

# Human Services Center (HSCC) 2010 Annual Report

## Celebrating 28 Years of *Serving the Mon Valley*

### HSCC Expands Youth Programming with Woodland Hills School District

Thanks to a growing partnership with the Woodland Hills School District (WHSD), the HSCC secured a three year grant from the Pennsylvania Department of Education to expand the Youth LIFE After-School and KOOL Summer Programs in the Woodland Hills School District. Other contributions to the expansion include multi-year funding from the United Way of Allegheny County, as well as The Heinz Endowments, and continued support from Allegheny County's Department of Human Services.

The expansion enables the HSCC to serve up to 300 youth in the after-school program at five locations – the HSCC and four elementary school buildings. Additionally, the summer program expanded to assist up to 190 youth at two facilities. During the school year, the ratio of students to teachers is now ten to one, and for the summer it is fifteen to one.

New with this expansion is a formal recreation component conducted by a Recreation Associate at each site. However, the primary focus of the program remains improving academic performance in school and on standardized testing.

According to the HSCC Youth Programs Director, Leah O'Reilly, "A great number of children who have not been able to participate in the past due to reasons such as waiting lists or transportation issues are now actively involved in our youth programming. With the support of our funders and WHSD, students can be served directly in their schools and receive bus transportation home."

The PA Department of Education grant has also allowed for the opportunity to create a Community Advisory Board (CAB), comprised of partner agencies, parents and youth participants. The CAB fosters constituent input and collaboration to make the program even stronger and more effective for its children. Through all of these efforts to make Youth LIFE a best-practice program, the youth participants have achieved the following:

- **100%** of all youth in the Youth LIFE Program who participated in the tutorial services completed their homework on a regular basis.
- **99%** of all youth who participated in the tutorial services were promoted to the next grade level.
- **75%** of Youth LIFE participants utilizing Study Island achieved Basic or greater status in reading or math.
- **75%** of Youth LIFE participants utilizing Study Island improved in math or reading.
- **75%** of Youth LIFE participants improved/maintained their grade in reading, math, or English compared with their pre-entry grades (grading period prior to enrollment) as measured by students' report cards.



### HSCC's Strategic Plan Guides Agency's Efforts

The HSCC's Board of Directors utilized the last strategic plan as a guiding tool at all Board meetings to direct its work and guide decisions. As the plan approached the end of its timeframe, the Board revised the plan to serve the agency for the next 18 months. The timeline has again purposefully been kept short due to the financially challenging external environment. The overarching themes of the plan through June of 2012 remain:

- To broaden and deepen the agency's presence in the community and relationships with external stakeholders through marketing efforts and the work of the Mon Valley Providers Council.
- To maintain consistent quality programs and examine opportunities for growth.
- To increase the tenant occupancy rate given the rental market shift.
- To increase unrestricted revenue in already diversified income streams.
- To eliminate catastrophic risk to the agency's people, property, income, and goodwill.

### Table of Contents

<b>Emerging Leaders Program</b>	<b>2</b>
<b>Mon Valley Matters</b>	<b>2</b>
<b>HSCC Staff &amp; Changes</b>	<b>2</b>
<b>2011 HSCC Outlook</b>	<b>3</b>
<b>Award Winning Year</b>	<b>3</b>
<b>MVPC Update</b>	<b>3</b>
<b>McKeesport Collaborative</b>	<b>3</b>
<b>Volunteer Contributions</b>	<b>4</b>
<b>Tenant Agencies</b>	<b>4</b>
<b>Ways to Support the Center</b>	<b>4</b>
<b>Key Partnerships</b>	<b>5</b>
<b>Our Supporters</b>	<b>5</b>
<b>New Parking Lots</b>	<b>5</b>
<b>Youth LIFE &amp; KOOL Info</b>	<b>6</b>
<b>2011 HSCC Leadership</b>	<b>6</b>

## ELP Expands to New Communities

With 46 participants in 2010, the Emerging Leaders Program (ELP) had a very exciting and successful year. Cindy Adams, David Adams, Charlesta Hatcher, Denzelle Larkin, Billy Marshall, Melissa McCorkle, William McGlinchey, and Michael O'Leary all graduated from high school and went on to employment or post-secondary education. All participants engaged in job-readiness training, registered on the CareerLink website, and:

- **17** students obtained an after-school job, summer job, or internship.
- **84%** of students received training on resume and cover letter writing.
- **84%** have learned how to conduct an effective job search online.
- **100%** identified at least three careers through Keys2Work.
- **74%** improved/maintained their grade in reading, math, or English in the grading period following their enrollment in ELP.

