Education
+
Housing
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Employment
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Family Growth &
Child Development
=
Economic
Self-Reliance,
Parity and Power,
and Civil Rights

2011/12
Annual Report
of the
Urban League of
Greater Pittsburgh

Urban League of
Greater Pittsburgh

MISSION STATEMENT

The mission of the Urban League of Greater Pittsburgh is to enable African Americans to secure economic self-reliance, parity and power, and civil rights.

VISION STATEMENT

We believe it is imperative that appropriate resources of the greater Pittsburgh community be marshaled to ensure equal, social, political and economic justice for all Americans. To that end, the Urban League will provide bold leadership and innovative programs, services and policies, which will contribute to the strength of the greater Pittsburgh region by ensuring that African Americans achieve their full potential. With the active engagement of community partners, the Urban League will serve as a premier advocate for economic opportunity and justice that lead to significant improvement in the quality of our lives.

Adding Up for True Change

As you'll read in the following pages, the Urban League of Greater Pittsburgh is truly a transformational organization.

The work of our four departments is inter-related and holistic. We engage with members of our region's African-American community throughout every phase of their lives — from infants to senior citizens … kindergarten to job training … and from single mothers to families in crisis.

We infuse best practices, locally and nationally, into all we do … and we partner with the broader community to inspire and advocate for change, and enhance the quality of life.

Our numbers alone are impressive, but the true measure of our impact is seen in the significant life transitions of clients — bringing each closer to economic self-reliance, parity and power, and civil rights.

Urban League of
Greater Pittsburgh

SHOWN AT LEFT: Quay Mia Allen and her daughter exemplify the many "ladders of opportunity" offered by the Urban League of Greater Pittsburgh,' designed to achieve economic self-reliance, parity and power, and civil rights. Through her involvement with ULGP, Quay Mia has purchased a car, is completing her education for a career in health care and saving for a new apartment — and her daughter is thriving as a kindergarten student. Read their story on page 19.

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DEAR FRIEND,

It's often easy to think of the Urban League of Greater Pittsburgh solely in terms of our individual areas of service:

- **Seeking a job?** Call the career counselors in the Urban League's Employment & Training program.
- **Struggling to raise young children?** Reach out to our Family Growth & Child Development program.
- **Concerned about your teen's academic path?** Contact the Urban League's Education & Youth Development program.
- **Facing eviction from your home?** Talk to the experts in our Housing program.

But while our clients typically come to our doors for assistance with a specific problem, their true needs generally run far deeper. A father is searching for a job, with the ultimate goal of helping his family get stable housing. A mother is concerned about her toddler's development, but she's worried about putting food on the table for her other children, too. No single solution fully addresses the multiple needs each faces.

Our **2011-12 Annual Report** provides both qualitative and quantitative insights into our unique approach to providing services and programs to Pittsburgh's African-American community and others in need. In the pages that follow, you'll read about our four distinct areas of service — education, employment, family growth and child development, and housing. And you'll soon realize that each of these areas is inexorably intertwined, providing a ladder of opportunity essential to each client's future success.

At the Urban League of Greater Pittsburgh, every program and service we offer is designed to support our higher mission: helping African-Americans secure economic self-reliance, parity and power, and civil rights. These goals are basic to our very identity as American citizens. To achieve them, we connect clients to the specific tools and resources essential to personal and professional growth: education and training, good jobs, stable housing and a healthy family.

The pages that follow illustrate our belief that the approach we are using to accelerate the inclusion of the disadvantaged and disenfranchised citizens of Allegheny and the surrounding counties is working.

ter than the sum of our parts.

We are attempting to create a new equation at ULGP in which two plus two equals not four — but six, eight and more! We do so by bringing our organization, our community partners and those we serve together in pursuit of mutual goals. **The multiplying effect of these partnerships results in a whole that is much greater and more powerful than the sum of our individual parts.** While the number of people we serve over the course of a year is important, **the true measure of our work is their success in achieving economic self-reliance, parity and power, and civil rights.**

In today's economy, we are all learning how to do more with less. We look for ways to make our dollars stretch further and our resources last longer. That certainly is true at the Urban League, where we've always prided ourselves on our ability to work harder and smarter to meet the needs of those we serve. Over the past year, we have been developing and testing a **new metric system** that will enable us to be more strategic in our work — and better able to track and record our performance. We hope to begin implementation of this new model by year's end.

We hope you are impressed with what you read in the following pages — results made possible only through the efforts of a tireless, dedicated and unselfish staff and donors focused on one goal: **an outcome that sees larger numbers of the population we serve walk away from our services and into the mainstream of our democracy.**

In the coming year, we will accelerate our efforts to link people to solutions and strengthen our engagement in the community. In particular, we will continue to **increase our public advocacy** on behalf of those we serve. Our mission and long history of outreach uniquely qualifies us to take on this very important role: promoting greater understanding of and support for those in need throughout our region.

Working together as a coalition dedicated to our cause, the Urban League of Greater Pittsburgh and all of its partners will continue to represent an organization that strives to assist those who seek opportunity and to motivate those who struggle to achieve their goals.

Please know that your support is essential to our efforts to move forward. We cannot do all that must be done without your confidence, support and involvement.

Esther L. Bush,
President and CEO

James Barnes, Esq.
Chairperson,
Board of Directors

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PRESENTED NOVEMBER 10, 2012
CARNEGIE MELLON UNIVERSITY CENTER

"…today's economic and political realities are reigniting old issues and introducing new ones that affect our ability to achieve our mission. We must do things differently to create change that in turn creates opportunity.

"Here in Pittsburgh, we intend to provide even more powerful advocacy on behalf of those we serve. We will lend our voice as never before to speak out when we see signs of compromise or challenges to the rights of every American, regardless of their color or status."

Good afternoon. I'm Esther Bush, president of the Urban League of Greater Pittsburgh. On behalf of our Board of Directors, volunteers, community partners and staff, I want to thank you for joining us for our **2012 State of Black Pittsburgh Day**.

I especially want to extend a warm welcome to the young people and their families in the audience. I hope your activities today have proven thought provoking and valuable. The panel discussion you'll soon hear — **Raising Champions** — is one I think we'll all find enjoyable and beneficial.

Today's theme of **Raising Champions** is a most appropriate one. Pittsburgh, of course, is known throughout the world as the City of Champions. There was a time when that honor was accorded solely for our achievements in sports. But today, our city is recognized as a champion for its excellence and innovation in virtually every enterprise — from business and education to healthcare and social services.

And certainly the panelists you're about to hear from are true champions, in every sense of the word — both in their professional careers and their personal lives. We're honored and delighted to have Steelers legend Jerome Bettis and current Steelers Charlie Batch and Ryan Mundy with us today.

