Allegheny County Department of Human Services

2019 Community Services Block Grant (CSBG) Report
This report highlights 2019 data for Allegheny County Department of Human Services (DHS) and service providers under the Community Services Block Grant (CSBG).

CSBG funding totaled $1,241,624 in 2019. CSBG funding supported the Self-Sufficiency Program which consisted of self-sufficiency case management services, computer skills training, and employment assistance services; DHS Tax Assistance Program; four community initiatives; and meals served to children under the Adult and Child Food Program and the Summer Food Program; program management, monitoring, and reporting.
### Self-Sufficiency Program – Number of Persons Served

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case management services</td>
<td>105</td>
</tr>
<tr>
<td>Computer skills training</td>
<td>32</td>
</tr>
<tr>
<td>Employment assistance</td>
<td>17</td>
</tr>
</tbody>
</table>

- **Self-Sufficiency Program** served 150 unduplicated low-income persons.
- The overarching program goal is for low-income individuals and families to achieve stability and economic security.
- Services funded by CSBG include case management services, computer skills training, and employment assistance. Persons select which service(s) will meet their needs.
- Unduplicated persons served includes 105 who received case management services, 32 who received employment assistance, and 17 who received computer skills training.
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Target and Actual Number of Persons Served by Self Sufficiency Case Management Services

<table>
<thead>
<tr>
<th>Organization</th>
<th>Annual Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegheny Valley Association of Churches</td>
<td>25</td>
<td>14</td>
</tr>
<tr>
<td>Diversified Care Management</td>
<td>20</td>
<td>4</td>
</tr>
<tr>
<td>Human Services Center Corporation</td>
<td>24</td>
<td>30</td>
</tr>
<tr>
<td>North Hills Community Outreach</td>
<td>60</td>
<td>44</td>
</tr>
<tr>
<td>Rainbow Kitchen</td>
<td>20</td>
<td>15</td>
</tr>
</tbody>
</table>

Target and Actual Number of Persons Served by Computer Skills Training and Employment Assistance

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Annual Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCAC MOST COMPUTER SKILLS TRAINING</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>MON VALLEY INITIATIVE EMPLOYMENT ASSISTANCE</td>
<td>27</td>
<td>32</td>
</tr>
</tbody>
</table>

Annual target number

Actual number
<table>
<thead>
<tr>
<th>CATEGORY 1</th>
<th>Tax Assistance Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Persons Served</td>
<td>284</td>
</tr>
<tr>
<td>Number of Tax Returns Completed</td>
<td>300</td>
</tr>
<tr>
<td>Number of Volunteer Tax Preparers</td>
<td>12</td>
</tr>
</tbody>
</table>

- Tax Assistance Program is an Internal Revenue Service (IRS) certified Volunteer Income Tax Assistance (VITA) site.
- The program is a member of the Free Tax Campaign coordinated by United Way of SW PA.
- 12 certified volunteer tax preparers and a program coordinator served 284 persons completing 300 tax returns.
- Income eligible persons served by the program received $509,127 in federal refunds and $27,309 in state refunds.
- The Earned Income Tax Credit federal tax refund was $218,391.
- Eligible tax filers saved an estimated $56,400 in tax preparation fees.
Community initiatives began July 1, 2019.
- 76 persons received transportation assistance to obtain or retain employment.
- Transportation assistance most often included car repairs, car and insurance payments, assistance with costs of public transportation, AAA memberships.
- Hilltop Health Hub opened late September provided primary pediatric care to 37 children and increased access to care in local neighborhoods.
- One pilot financial workshop served 11 persons in the Mon Valley and developed capacity to provide multiple workshops in 2020.
- Mon Valley tax assistance program increased capacity for the 2019 tax filing season with the recruitment of 30 volunteers.
- One pilot financial training served 8 human services workers and developed capacity to expand service offerings in 2020.
After School and Summer Food Programs – Number of Children Served

- DHS transitioned management of After School and Summer Food Programs to Greater Pittsburgh Community Food Bank (GPCFB) October 2018.
- DHS provided CSBG funding to support the administration and coordination of the food programs in 2019.
- DHS funding is targeted to help the GPCFB close the meal gap for children by 2025.
- GPCFB sponsored 40 afterschool and 73 summer food sites.
- GPCGB is committed to increasing afterschool and summer food sponsors and sites in 2020.
Case management services location is in 4 of 6 regions in Allegheny County not including South and East.

Computer skills training location is Mon Valley region. Persons from all regions may attend.

Employment assistance location is Mon Valley region. Persons from all regions may attend.
Number of Persons in Self-Sufficiency Program Working Towards One or More Outcomes by Domain

- Employment: 139
- Income and Asset Building: 96
- Housing: 85
- Health and Social/Behavioral: 67
- Education and Cognitive Development: 49
- Civic Engagement and Community Involvement: 20

Number of Persons in Self-Sufficiency Program Who Achieved One or More Outcomes by Domain

- Employment: 66
- Income and Asset Building: 30
- Housing: 16
- Health and Social/Behavioral: 8
- Education and Cognitive Development: 30
- Civic Engagement and Community Involvement: 16
• Persons enrolled in Self-Sufficiency Program often are unemployed and work towards obtaining employment as the means to achieve stability and economic security

• Persons who are dual enrolled in more than one service are counted once for each service they receive

• 28 of 77 unduplicated persons achieved employment up to a living wage and 32 of 61 unduplicated persons achieved employment at living wage or higher

• Living wage defined as earned income and other income sources when applicable which covers typical household living expenses demonstrated by household budget
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Number of Persons Working Towards and Achieved One or More Housing Outcomes