In addition to offering ELP to teenagers in Duquesne, Turtle Creek, and Wilkesburg one night each week, ELP expanded programming to two new communities. At the beginning of the 2010-2011 school year, ELP reached out to seniors attending Woodland Hills High School (WHHS) and Clairton High School (CHS). Currently, there are nine students actively enrolled in ELP at WHHS, and 12 teens at CHS. Conducting ELP during the day at the high schools allows these low-income, high-achieving students to receive the excellent services offered by ELP, and does not take away from the various extra-curricular activities they are involved in at the close of the school day.

We are proud to report one specific outcome: a former ELP student, now a senior in college and currently applying to graduate school will soon be employed with the HSCC as an Education Associate working with our youth!

## Mon Valley Matters Focuses on the Region

Mon Valley Matters: *Successes and Opportunities in Human Services* was held Friday, November 5<sup>th</sup> at Penn State Greater Allegheny. This event was a great success with over 150 people in attendance, including legislators, policy regulators, the foundation and corporate philanthropic community, the media, and leaders from agencies. Dave Coplan, Executive Director of the HSCC opened this important forum by stating, "Today's event has been planned by the Steering Committee of the Mon Valley Providers Council to highlight the needs of this region, the homeruns that have been hit, and the opportunities for transformative change that remain in social services."

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. Representatives from the four Working Groups presented the overarching needs in this region, the successes, and the opportunities for transformative change.

Mon Valley Matters was moderated by Dr. Rose Piccioni, Director of Continuing Education at Penn State Greater Allegheny. Members of the reaction panel included Marc Cherna, Director of the Allegheny Department of Human Services, State Senator Jay Costa, Dennis Davin, Director of the Allegheny County Department of Economic Development, Kevin Jenkins, Senior Program Officer at The Pittsburgh Foundation, Lisa Kuzma, Program Officer at the Richard King Mellon Foundation, and Laurel Shaw, Senior Program Officer of the McCune Foundation.

## Staff Changes

This year, the Center experienced some significant changes in staffing. Associate Director Alicia Andrews left us in September to move closer to her family and take a new position at the Hershey Medical Center, and Sunny Medwid started a business with her family. However, two current interns (Denise Daugherty and Meaghan Maher) and one former intern (Arwen Davis) were brought on as full time staff.

With the growth of the youth programs, the HSCC also added dozens of valuable part time staff at the various sites in 2010.

## Current 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  
 Kate VanDerSchaaf, Education Advancement Coordinator  
 Meaghan Maher, Sites Coordinator  
 Carolyn Burkamp, Education Specialist  
 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/AmeriCorps

Caitlin Evan and Lindsay Legé

### Urban League Mature Workers

Tyrone Johnson, Bonnie McLain, Joan Polesnak, Illse Russell, and Rose Smeltzer

Mature Worker, Fred Dase, passed away in late 2010. We are grateful for his time with the agency to help others, and that many have made gifts in his honor. Fred will be missed by our staff and consumers.

## HSCC 2011 Outlook – Troubling Times Remain in the Helping Profession

Although the HSCC's Board and management continue to act in a fiscally responsible manner following the Seven Signs of a Financially Healthy Nonprofit Agency as defined by the Stevens Group, the external environment for the HSCC remains financially uncertain. HSCC itself continues to manage and serve during this period of intense trepidation with concerns about the state budget, the status of continued funding from corporations and foundations during a down economy, difficulty in filling open rental space, increased competition for United Way funding, and tenant and MVPC member agencies that are facing their own unique challenges in the helping sector.