And, we're especially thrilled to have their parents here:
Charlie's mother, Mrs. Lynn Settles;
Jerome's mother, Mrs. Gladys Bettis; and
Ryan's parents, Nancy and Gregory Mundy.

They, too, are true champions. As you'll hear, they set the bar high for themselves and their sons … and didn't give in when the going got tough. They're living proof that when great things are expected, the results can be phenomenal.

From my perspective, one of the greatest legacies they've given their sons is a willingness to give back to the community in appreciation for all their blessings. That's the mark of a great champion — someone who recognizes that it takes the help of many to do great things. My thanks to you all for joining us.

Boxing legend Muhammad Ali once said: "Champions aren't made in gyms. **Champions are made from something they have deep inside them: a desire, a dream, and a vision.** They have to have … stamina; they have to be a little faster; they have to have the skill and the will. But the will must be stronger than the skill."

His words are good advice for us all. But they especially struck a chord with me as I thought about today's message.

I'm proud to say that the Urban League of Greater Pittsburgh is a champion in its own right. This past year brought us important recognition from the National Urban League. Following months of preparation and an on-site evaluation, the National Urban League awarded us a 5.0 affiliate rating, the highest possible score. To put this in context, Pittsburgh is one of only two affiliates among nearly 100 nationwide to receive this top rating.

But more important than earning a champion's title is our role at the Urban League of Greater Pittsburgh as **champions of great causes**:

- We are champions for basic civil rights…
- We are champions for excellence in education…
- We are champions for job growth and stable housing … and
- Most of all, we are champions of progress and opportunity for the African-American community.

What distinguishes our work at the Pittsburgh Urban League — and nationally — is the "big picture" perspective we bring to the table. Like Muhammad Ali noted, a champion must have a vision. Our vision is truly far-reaching: to enable all African Americans to secure **better education, economic self-reliance, parity and power, and civil rights**.

We continue to see our region's need for basic support services grow. Last year, we worked with ever-increasing numbers of men, women and children whose needs are more urgent and more complex than ever before. They face deep and troubling circumstances in life that are not going away soon.

To deal with these issues, our four departments are working harder than ever to provide support, resources and hope. Here are just a few brief highlights of how the gifted men and women of the Urban League are making a difference, every day, in our community:

In 2011-12, our **Housing Department** helped thousands of families and individuals who stood to lose their homes due to foreclosure … or who were threatened with eviction from their housing … or who were seeking to find affordable shelter. For example:

- More than **1,560** children were saved from entering the foster care system and remain with their families through stabilized housing;
- **313** families avoided eviction or moved into housing though grant assistance;
- **827** families received safe and affordable housing;
- And nearly **2,400** families received housing counseling.

Additionally, our Housing Department provided nearly **2,000 families** with hunger relief services — including our own Hunger Relief Pantry on Wood Street — and helped **another 1,000 eligible clients** apply for food stamp support.

Our **Family Growth and Child Development Department** continues to ensure the children of our community receive every possible chance for a safe and healthy start in life. In 2011-12, it provided more than **3,800** service visits to over **560 families** requiring intensive and general support services at our community-based locations in Duquesne, East Hills, Northview Heights and at ULGP's Charter School. Through its efforts, nearly **200 children** were screened for developmental delays.

And as these children grow up, you can be certain that the Urban League of Greater Pittsburgh's **Education & Youth Development Department** will be there for them, encouraging their success in and out of the classroom.

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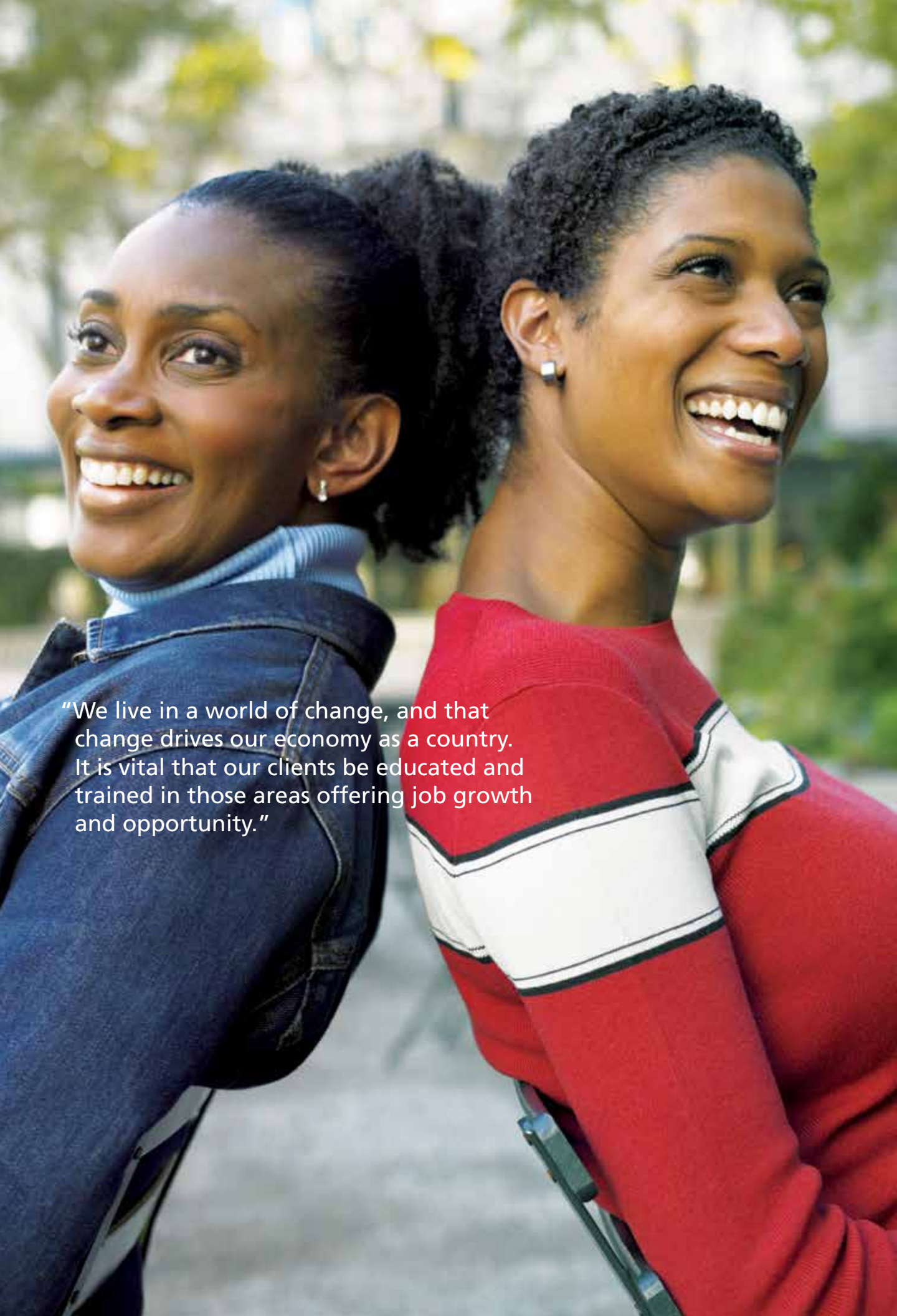

"We live in a world of change, and that change drives our economy as a country. It is vital that our clients be educated and trained in those areas offering job growth and opportunity."

