The **Human Services Center Corporation** improves the quality of life for children, adults, and families in the Mon Valley area. It fulfills this mission in four ways:

- Serving as a collaborative leader by promoting and supporting a network of providers *within and outside the walls of its multi-purpose center*.
- Serving as a *bridge between human service organizations and those who develop policies and funding* that impact the quality of life in the Mon Valley area.
- Monitoring community needs and **initiating innovative strategies** to fill service gaps.
- Providing **essential services** to both community members and human service organizations.

In addition to operating the Center, the HSCC provides a host of award-winning programs from its office in Turtle Creek, in five area high schools, and in the Mon Valley communities.

**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
The Human Services Center was created in 1982 under an initiative of the Allegheny County Commissioners. As a private, nonprofit 501(c)(3) organization, the Center is owned and operated by the Human Services Center Corporation (HSCC). Currently, over 750 people receive services daily. The Center is home to 12 agencies, which create a "human services mall." Current tenant agencies include:

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

**Adagio Health Medical Services**
- Provides cancer screenings, family planning services, and STI testing and treatment.

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

**Allegheny Intermediate Unit - Community School East**
- Alternative educational program for youth, grades 7-12.

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

**Early Learning Resource Center**
- Provides referrals for early learning programs like Head Start, Early Head Start, PA Pre-K Counts and information on early intervention services and support.

**Eastern Area Adult Services**
- Support services to the over 60 population: Meals on Wheels, noon meal, transportation, recreation, socialization.

**Healthy Start, Inc.**
- Provides maternal and child health services, including Community Education courses.

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

**Literacy Pittsburgh**
- Provides English as a Second Language (ESL) and Adult Basic Learning GED tutoring services.

**Pantry Network of Eastern Suburbs**
- Westinghouse Valley Food Pantry and pantry referral in the east suburban communities.

**TCV Community Services**
- Provides counseling, emergency help, crisis intervention, rehabilitation coaching, and socialization classes.
In October, HSCC hosted its first Open House for the community. Over 100 people attended this event for a chance to learn more about the resources and programs HSCC has to offer!

Open House

HSCC offered Computer Basics I & II to the community in 2019. 24 residents took the classes, resulting in full sessions each series.

Computer Classes

The HSCC welcomed the Early Learning Resource Center (ELRC) to the Center in September!

New Tenant

Hundreds of individuals met at the Center for support and community groups such as Alcoholics Anonymous, the Turtle Creek Rotary Club, and the Turtle Creek Development Corporation.

Community Groups

Supports for Success participants received 14 brand new mattresses donated by Covestro and United Way of Southwestern Pennsylvania.

Mattresses

Approximately 240 families received free supplemental groceries from a partnership with the Pantry Network of Eastern Suburbs. By working with the Turtle Creek Home Plate Garden, the entire community had access to fresh produce in the summer. Also, the HSCC partnered with 412 Food Rescue to provide the Center’s consumers with surplus food donated by local entities.

Food Access

With support from the McKeesport Hospital Foundation, Project HEART offered the opportunity for 13 youth to participate in an eight-week intensive program focused on HIV/AIDS Awareness and Job Readiness.

Project Heart

Over 30 people received flu shots in partnership with Eastern Area Prehospital Services.

Flu Shots
A huge thank you to Gateway Health for donating 250 holiday meal bags for all of our program participants in need! Thank you again to United Way of Southwestern Pennsylvania for making this happen for our Mon Valley communities.

In 2019, the HSCC hosted a group from Leadership Pittsburgh Inc.’s Community Leadership Course for Veterans. As part of the program, participants were paired with local nonprofit agencies to assist in planning a program or event.

The group matched with the HSCC organized a Backpack Giveaway in August. 300 kids went home with backpacks full of supplies for the upcoming school year!
The **Youth Learning In a Fun Environment (YLIFE)** Program provides after-school programming for 100 students from 37 economically distressed Monongahela Valley of Allegheny County communities for first through fifth graders residing in mostly the Woodland Hills School District.

