td><strong>TCV Psychiatric and Social Rehabilitation</strong></td>
<td>McKeesport</td>
</tr>
<tr>
<td>Rehabilitation coaches; classes; socialization. 412-461-4100</td>
<td>Monroeville</td>
</tr>
<tr>
<td><strong>TCV Children, Adolescents, and Families</strong></td>
<td>Munhall</td>
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<tr>
<td>Emergency help; crisis intervention; counseling. 412-349-0632</td>
<td>North Braddock</td>
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<tr>
<td><strong>Third Floor</strong></td>
<td>North Versailles</td>
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<tr>
<td><em>AIU - Community School East</em></td>
<td>Penn Hills</td>
</tr>
<tr>
<td>Alternative educational program for disruptive youth, grades 7-12. 412-464-4043</td>
<td>Pitcairn</td>
</tr>
<tr>
<td><strong>HSCC II - 413 Penn Avenue</strong></td>
<td>Port Vue</td>
</tr>
<tr>
<td><strong>Human Services Center Corporation</strong></td>
<td>Rankin</td>
</tr>
<tr>
<td>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</td>
<td>South Versailles</td>
</tr>
<tr>
<td><strong>Pantry Network of Eastern Suburbs</strong></td>
<td>Swissvale</td>
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<tr>
<td>Westinghouse Valley Food Pantry and pantry referral in the east suburban communities. 24-hour hotline: 412-824-0006</td>
<td>Turtle Creek</td>
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<td></td>
<td>Versailles</td>
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<td></td>
<td>Wall</td>
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<td>West Elizabeth</td>
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<td>West Homestead</td>
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<td>West Mifflin</td>
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<td>Whitaker</td>
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<td>Wilkins</td>
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<td>Wilmerding</td>
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</table>
HSCC THANKS ITS SUPPORTERS

We gratefully acknowledge the following for their generosity and support of the Human Services Center in 2017. 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  McKeesport Healthier Communities
Anonymous Contributors  PartnerSHIP
BNY Mellon Foundation of SW Pennsylvania  McKeesport Hospital Foundation (SHIP)
Citizens Bank  Howard and Nell E. Miller Foundation
Duquesne Light  Partner4Work
Eden Hall Foundation  PA Dept. of Economic Development
G.C. Murphy Foundation  The Pittsburgh Foundation
Grable Foundation  PNC
Highmark Blue Cross/Blue Shield  Richard King Mellon Foundation
John E and Sue M Jackson Charitable Trust  Robert and Mary Weisbrod Foundation
Jefferson Regional Foundation  Sandcastle
Kennywood  Steel Dynamics
Local Emergency & Shelter Board - FEMA  The Techs, a Division of Steel Dynamics

United Way of Southwestern Pennsylvania

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: hssc-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.