In 2011-12, more than 140 young men participated in our very successful **Black Male Leadership Development Institute** — co-sponsored with Robert Morris University — which is targeted at helping more and more of our young men achieve their full potential as student-scholars, responsible citizens and leaders. The Department also engaged **nearly 420 teens in its Techno Teens**, **Digital Connections** and **Build Your "A" Game** programs — which introduce teens to the STEM careers of tomorrow through fun and exciting activities.

And while unemployment continues to be a national concern, here in greater Pittsburgh, the Urban League's **Employment and Training Department** is connecting job seekers to work and critically needed support services. Last year, nearly **2,700 men and women** came through our doors for employment and training services. The department also aided nearly 1,000 formerly incarcerated adults who are committed to reentering the workforce … and more than **200 Mature Workers** seeking employment.

These are impressive statistics … with impressive results. My sincere thanks to every Urban League staff member who labored to provide hope, change and value to our community and our clients.

Those solid achievements not withstanding, events locally, statewide and nationally over the past year have caused me great concern about the direction of our country relative to the Urban League's goals and mission.

In 2011-12, we saw a number of challenges impacting those we serve every day. These include threats to such basic rights as education, health care and social security.

They even include our ability as American citizens to vote. Despite a hold on the implementation of the voter identification law here in Pennsylvania for the recent Presidential election, it is clear that too many will still push for its implementation, knowing full well that it will most impact African Americans, poor, elderly and other disadvantaged sectors of our state and country.

Social Security, Medicare and education are under siege, and in some states — including Pennsylvania — major cuts in education have already taken place, with poor districts being hardest hit. Here in Pittsburgh, we saw the loss of nearly 300 teachers in our public schools — and their loss will certainly be felt at our most vulnerable, at-risk schools.

I confess that lately, I find myself feeling like we're again fighting battles that we already won. But today's economic and political realities are reigniting old issues and introducing new ones that affect our ability to achieve our mission. **We must do things differently to create change that in turn creates opportunity.**

Here in Pittsburgh, we intend to provide even more powerful advocacy on behalf of those we serve. We will lend our voice as never before to speak out when we see signs of compromise or challenges to the rights of every American, regardless of their color or status. Our response must be strong, our actions bold, and our audiences better informed. We must never be counted among the newly described "low-informed" citizens.

And while we must always strive to be non-partisan, we must also make it clear that when actions cause injustices for those we seek to help, our response will be swift. We will not and cannot stand by in silence.

Such a position brings risks. But in my view, not to take a strong position is the biggest risk to the progress we have and must continue to make. Dr. King's journey to the mountaintop in the quest for true justice and equality for all has been slower than hoped, but it remains alive in our hearts and minds.

It's been nearly 150 years since the Emancipation Proclamation was signed. And many of us here today can remember the passing of historic civil rights legislation in the 1960s, nearly a half-century ago.

One of its great champions was President John F. Kennedy. Five months prior to his death, speaking to students at a West Coast University, President Kennedy declared:

> "No country can possibly move ahead, no free society can possibly be sustained, **unless it has an educated citizenry whose qualities of <u>mind and heart</u> permit it to take part in the complicated and increasingly sophisticated**

(continued on next page)

> **decisions** that pour not only upon the President and upon the Congress, but upon the citizens who exercise the ultimate power…"

His words capture the critical role of both education and personal responsibility in the effort to achieve true equality. **Education is and must continue to be the centerpiece of what we do as an organization.** It is, in fact, core to our ultimate success.

We live in a world of change, and that change drives our economy as a country. It is vital that our clients be educated and trained in those areas offering job growth and opportunity, a living wage, and a choice to join the middle class.

Unfortunately, the African-American community nationwide remains woefully underrepresented in the STEM fields of Science, Technology, Engineering and Mathematics — predicted to be the areas of greatest job growth in the future. At ULGP, we have and will continue to seek ways to provide opportunities in these areas — starting with educational access for our youngest children and continuing with targeted training for our job seekers.

Because education is truly the guaranteed, long-term path to success and achievement for African Americans, I am so glad to have this chance to speak directly to the young men and women here today.

You've heard this before, but it is undeniably true: you are our future. Education will be your passport to opportunity and choice. There will be many temptations and obstacles before you in that journey. Most of you have already faced some, and with the help of faith, family and caring adults, you've continued on your path.

But I cannot overstate the degree of personal responsibility you bear. Your life is in your hands. You must OWN the life that you want — and be bold enough to do what is necessary to achieve it. In a word, you have the potential to become true champions of your dreams. If it's too easy, it's not big enough.

Know that we stand behind and before you to help guide and support you. And know that you are never alone in your personal and educational journey. If you ever need help, in any way, I want you to contact us at the Urban League of Greater Pittsburgh.

In conclusion, the challenges before us are far more pressing because they threaten to deny the very basic needs of citizenship and equal participation essential to our future.

Our country will succeed only when every American has equitable access to a quality education and job training that leads to gainful employment and a fruitful life;

Our country will succeed only when every American has access to quality and affordable health care;

Our country will succeed only when every American has decent housing that promotes the family and great stability;

Our country will succeed only when all of America is a country of "inclusion"; and

Our country will succeed only when every American shares the equality and civil rights that have been granted.

Our challenges may be greater than ever, but our history demonstrates that we can overcome all that stands in our way, like the champions we are meant to be.

My sincere thanks to you all for joining us today.

2011/12: A Year of Change and Impact

In addition to the direct client services provided by our departments, the Urban League of Greater Pittsburgh and its volunteers engage with the community to raise visibility, increase awareness and instigate change.