Through the implementation of age and skill appropriate tutorial classes, educational seminars, self-improvement classes, cultural field trips, and recreational activities, Youth LIFE students are afforded opportunities that they otherwise would have been unable to experience.

Youth LIFE focuses on academic and standardized test scores improvement, primarily with an on-line curriculum called Study Island. The program includes youth completing their homework and receiving tutoring services, a snack, cultural, science and arts and craft lessons, and recreational activities. Youth also attend educational seminars from external agencies.

### YLIFE OUTCOMES 2018–19

- 93%(76/82) of students with sufficient data utilizing Study Island improved in math.
- 84%(69/82) of students with sufficient data utilizing Study Island improved in reading.
- 98%(80/82) of students with sufficient data utilizing Study Island improved in math or reading.
- 80% (80/100) of Youth LIFE participants with sufficient data improved or maintained desirable school grades (A or B equivalent) in math or reading.
- 93% (81/87) of all youth participants with sufficient data did not miss 10% or more of school days.
The Kids Outgoing, Outdoing and Learning (KOOL) Summer Program offers academic and social enrichment for 150 youth residing in the Mon Valley area and in first through fifth grades.

Focusing on academic, cultural, and social enrichment, as well as community service and recreation, the KOOL Program provides participants with an educational and fun summer experience. Youth participate in reading and math activities on a daily basis, as well as advance computer tutorials, arts and crafts, and experiential seminars provided by local agencies. On Fridays, KOOL participants attend field trips to various places throughout the Pittsburgh region including the Pittsburgh Zoo and Aquarium, Carnegie Science Center, Heinz History Center, Phipps Conservatory, Boyce Park Wave Pool, and many more.

KOOL OUTCOMES 2019

- 90% (94/105) of students with sufficient data utilizing Study Island improved in math.
- 87% (91/105) of students with sufficient data utilizing Study Island improved in reading.
- 97% (102/105) of students with sufficient data utilizing Study Island improved in math or reading.
The Emerging Leaders Program (ELP) is a workforce development program for low-income high school seniors attending the East Allegheny, McKeesport Area, Penn Hills, West Mifflin Area, and Woodland Hills High Schools. Participants are afforded the opportunity to prepare for their future, develop their work competencies, explore hundreds of careers through hands-on experiences, attend field trips, participate in job shadows, and more. Staff meet the students individually on a regular basis to further ensure the special needs of each participant are being met properly.

**ELP OUTCOMES 2018-19**

- 99% (154/155) of ELP participants earned a high school diploma.
- 83% (128/155) of ELP graduated seniors entered post-secondary training/education.
- 92% (143/155) of ELPers entered post-secondary training/education, entered the military, and/or entered the workforce.

Thank you to United Way of Southwestern Pennsylvania for adding some extra encouragement for 155 seniors in our Emerging Leaders Program to pursue their college goals. Each ELP participant received a brand new hoodie!
Supports for Success is a program that provides employment and education supports for adults working toward self-sufficiency. Participants receive one-on-one intensive case management, wrap-around supportive services, resources, and referrals. Our program works directly with participants to create a detailed goal plan, obtain a credit report, create a monthly budget to increase knowledge of money management creating, updating, and maintaining a current professional resume to improve success in obtaining employment opportunities finding adequate affordable housing options finding employment or better employment opportunities.

When Megan*(not her real name) enrolled in the Supports for Success program, she was behind on her property taxes, had a 10-day utility shut-off notice and had no source of income for basic needs. Despite her extreme financial struggles and continuous fear of losing everything, Megan was steadfast and determined to achieve her goal of obtaining full-time employment and improving her overall financial well-being. “I knew my worth and would not give up,” Megan said.

Through Supports for Success, Megan connected with resources that assisted with basic needs and transportation. Within 2.5 months of enrollment, Megan obtained employment as an Administrative Assistant, earning over 300% of the Federal Poverty Guidelines. During the 30-day transition period prior to exiting the program, Megan was able to focus on her financial goals and work toward improving her credit. She paid off her credit card and other account balances, began investing in a retirement plan, and set and achieved a monthly savings goal. Over a year later, Megan continues to excel in a job she loves, has good credit, and continues to work toward securing her financial future.