Compounding the issues are continued attempts by elected officials to levy fees and/or taxes on nonprofits in lieu of property taxes. Through the Greater Pittsburgh Nonprofit Partnership, the HSCC advocates for policy changes in government that will help our agency and our partners to better serve those in need. The staff have been trained to conduct lobbying within the laws for nonprofits to affect change. Yet, over the past decade, governmental funding to the services provided by HSCC continues to shrink. We continue to receive and anticipate even more devastating cuts to social services, eroding the safety net that has been established to assist low-income families.

In order to effectively help people and meet our mission, we need ample financial resources to maintain our operations. At the heart of the issue is the focus on our mission: our ability to help to improve the quality of life for children, families, and seniors in the Mon Valley.

## Another Award Winning Year for the HSCC

In 2010, the HSCC achieved several awards. A full list of agency-wide awards is available on the HSCC website at [www.hsccl-mvpc.org](http://www.hsccl-mvpc.org). The staff and Board continue to work diligently to affect change for the people we serve. Recognitions in 2010 include:

- University of Pittsburgh School of Social Work recognizes as Outstanding Field Instructor, **Dave Coplan**, Executive Director, October 2010
- McKeesport Healthier Communities Partnership (State Health Improvement Partnership) honors its SHIPmate of the Year, **Dave Coplan**, Executive Director, August 2010
- Pittsburgh Post Gazette Jefferson Award honors **Dr. Barbara K. Shore** for her 27 years of volunteer service to the Human Services Center on her retirement from the Board of Directors, December 2009 and Finalist April 2010
- Penn State Greater Allegheny's Commission for Women honors **Ruth Smith**, Collaborative Programs Director, with the Susan Lewis Award for Women's Leadership, March 2010

## 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 70 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.hsccl-mvpc.org](http://www.hsccl-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.

Family Development Specialists 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 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 HSCC.

## Volunteers Continue to Make a Difference

Volunteers have made significant contributions to the Center since its inception, and 2010 was no exception. The HSCC hosted several *Days of Caring* and engaged staff of corporations, high school students, and more. Volunteers from Community School East, Gateway High School, Perry High School, Schenley High School, South Park High School, Duquesne Light Company, The Techs (a Division of Steel Dynamics, Inc.), and several tenant agencies helped with major facility initiatives. Thank you to the United Way, Pittsburgh Cares, and Collegiate YMCA at the University of Pittsburgh for helping to facilitate the service projects. Most importantly, thank you to all of the outstanding volunteers for their generosity, talents, and time. We look forward to working with you in 2011!



## 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. 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.
- ☑ **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.
- ☑ **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](mailto:dcoplan@hsc-mvpc.org).

## 2011 Tenant Agencies

[All phone numbers are area code 412.]

### HSCC I – 519 Penn Avenue

#### 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 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 extension 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, and 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

**2010 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 of Greater Pittsburgh’s Housing Assistance Program.
- The Volunteer Income Tax Assistance (VITA) Program prepared tax returns for dozens of 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, and others.
- Dozens of men were counseled by the Domestic Abuse Counseling Center.
- 142 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, 225 families received free supplemental groceries monthly, and the Emergency Back-Up Pantry provided support to a dozen individuals each month.
- 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.
- Over 30 individuals participated in Allegheny County and the PA Community Action Association’s Family Development Credentialing (FDC) Program, a professional development course and credentialing program for frontline workers to learn and practice skills of strength-based family support with consumers.

**Our Supporters**

We gratefully acknowledge the following for their generosity and support of the Human Services Center in 2010. 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](http://www.hscc-mvpc.org) or upon request.

Operations and Special Projects

- Allegheny County Dept. of Human Services- CSBG/CYF/HSDF/WIA
- Allegheny County Dept. of Economic Development
- BNY Mellon
- Citizens Bank
- Duquesne Light
- Eat’n Park
- Falk Fund of United Way
- Equitable Resources
- G.C. Murphy Foundation

**THANK  
YOU FOR  
YOUR  
SUPPORT**

Operations and Special Projects (cont.)