Lift Every Voice

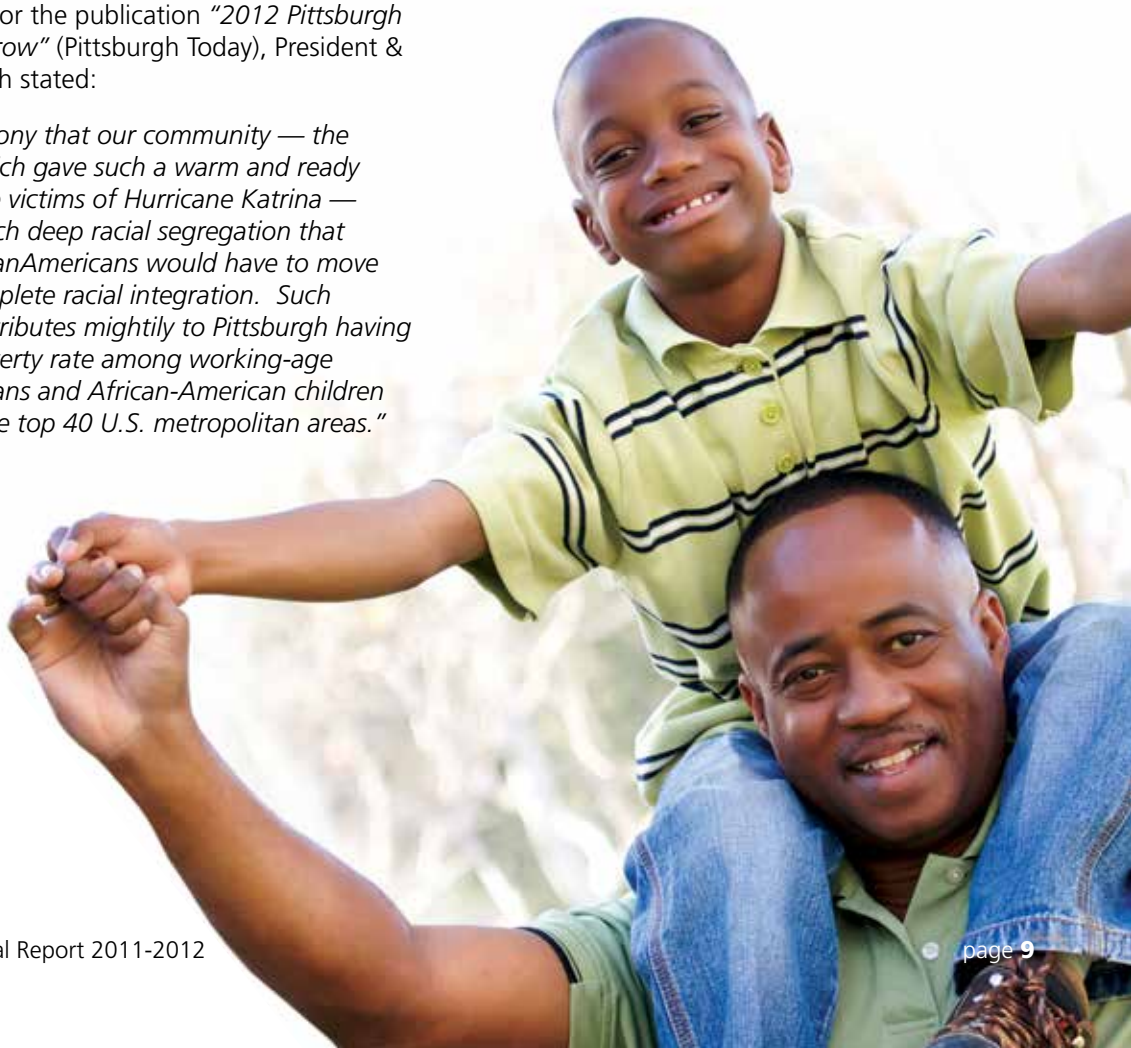
ULGP'S LEADERSHIP ROLE IN ADVOCACY

Addressing issues head on and working with all sides toward improved outcomes for African Americans and the community at large has been an integral part of the Urban League movement since its inception more than 100 years ago.

In 2011-12, the Urban League of Greater Pittsburgh's Board, volunteers, staff, members and President & CEO Esther L. Bush continued to speak out, engage, encourage and advise in matters — large and small — important to the well-being of those we seek to serve. Among a long list of efforts and actions were the following key samples:

- In response to teacher workforce reduction, the Pittsburgh Urban League joined forces with A+ Schools and others in the "Make Effective Teaching Count" campaign.
- Twice called upon to provide testimony during U.S. Congressional hearings of the Spring 2012 session, ULGP President & CEO Esther Bush provided insight on the topic of Black employment under the current economic conditions during one briefing, while Pittsburgh Urban League Health Educator Kafui Agbemenu helped raise awareness of minority health disparities at another.
- Asked for insight on the subject of regional demographics for the publication *"2012 Pittsburgh Today & Tomorrow"* (Pittsburgh Today), President & CEO Esther Bush stated:

  "It's a painful irony that our community — the community which gave such a warm and ready welcome to the victims of Hurricane Katrina — suffers from such deep racial segregation that 72.5% of AfricanAmericans would have to move in order to complete racial integration. Such separation contributes mightily to Pittsburgh having the highest poverty rate among working-age African Americans and African-American children under five in the top 40 U.S. metropolitan areas."



2012 Ronald H. Brown Leadership Awards

Pictured *(left to right)* front row: Lionel Harris accepting on behalf of his father, photographer, **Charles "Teenie" Harris**; nationally syndicated radio personality **Bev Smith**; Sister Marie Immaculee accepting on behalf of the **Pittsburgh Sisters of Mercy**; University of Pittsburgh School of Social Work Dean **Dr. Larry Davis**; and Executive Vice President David Cohen on behalf of **Comcast**. Back row: 2012 Gala Co-Chair Greg Spencer; ULGP President & CEO Esther Bush; Gala Co-Chair Alan Trivilino of PNC; and Honorary Chair Randy Crawford of EQT.

In the beginning of the Urban League movement, people with a vision of a better urban America — and the financial and intellectual capacity to make a difference — came together to affect change. ULGP's 2012 Ronald H. Brown Leadership Award recipients reflect the same type of dynamic leadership, vision and service that remain the formula for success of the Urban League on the national and local levels.

Urban League Guild

Established in 1954, The Pittsburgh Urban League Guild is an interracial, non-profit organization providing leadership and fund-raising support to the Urban League of Greater Pittsburgh.

The Guild hosted its third annual Health Fair Downtown at One Smithfield Street on May 12, 2012. Under the banner "The Core of a Community's Strength Is in its Health," the fair offered workshops and health screenings, food and fun to families from all parts of the community. As always, the Guild welcomed a wide array of institutional partners to provide information and resources to participants. Present were UPMC, United Healthcare, Pittsburgh AIDS Taskforce, the American Cancer Society, Primary Care Health Services, Avon and others.

Nearly 100 attendees participated in workshops on health issues of particular concern to African-American men, setting and reaching health goals, and breast cancer. Special guest Sankofa Village for the Arts presented demonstrations in martial arts, yoga, "afrocize" and African dancing and drumming.