In 2019, Megan won the Community Action Association of Pennsylvania Self-Sufficiency Award for her incredible progress!

"I learned to be humble, to accept help, and to be grateful for the resources and supports that are available to people in the community,” said Megan. Megan expressed feeling “blessed and forever grateful” for the “support and compassion” of Iris and Supports for Success– “you were my angel.”

-Megan*
The Mon Valley Providers Council (MVPC) is an alliance of human service and related organizations which are based in or have a substantial service presence in the Mon Valley. The MVPC serves as a formal network for information and resource exchange among human service providers in the Mon Valley. It involves its member organizations in Working Groups which address crucial issues in the Mon Valley in the areas of Employment and Training, Health, Housing, and Youth. These four Working Groups involve the participation of dues paying member agencies and over 250 staff members of those organizations. Through these standing Working Groups, the Providers Council promotes cooperation, coordination, and collaboration among its member and participating organizations in an effort to fill gaps in human services in the Mon Valley communities.

A few highlights from 2019 include a Community Connections Resource Fair with CCAC South Campus in September. Student and community members connected with 30 agencies offering services like SNAP application assistance, mentoring programs, employment training programs, housing assistance, and various health access organizations. Additionally, 19 attendees registered to vote, 3 enrolled in a financial literacy program, and 5 received free and confidential STI testing from Allies for Health + Wellbeing’s new mobile testing van.

In September, the Working Group on Housing also hosted a Landlord Summit to connect landlords with resources available throughout the county. The landlords learned about lead remediation, how to handle infestations, and rules for smoke detectors. They also heard from a local magistrate about tenant-landlord relationships, and from the Department of Human Services about a program to connect DHS clients to fill open housing units.

The Working Groups on Health and Youth co-hosted Medical Marijuana in the Mon Valley in October. Providers heard from the PA Medical Marijuana Education Center about what medical marijuana is, how clients can qualify for a prescription, and how to connect clients to medical marijuana resources. Providers also heard from a researcher at the University of Pittsburgh about the health risks of vaping, how marketing has been targeting youth, and how to talk with youth about their vaping usage.
The **Volunteer Income Tax Assistance (VITA)** Program is a program that assists individuals on a low or fixed income with completing their federal, state, and local tax returns. Partnering with United Way’s Free Tax Prep Campaign, HSCC operated a tax site in Turtle Creek and also provided ten mobile tax clinics in Braddock, Clairton, Duquesne, Homestead, McKeesport, and Swissvale. From January to April, 27 volunteer tax preparers dedicated their time to provide this free service and completed over 800 tax returns. Over $993,000 in tax refunds were returned to Mon Valley residents.

In July 2019, the Allegheny County Department of Human Services awarded HSCC a Community Services Block Grant to increase its community initiatives. As a result, HSCC was able to hire a second Outreach Coordinator, expand its VITA program, and offer Financial Literacy Workshops. The first adult financial literacy workshop focused on creating a saving and spending plan. HSCC plans to provide additional workshops around topics such as credit, banking institutions, and managing debt.

In addition to adult workshops, HSCC plans to partner with its youth programs to reach 1st-5th grade students and high school seniors in the Emerging Leaders Program. So far, HSCC has held a workshop for 1st and 2nd grade students in the YLIFE After School Program to discuss the importance of savings. Other workshops around topics such as introduction to credit, student loans, and budgeting are in the works for the youth programs.
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UPMC Health Plan

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The Human Services Center Corporation had nearly 200 volunteers in 2019. We gratefully acknowledge the following volunteers for their service and support; each individual listed volunteered at least 25 hours in 2019.

Todd Smeltzer
Don Smeltzer
Jamie Smeltzer
James Smeltzer
Jan McMahon
Kaitlin Smeltzer
Joey Smeltzer
Jessica Smeltzer
South University Employees
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Paula Paterlini
Junhan (Erica) Wang
Lorene (Denise) Evans
Anna Hudson
Rose Walker
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 Corporation, but the primary ways to get involved are volunteering, donating, and providing corporate support.

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