- Working Towards Maintaining Safe and Affordable Housing: 59
- Achieve Maintain Safe and Affordable Housing: 32
- Working Towards Obtaining Safe and Affordable Housing: 31
- Achieve Obtaining Safe and Affordable Housing: 10
- Working Towards Avoiding Eviction: 12
- Achieve Avoiding Eviction: 10
- Working Towards Obtaining Safe Temporary Shelter: 6
- Achieve Obtaining Safe Temporary Shelter: 3

Case management services
Employment assistance
Persons Working Towards and Achieved One or More Income and Asset Building Outcomes

- Persons Working Towards Improved Financial Well-Being: 81
- Persons Who Achieved Improved Financial Well-Being: 15
- Persons Working Towards Meeting Basic Needs for 90 Days: 3
- Persons Who Achieved Basic Needs for 90 Days: 1
- Persons Working Towards Improving Credit Score: 45
- Persons Achieved Improved Credit Score: 2
- Persons Working Towards Increasing Savings: 36
- Persons Achieved Increased Savings: 8

Case management services
Employment assistance
Computer skills training
Persons Working Towards and Achieved One or More Health Outcomes

- Persons Working Towards Improved Mental and Behavioral Health: 45
- Persons Who Achieved Improved Mental and Behavioral Health: 1
- Persons Working Towards Improved Physical Health: 38
- Persons Who Achieved Improved Physical Health: 1
- Persons Working Towards Improved Parenting Skills: 17
- Persons Who Achieved Improved Parenting Skills: 0
- Persons Working Towards Improved Parenting Skills: 20
- Persons Who Achieved Improved Parenting Skills: 0
- Seniors Working Towards Maintaining Independent Living: 11
- Seniors Who Achieved Maintaining Independent Living: 3
- Seniors Working Towards Maintaining Independent Living: 0
- Seniors Who Achieved Maintaining Independent Living: 0

Case management services
Employment assistance
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Persons Working Towards and Achieved One or More Education and Cognitive Development Outcomes

- Persons Working Towards improved Basic Education: 10
- Persons Achieved Improved Basic Education: 3
- Persons Working Towards Associates Degree: 6
- Persons Achieved Associates Degree: 0
- Persons Working Towards Bachelors Degree: 4
- Persons Achieved Bachelors Degree: 1
- Persons Working Towards Educational, Vocational Certificate, Credential, Degree: 28
- Persons Achieved Educational, Vocational Certificate, Credential, Degree: 12
Persons Working Towards and Achieved One or More Civic Engagement and Community Involvement Outcomes

- Persons working towards building skills to improve conditions in community: 7 working, 1 achieved
- Persons achieved skills to improve conditions in community: 2
- Persons working towards improving social networks: 14 working
- Persons achieved improved social networks: 7
- Persons working towards improved leadership skills: 5
- Persons achieved improved leadership skills: 4
- Persons working towards improved ability to engage: 10
- Persons achieved improved ability to engage: 6

Case management services and Employment assistance
### Number of Persons Who Received Services That Support Multiple Domains

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case management</td>
<td>101</td>
</tr>
<tr>
<td>Referrals</td>
<td>72</td>
</tr>
<tr>
<td>Transportation</td>
<td>54</td>
</tr>
<tr>
<td>Legal assistance</td>
<td>16</td>
</tr>
<tr>
<td>Emergency clothing</td>
<td>11</td>
</tr>
<tr>
<td>Drivers license</td>
<td>7</td>
</tr>
<tr>
<td>Child care subsidies</td>
<td>4</td>
</tr>
<tr>
<td>Birth certificate</td>
<td>2</td>
</tr>
<tr>
<td>Social Security Card</td>
<td>1</td>
</tr>
<tr>
<td>Drivers license</td>
<td>1</td>
</tr>
<tr>
<td>Birth certificate</td>
<td>1</td>
</tr>
</tbody>
</table>

### Number of Persons Who Received Services in Employment Domain

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job referrals</td>
<td>67</td>
</tr>
<tr>
<td>Resume development</td>
<td>53</td>
</tr>
<tr>
<td>Interview skills training</td>
<td>34</td>
</tr>
<tr>
<td>Career workshops</td>
<td>23</td>
</tr>
<tr>
<td>Post employment coaching</td>
<td>21</td>
</tr>
<tr>
<td>Employment supplies</td>
<td>15</td>
</tr>
<tr>
<td>Employment supplies</td>
<td>12</td>
</tr>
<tr>
<td>Job readiness</td>
<td>6</td>
</tr>
<tr>
<td>Vocational training</td>
<td>6</td>
</tr>
</tbody>
</table>
Number of Persons Who Received Services in Income and Asset Building Domain

- Financial management programs (57)
- VITC, EITC, other tax assistance (24)
- SNAP benefits (20)
- Health insurance (12)
- Child support (3)
- 1st time homebuyer counseling (3)
- Social Security (3)
- TANF benefits (2)
- Small business counseling (2)

Number of Persons Who Received Services in Health and Social Behavioral Domain

- Food distribution (12)
- Mental health counseling (6)
- Mental health assessments (3)
- Parenting classes (3)
- Substance abuse counseling (56)
Number of Persons Who Received Volunteer Training in Civic Engagement and Community Involvement Domain

- 6 Volunteer training
• Program Highlights
  • PA DCED Monitoring
  • Establish Calendar Year Contracts
  • New Staff Structure
  • Provide ROMA Training
  • Complete Client Satisfaction Survey
  • Initiate Community of Practice Meetings
  • New Advisory Council By-Laws
  • Annual Contract Monitoring and Use of IMT
  • Initiate Community Initiatives
  • Quality Improvement and Technical Assistance
  • Program Dashboard