Young Professionals Celebrate "A Decade of Dedication, A Lifetime of Service"

The goal of Urban League Young Professionals of Greater Pittsburgh (ULYP-Greater Pittsburgh) is to assemble Pittsburgh area professionals between the ages of 21 and 39 committed to serving the region through activities that support the Urban League of Greater Pittsburgh.

In 2011-12, the Urban League Young Professionals celebrated their 10th year of service to the Pittsburgh affiliate and the community. It was an exciting year of growth and development for the chapter. Adopting the mantra: "Be the change you wish to see," the Young Professionals dedicated themselves to expanding membership, increasing community impact and fundraising.

With a new leadership structure, ULYP-GP launched a new website — **www.ulyppgh.org** — and expanded membership four-fold. Members logged over 3,400 hours of community service for the affiliate, local schools and community organizations and participated in numerous professional development opportunities.

Its 10th Anniversary Celebration and Power Networking Party was a great success, drawing more than 500 people and raising nearly $45,000. Co-hosted by the National Society of Black Engineers, the event featured Boris Kodjoe as MC. Through this and other fundraising efforts, the chapter was able to donate $20,000 to the Urban League of Greater Pittsburgh and $1,300 to the Urban League Charter School, sponsor a table at the Ron Brown Gala, and support the National Urban League Young Professionals, Adopt-A-High-Rise and the Pittsburgh Promise. While celebrating its "Decade of Dedication," the chapter remains firmly focused on the future and dedicated to cultivating leaders who will continue to empower communities and change lives.

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The following pages highlight the activities and achievements of the departments of the Urban League of Greater Pittsburgh in 2011-12…and their transformative impact on those they serve.

Education & Youth Development

The Urban League of Greater Pittsburgh's Education & Youth Development Department has a proven record of innovative and effective educational programming designed to inspire, encourage, lead and cultivate young minority and other at-risk youths to excel academically, socially and personally.

The department coordinates school-based and extracurricular programming to support school districts in preparing students for success in high school and beyond.

"Our programs address some of the most important issues facing academic achievement: attendance, conduct and motivation," notes department director Sabrina Saunders. "We use a multi-pronged approach that includes programming and services for youths, educating parents and the community, enlisting volunteers to provide academic support and mentoring, and engaging stakeholders and key leaders to support effective approaches."

In 2011-12, one of the department's key initiatives was the development of the **African American Achievement Trust (AAAT): Collective Focus**. The AAAT is a coalition of Pittsburgh African-American leaders who are building a culture of academic equity and excellence for students through advocacy, accountability, alliances and mutual trust. The Collective Focus' activities include engaging AAAT participants to serve as mentors to sixth-grade students and as graduation coaches for high school seniors at University Prep and Westinghouse High School.

Other activities include leadership development and a number of science, technology, engineering and math (STEM) programs to encourage students to consider careers in these high-growth fields.

"Studies clearly show the impact of strong support systems in young people's lives — whether it's a teacher, neighbor or relative. Our programs for middle and high school students focus on giving them relevant role models, consistent mentoring and real connections to the community."

— Sabrina Saunders
Director, Education & Youth Development

2011/12 PROGRAM HIGHLIGHTS

- 418 youths engaged in various **Urban League STEM-related activities** — *Techno Teens*, *Digital Connectors* and *Build Your "A" Game* – gaining direct experiential learning in video game production and exposure to information technology (IT) careers in the region.
- 45 youths participated in **Early College and Career Awareness (ECCA)** programs to correlate school success to post secondary goals and to prepare for successful transitions into high school and college.
- 141 high school students participated in the **Black Male Leadership Development Institute**, a year-round program that includes a 7-day college residency camp and monthly Saturday Institutes with special activities offered in partnership with Robert Morris University.
- 107 youths publicly celebrated their academic achievements, leadership and service through their induction into the **2012 National Achievement Society**.
- More than 300 high school students engaged in **college prep and career exploration** activities at Carnegie Mellon, Penn State and the World Affairs Council of Pittsburgh.
- 2,340 students and parents received additional educational outreach services.

CHANGING LIVES

Ali Stewart

As a high school freshman, Ali Stewart knew he loved playing video games with his friends. But it wasn't until his mother suggested that he look into ULGP's **Techno Teens** — a program in which teenagers explore careers in computer programming and technology through gaming — that he discovered his true passion.

Ali joined the group and never looked back. He discovered that the positive programming and solid peer group offered by Techno Teens helped him find his purpose. He began looking for other ways to broaden his outlook and to impact others.

ULGP's **Black Male Leadership Development Institute** offered him just that opportunity. In his three years with the Institute, Ali has gained communication skills and confidence, learning how to parlay his love of computers into civic engagement. After participating in the 2011-12 **Comcast Digital Connectors** program, he shared his knowledge with his peers and the community through a series of digital technology literacy trainings. He has also worked for **Build Your "A" Game**, a summer camp for middle school students interested in technology, and served as a youth delegate to the National Urban League conference for two years running.

Currently in his senior year at East Allegheny High School, Ali is now applying to several area universities with the goal of pursing a career in computer programming and engineering.

"The Urban League has opened so many doors for me. The opportunity it's given me to meet professionals and gain networking skills has been amazing."

— Ali Stewart

Employment & Training

"We are seeing greater employment needs among broader and more diverse sectors of our community — from chronically unemployed individuals to college graduates who cannot find jobs and mature workers reentering the job market."

— Lynette Taylor-Criego, Director, Employment & Training Department

The economic and social costs of joblessness are immense, from an individual, family and community perspective. The Employment & Training Department at the Urban League of Greater Pittsburgh links job seekers to opportunities that will lead to financial self-sufficiency and security.

That is not an easy task in today's challenging employment market, where there is limited job growth and increased competition. Many of the clients that ULGP serve also face additional barriers to employment, such as homelessness, criminal records, lack of a high school education and limited skill sets.

"More than half of the clients we serve are not computer literate. They don't know how to apply online; they may not even have an email address. We help bring them into the digital world," says department director Lynette Taylor-Criego.

The department administers a variety of Urban League, county and federal programs designed to provide job access and training. It also focuses on identifying other needs and connecting job seekers to additional services essential to success, such as housing, hunger relief, GED preparation and more.

Its services span employment assessment, counseling, job readiness, and referral and placement services, and include résumé development, interview coaching, online job searches, career workshops, onsite employer interviews and career fairs.

"Our message is 'if we cannot help you, we know others who can,'" says Lynette. "We are connected to the community. We can help you achieve your goals."