- The Heinz Endowments
- Highmark Blue Cross/Blue Shield
- Local Emergency & Shelter Board - FEMA
- State Senator Sean Logan
- McKeesport Hospital Foundation (SHIP)
- Howard and Nell E. Miller Foundation
- PA Dept. of Economic Development
- PA Dept. of Education
- Respironics
- Steel Dynamics
- The Techs, a Division of Steel Dynamics
- United Way of Allegheny County
- UPMC Health Plan
- Verizon
- Wal-Mart (North Versailles Store)
- Robert and Mary Weisbrod Foundation
- Westinghouse Electric
- YouthWorks, Inc.

**New Parking Lots**

Thanks to support from the Allegheny County Department of Economic Development, through a Community Development Block Grant, the HSCC was able to double visitor parking at its facilities and update all existing parking lots in the fall of 2010. The project involved a Day of Caring to first tend to trees and shrubs on the border of the new lot, and will conclude this coming spring with another volunteer day for leveling and planting new grass.



New Parking Lots at HSCC I & II



## Youth LIFE Partners with Bay Valley Food Employees

For the past five years Bay Valley Food employees have donated their time and resources to help make the holidays brighter for several families involved in the Youth LIFE After-School Program. After the Youth LIFE staff identifies families whose children participate in the Program, employees of Bay Valley Foods, organized on their own, buy gifts for each family member. The gifts include new bedding sets for each person, clothes, games and toys for the children, and stocking stuffers.

One particular family who received gifts was the Nelson family, comprised of Kitty and her grandsons Corey, Robert and Vincent. All three boys, ages twelve, nine, and seven respectively, have been participants in Youth LIFE for several years. They have shown significant improvements in math and reading, as well as strides in the PATHS (Promoting Alternative Thinking Strategies) curriculum.

Despite a difficult year as Kitty continues to recover from a stroke, she has been the sole provider for the family and is extremely grateful for all that Youth LIFE and Bay Valley Foods has bestowed on her and her family. Bay Valley Food employees go above and beyond to help support struggling families in the Youth LIFE After-School Program. Thank you!

## KOOL Activities from the Summer

During July and August, 188 first through fifth graders participated in the Kids Outgoing, Outdoing, and Learning (KOOL) Summer Program at the HSCC in Turtle Creek and at the Woodland Hills Junior High in Swissvale for eight hours, Monday-Friday. 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 field trip each week. The students were divided into classes with a ratio of 15 to one, 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, 12 Counselors In Training (CITs) assisted the teachers with planning and carrying out activities with the youth. The CITs were between the ages of 14 and 17, and many of them participated in the Summer Worker Program in partnership with YouthWorks, Inc. The CITs came from the Mon Valley and committed most of their summer to helping the staff and participants of KOOL while acquiring work experience and developing their skills. Some of the major highlights were:

- **85%** (based on pre- and post-tests) of KOOL students improved or maintained their math or reading skills, as determined through an online computer curriculum, Study Island.
- **85%** (based on pre- and post-tests) of youth that participated in the KOOL Summer Programs improved their knowledge of cultural and recreational activities in Pittsburgh.
- 188 youth received two FREE new books from Reading Is FUNDamental (RIF) Pittsburgh.
- Through a partnership with the Tickets for Kids Foundation, the youth were able to visit the Pittsburgh Zoo and Aquarium, the National Aviary, and Carnegie Science Center.
- FREE nutritious breakfasts and lunches served daily through Allegheny County's Summer Feeding Program.

## 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 2011 Board of Directors:

- James Anderson, President
- David Priselac, Vice President
- Pam McIver, Treasurer
- Vivien Luk, Secretary
- Jo DeBolt
- Joseph Dombrosky
- Linda Harris
- Kevin Kearns
- Gus Miller
- Darla Poole
- Steve Quick
- Michelle Smith
- Lynn Tatala
- Damion Wilson

### 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       |