2011/12 PROGRAM HIGHLIGHTS

- 2,691 individuals received **general employment and training services,** from job counseling to résumé development, leading to 232 full- or part-time jobs.
- 972 formerly incarcerated adults received job counseling services through the **Re-Entry Assistance Management Program (RAMP)**, with 99 finding full- or part-time employment.
- 283 incarcerated individuals participated in job readiness and life-skills training through ULGP's **Allegheny County Jail Collaborative Ramp** initiative.
- 202 men and women over the age of 55 engaged in paid community service through the **Mature Workers Program**; 30 participants found jobs with a 75% retention rate.

CHANGING LIVES

Donna Smith

Donna Smith never imagined she would become homeless, but after her elderly mother died she was unable to stay in the family home. For two years she found shelter in Wood Street Common with few skills, no job prospects and no way to obtain housing. Then someone told her about the Urban League of Greater Pittsburgh.

Staff in ULGP's Employment & Training Department helped Donna write a résumé, coached her on interview techniques and counseled her on immediate steps she could take to find a job. They told her about an entry-level position at a downtown restaurant. She was given a referral card, obtained an interview and was hired that day as a cashier.

While continuing to work with ULGP, Donna gained budgeting and money management skills, and learned how to apply for permanent housing. Five years later, Donna has never missed a day of work, has left Wood Street for her own apartment and is now the restaurant's manager.

"Without the Urban League, I don't know where I'd be. They helped me all the way through."

— Donna Smith

Family Growth & Child Development

"These are challenging times for families and their needs are tremendous. There are more 'working poor' families, as well as single mothers, who are struggling to provide for their children. We help parents set goals, and when they reach them, set new ones."

— Debra Squires
Director, Family Growth & Child Development Department

Children are the future of our community. Investing in their health, well-being and safety early in life provides a critical foundation essential to their lifelong success and achievement.

The Urban League of Greater Pittsburgh's Family Growth & Child Development Department promotes positive outcomes for children and youth by strengthening, supporting and empowering families and their communities.

The cornerstone of its activities is its **Family Support Centers** in Duquesne, East Hills, Northview Heights and at ULGP's Charter School. This integrated, community-based approach focuses on increasing the strength and stability of the family through support services and community partnerships.

"We're building long-term relationships, often starting before the baby is born until he or she reaches six years old," explains Debra Squires, department director. "Our goal is to give children every possible advantage by first ensuring that they are progressing emotionally, developmentally and mentally. We also become partners with parents, providing support and critical referrals to address basic needs that are vital to self-sufficiency, from housing, health care and hunger relief to education and employment assistance."

ULGP's services include intensive, in-home support with one-on-one consultations with a ULGP family development specialist, and general support through group meetings and classes.

Connecting to Kindergarten, a program funded through United Way, offers specific programming at the Centers and UL Charter School that prepares children and their parents for the transition to kindergarten.

In 2011-12, the Department also offered **Intensive Financial Education for Families**, introducing parents to the basics of household budgeting, savings and planning. A related Junior Achievement program was also conducted for children.

2011/12 PROGRAM HIGHLIGHTS

- More than 560 families received **intensive or general family support services**; 408 families received nearly 3,860 service visits.
- 197 children were **screened for developmental delays**, 34 received referrals for further evaluation.
- 178 families received **referrals for assistance** on a wide range of issues, from parent and child development, self-sufficiency and goal planning, mental health, drug and alcohol abuse, and family preservation and reunification.
- **70 fathers** enrolled and participated in nearly 300 hours of group activities.
- Nearly 200 children and 165 parents participated in **"Connecting to Kindergarten"** activities.
- 66 families and 62 children participated in **financial education** programs.

CHANGING LIVES

Quay Mia Allen

Quay Mia Allen is a young mother seeking to escape from poverty and create a safe, nurturing environment for her daughter. With her eyes set on a career in medical services, Quay Mia turned to ULGP's East Hills Family Support Center for help. She enrolled in a medical training program to prepare for a career, but faced other challenges. Childcare, transportation and housing issues presented barriers to her success.

At the Family Support Center, she found dedicated professionals who offered guidance, respect and compassion. She also found fellowship with others striving toward their own success. With help from her Family Development Specialist, Quay Mia found a spot in the kindergarten of a local charter school for her daughter. She identified her immediate goals as completing school, obtaining a vehicle and finding a new home.

With her daughter thriving in school, Quay Mia is on track to complete her training as a staff medical assistant specialist. She has met her goal of getting a car and is now saving to move into a new apartment next year.

"Sometimes you just need someone to talk to. The staff of the Urban League of Greater Pittsburgh was there. They supported me and pushed me towards my own goals."

— Quay Mia Allen

Housing

Like most of the nation, the greater Pittsburgh area continued to be hard hit by the poor economy and resulting housing crisis in 2011-12.

The Housing Department of the Urban League of Greater Pittsburgh administers **a wide variety of programs funded through federal, county and city housing assistance grants** designed to help people stay in their current homes or apartments, or locate affordable, adequate housing.

"Our services span a wide gamut, including direct financial support, budget counseling, credit repair, affordable rental referrals, intervention with mortgage companies to help prevent foreclosure — even representing clients in court," says department director Eldolia Weir. "We also help link families and individuals to critically needed hunger relief services."

> "Once considered a problem of the poor, housing issues now confront people at every income level. We're currently serving a much broader range of clients who seek help in avoiding home foreclosure, securing a mortgage, avoiding eviction or finding adequate housing."
>
> — Eldolia Weir
> Director, Housing Department

Programs administered by the Housing Department include:

- **Housing Counseling Services:** As a HUD-certified comprehensive housing counseling agency, ULGP offers families and individuals solutions to stabilize their housing problems. ULGP offers programs for both Allegheny County and Pittsburgh residents.
- **Homeowners Emergency Mortgage Assistance Program (HEMAP):** This state-funded loan program provides steady mortgage payments to enable homeowners to seek alternate employment, job training and education to get back on their feet.
- **Homeless Assistance Programs:** Offered in partnership with Allegheny County Department of Human Services' Office of Children, Youth and Families (CYF), these programs are designed to reunite or keep families together, provide assistance for bridge housing, prevent homelessness and preserve existing housing. ULGP staff members are based full time at CYF's five locations in greater Pittsburgh.
- **Hunger Relief Services:** Programs include emergency food assistance through ULGP's role as the official Greater Pittsburgh Food Bank referral source, and helping eligible clients apply for food stamp support through the state Department of Welfare's "Supplemental Nutrition Assistance Program" (SNAP).

2011-12 PROGRAM HIGHLIGHTS

- Nearly 2,400 families received **housing counseling assistance**, spanning such topics as landlord-tenant rights, budgeting credit and credit repair, financial literacy, eviction and foreclosure prevention.
- 825 families secured safe and affordable housing through ULGP/CYS Program, with **573 families reunified** through CYF traditional assistance.
- 1,562 children were **saved from entering the foster care system** and remain with their families through CYF's Family Housing Stabilization program.
- 313 families **avoided eviction or moved into new housing** units through grant assistance
- Nearly 2,000 families received food bank referrals, including emergency help at the **ULGP's own Hunger Relief Pantry**.
- Nearly 1,000 families were **pre-screened for food stamp assistance**.
- 462 families and individuals received holiday provisions and other essential items through ULGP's **Thanksgiving distribution program**.
- 200 families enjoyed Christmas dinner through efforts of ULGP's **Hunger Services** program.
- 149 clients received representation in court as part of ULGP's **HomeSafe foreclosure prevention services**.
- 114 families attended **Operation Home**, first-time homebuyer workshops, to prepare for buying their first home; 12 clients received pre-closing education services as required by lenders prior to a home purchase.

CHANGING LIVES

Mr. & Mrs. W.

In early 2012, things seemed to be going very well for Mr. and Mrs. W. They owned their home and had a steady income from their three jobs. Their two daughters were doing well in school – the eldest preparing for college in the fall.

But things changed suddenly. Mrs. W. was laid off at the same time that Mr. W. lost his second job. The couple lost a monthly income of $2,000. They struggled to manage but quickly fell behind on their mortgage payments, leading their bank to initiate foreclosure proceedings. They turned to the Housing Department of the Urban League of Greater Pittsburgh for help.

The staff worked with Mr. and Mrs. W. to determine what kind of payments the family was capable of making to keep their home. They drafted a hardship package and represented the case in court, resulting in a trial modification of their mortgage on terms that both lowered their interest rate and extended the period of the loan. Keeping in contact with ULGP staff, the W's faithfully made their payments through the summer and were awarded a final modification in August. They are once again secure in their home.

"The Urban League of Greater Pittsburgh Housing Department strives to include our customers in the Urban League movement, which enables them to secure economic self-reliance, parity and power, and civil rights."

— Eldolia Weir
Director,
Housing Department

Urban League of
Greater Pittsburgh, Inc.

Financial Review

2011-12 FINANCIAL HIGHLIGHTS

- While government support appears to have taken a significant cut in fiscal 2011-12, more than **90% of those reductions reflect the conclusion of short-term stimulus funding programs**.
- It should also be noted that in 2011-12, **nearly half of all government dollars were used to provide direct payments to qualified clients** for housing assistance and to seniors in training programs.
- Income from sources other than government actually increased slightly.
- The Urban League of Greater Pittsburgh continues to pursue and successfully realize increased support from a number of other sources, particularly corporate, foundation and individual contributions and memberships. **In fact, ULGP annually ranks among the top five affiliates in the country in income from private sources.**

Urban League of
Greater Pittsburgh

Financial Review

Urban League of Greater Pittsburgh
July 1, 2001 to June 30, 2012

The figures for FY 2012 reflect the conclusion of stimulus funding programs administered by ULGP. Additionally, nearly half of all government funds were used to provide direct payments to qualified clients for housing and training.

PERCENT EXPENSES FOR ALL OPERATIONS

Fiscal Years 2011 versus 2012

	FY '11	FY '12	Percent FY' 11	Percent FY '12
Expenses for All Operations	$8,190,015	$7,040,440	100	100
PROGRAM SERVICES				
Employment Training & Economic				
Development	1,752,971	1,562,326	21.4	22.2
Family Support	1,078,856	1,001,832	13.2	14.2
Housing Counseling	3,603,895	2,807,807	44.0	39.9
Informal Education & Youth				
Development	691,436	670,770	8.4	9.5
SUPPORTING SERVICES				
Management & General Operations	949,852	895,279	11.6	12.7
Fundraising	113,005	102,426	1.4	1.5

PERCENT INCOME FROM ALL SOURCES

Fiscal Years 2011 versus 2012

	FY '11	FY '12	Percent FY' 11	Percent FY '12
Income From All Sources	$8,221,647	$6,773,187	100	100
Government	6,195,368	4,718,908	75.2	69.7
Contributions & Memberships	986,773	1,044,452	12.0	15.5
United Way	610,406	509,501	7.4	7.5
Rental Income	317,449	326,972	4.0	4.8
Miscellaneous & Investments	111,651	173,354	1.4	2.5

NOTE: The above amounts for FY 2012 are preliminary and subject to adjustments pending completion of the financial statement audit.

For details on membership and ways to give, contact the Urban League of Greater Pittsburgh at 412-227-4211 or visit our website at **www.ulpgh.org**.

SOURCES OF INCOME FY 2012

Following is a snapshot of ULPG's income support by program or activity.

Membership Dues, Fundraising, Solicited Income, Administrative Income and United Way of Allegheny County	**$1,541,400**
GRANTS, GOVERNMENTAL AGENCIES	
Children, Youth, and Families (Allegheny County)	427,740
Duquesne Family Support Center (Allegheny County, Adagio Health, Univ. of Pittsburgh)	361,494
Duquesne Youth Development (Allegheny County)	39,103
East Hills Family Support Center (Allegheny County)	312,137
FEMA	8,597
Family Stabilization Program (Allegheny County)	521,887
Housing Counseling Services (Allegheny County)	79,630
Housing Assistance Program (Allegheny County)	342,860
Housing Counseling Services (City of Pittsburgh)	188,488
Hunger Relief (Allegheny County, City of Pittsburgh, State of PA, FEMA, PCSI)	133,583
Jail Collaborative (Allegheny County)	94,996
Northview Heights Family Support Center (Allegheny County, Univ. of Pittsburgh)	261,425
National Mortgage Foreclosure (National Urban League, PHFA)	12,622
Phoenix Rise Initiative (HPRP) (City of Pittsburgh)	371,223
Phoenix Rise Initiative (HPRP) (Allegheny County)	5,925
Workforce Development (Highmark)	20,672
Subtotal Government Agencies	**$3,182,382**
OTHER SUPPORT	
African American Achievement Trust (United Way, First Niagara Bank)	212,737
Black Male Leadership Development (Robert Morris Univ., Buhl Foundation)	126,710
Coach Tomlin Football Camp (The Greater Cincinnati Foundation)	14,000
Clinical Translational Program (Univ. of Pgh)	26,895
Digital Connectors (National Urban League)	61,526
Techno Teens (Catalyst Connection, National Urban League)	31,618
Early College and Career Awareness (Pittsburgh Foundation, World Affairs Council)	30,849
Equity in Excellence Program (National Urban League)	74,955
Family Foundation (Early Head Start)	3,500
Hunger Services (Individuals, Network For Good, Allegheny County Bar Foundation)	16,965
Intensive Financial Literacy (United Way, Junior Achievement)	74,670
Mature Workers Program (National Urban League)	1,124,064
Summer Assist Program (Allegheny County)	24,694
Connecting To Kindergarten (United Way)	144,354
Operation Home (National Urban League, Housing Authority City of Pittsburgh)	106,481
Project Ready (National Urban League)	34,392
STARS Program (United Way)	117,954
Summer Dreamers Academy (Pittsburgh Public Schools)	89,050
Technology Fund (Buhl Foundation)	1,244
Subtotal Other Support	**$2,316,658**
Total Support	**$7,040,440**

Copies of the complete audited financial statements may be obtained by writing to the Urban League of Greater Pittsburgh, 610 Wood Street, Pittsburgh, PA 15222

A National Urban League Perspective

As America's economy weakened in 2010, this observation from the National Urban League brought perspective to the challenges we face today not only in Pittsburgh, but nationwide:

"For decades, the belief in the American Dream has been the emotional glue that has unified this nation. When people lose their sense of destiny and control in the society in which they live, the potential to divorce oneself from the goals and ideals of America can become a threat to democracy. Thus, in times of economic distress, Urban League affiliates become the social and economic lifeguard in urban communities. Without them, millions of American families would face economic obliteration."

Much of the Urban League of Greater Pittsburgh's time in the past year was spent developing action plans to fulfill our mission in these difficult days. We learned to work harder and smarter with fewer resources to meet crushing needs in our community, to achieve our goals and to fulfill our mission. And we were pleased to receive recognition of our organization by the National Urban League. We still have much to do, but such recognition bolsters the efforts of our staff and volunteers, and energizes them as they work to enhance the lives of those we serve.

A Triumph in a Time of Challenge

ULGP RECEIVES NATIONAL RECOGNITION

Following months of preparation and an on-site evaluation in July, the National Urban League's review team awarded the Urban League of Greater Pittsburgh a 5.0 affiliate rating — its highest possible score. In making the award, National noted that "once again your affiliate rating for this assessment is 5.0, indicating an affiliate that consistently achieves the desired level of performance and is outstanding."

The report went on to say:

"The Urban League of Greater Pittsburgh undertook the self-assessment process as an important step in the continuing development of the organization. The energy and seriousness that went into the process was evident in the end product and the learning that took place. The self-assessment process also provided evidence that the affiliate is continuing to build its infrastructure and continues to make significant progress since the last performance assessment."

The criteria for the National Urban League assessment was based on these three factors:

- Organizational soundness;
- Organizational vitality; and
- Implementation of mission.

Many thanks to our staff, Board of Directors, volunteers, financial contributors and community partners whose tireless efforts and support made this recognition possible.

Board of Directors

JULY 1, 2011 - JUNE 30, 2012

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Fiscal Year 2011-2012

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Debra Silva
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Case Manager

Jail Collaborative
Lynette Taylor-Criego
Instructor

Mature Worker Program
Rodney Brown
Program Manager

Carol Allen
Case Manager

Sakia Hutching
Job Developer/Administrative Assistant

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Brenda Sorrentino
Project Director

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Family Center Worker (PT)

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Data/Office Manager

Dennis Johnson
Family/Child Development Specialist

Siri Law
Kindergarten Readiness Teacher

Janita Neal
Van Driver

Marcel Smith
Kindergarten Readiness Aide

Chantel Wallace
Family Center Worker

Connecting to Kindergarten
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Program Manager

Ross Frye
Van Driver

Olive Hamilton
Van Driver

Sara Nevels
Family Development Specialist

Arthur J. Edmunds Family Support Center at Northview Heights
Renita Freeman
Project Director

Sara Green
Family Development Specialist

Faith Harfield
Van Driver/Family Center Worker

Danielle Johns
Data/Office Manager

Dawn Johnson
Family Development Specialist

Intensive Financial Education
Khadijah Harris
Program Manager

East Hills Family Support Center
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Project Director

Shartaraw Egleston
Van Driver

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Family Development Specialist

Donna Hamm
Data/Office Manager

Alicia McDonald
Community Organizer

Sandra Nelson
Family Center/Outreach Worker

Kelly Smithson
Family Development Specialist

Claudia Yates
Data/Office Manager

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Director

STARS Program
Paulette Tarrant
STARS Program Manager

Shafond Wallace
STARS Program Assistant (PT)

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Homeownership Counselor

Housing Assistance Program
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Program Manager

Scarlet Howard
Administrative Assistant

Arlene Hurt
Program Assistant

Sheila Poole
Program Assistant

Hunger Services
Jim Jackson
Program Manager

Janet Baker
Program Assistant

Robert Clark
Emergency Food Assistance Coordinator

David Greve
SNAP Coordinator

Pittsburgh Housing Counseling Service
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Program Assistant

April Campbell
Intake Specialist

Danielle Haskin
Intake Specialist

Operation Home
Angelicha Matthews
Program Manager

Elizabeth Hill
Program Assistant (PT)

CYF Counseling & Relocation Services
James Morris
Program Manager

Walter Wilson
Program Manager

Sakara Bey
Housing Counselor

Tori Denson
Housing Counselor

Elisa Frasier
Housing Counselor

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Program Assistant

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Housing Counselor

Stephanie Johnson
Administrative Assistant

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Program Manager

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Arlene Higginbotham
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Deanne Lewison
Case Manager

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Technology
Winford Craig
Director

CTSI
Kafui Agbemenu, RN

Urban League of Greater Pittsburgh Charter School
Dr. Gail Edwards
Chief Executive Officer

Jennifer Cavalencia
Vice Principal

Elaine Dudley
Dean of Students

Please see the Charter School's Annual Report for a complete staff list.

Service Locations

URBAN LEAGUE OF GREATER PITTSBURGH
Main Office
610 Wood Street
Pittsburgh, PA 15222-2222
412-227-4802

DUQUESNE FAMILY SUPPORT CENTER
One Library Place
Duquesne, PA 15110
412-469-9870

DUQUESNE COMMUNITY MOBILIZATION PROJECT
222 West Grant Avenue
Duquesne, PA 15110
412-469-0484

EAST HILLS FAMILY SUPPORT CENTER
2320 East Hills Drive, Rear
Pittsburgh, PA 15221
412-727-2640

NORTHVIEW HEIGHTS FAMILY SUPPORT CENTER
Arthur J. Edmunds Center
101 Hazlett Street
Pittsburgh, PA 15214
412-323-1020

URBAN LEAGUE CHARTER SCHOOL FAMILY SUPPORT CENTER
327 N. Negley Avenue
Pittsburgh, PA 15206
412-877-2981

URBAN LEAGUE OF GREATER PITTSBURGH CHARTER SCHOOL
327 N. Negley Avenue
Pittsburgh, PA 15206
412-361-1008

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Urban League of
Greater Pittsburgh

Empowering Communities.
Changing Lives.

610 Wood Street
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