



Allegheny County Department of Human Services

Community Services Block Grant (CSBG) 2015 Needs Assessment



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Key Findings

As the causes and conditions of poverty change and distressed communities emerge and shift, we must adapt our services in order to effectively serve those in poverty. Allegheny County Department of Human Services (DHS) engaged in a comprehensive needs assessment to determine how we can meet the needs of individuals and families living in poverty with Community Service Block Grant (CSBG) funds.

An assessment of qualitative and quantitative data was conducted simultaneously. Surveying revealed that CSBG providers, CSBG participants, community-based organizations, and other community members all agree that employment and housing are top concerns for our community. In addition, mapping current CSBG participants in relation to distressed communities revealed the most underserved communities are located to the south and west of the city, which are geographically distant from CSBG service centers. DHS will use findings from this assessment to explore how to improve service delivery and access for all residents of Allegheny County, including areas which are currently underserved.

Background

Individuals and families living in poverty encounter a variety of challenges accessing employment, training, transportation, housing, and child care, which impact their progress towards stability and well-being. The Community Services Block Grant (CSBG) was created to address these needs and alleviate the causes and conditions of poverty. CSBG funds are provided to Community Action Agencies (CAA) across the country, which work to support those living in poverty with their self-sufficiency goals.

The Allegheny County Department of Human Services (DHS) is responsible for providing and administering publicly-funded human services to Allegheny County residents. The Office of Community Services (OCS), a program office of DHS, is the CAA for Allegheny County. A team of individuals and agencies, including OCS staff, contracted agencies and staff, the Community Services Advisory Council (CSAC), and community partnerships contribute to the success of CSBG programming in Allegheny County.

In January 2015, the Federal Office of Community Services released a set of standards designed to ensure CSBG entities effectively serve families and communities. There are 50 standards for public CSBG entities, which are categorized in three thematic categories: maximum feasible participation, vision and direction, and operations and accountability. A portion of these standards require CSBG entities to engage in a community needs assessment. Between June 2015 and October 2015, DHS staff and other CSBG stakeholders engaged in an extensive assessment to reach compliance with these standards.

OCS collaborated with DHS' Office of Data Analysis, Research and Evaluation (DARE) in order to plan and implement a needs assessment for CSBG in Allegheny County. The assessment included an analysis of qualitative data (e.g., stakeholder interviews) and quantitative data (e.g., mapping and surveys). The needs assessment revealed a variety of service needs (e.g., housing and employment) and underserved communities (e.g., outer suburbs). These needs assessment findings directly influenced and motivated a strategic planning process, which occurred simultaneously. The Allegheny County Department of Human Services Community Services Block Grant 2016-18 Strategic Plan can be provided upon request.

This needs assessment addresses the standards for CSBG entities listed in Table 1.

Table 1. Needs Assessment Standards for Public CSBG Entities

Standard 2.2	Department utilizes information gathered from key sectors of the community in assessing needs and resources. This would include at a minimum community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.
Standard 3.1	Department conducted an assessment and issued a report within the past 3 years.
Standard 3.2	Department collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for the service areas in the community assessment.
Standard 3.3	Department collects and analyzes both qualitative and quantitative data on its geographic service area in the community assessment.
Standard 3.4	Community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.
Standard 3.5	Tripartite board/advisory body formally accepts the completed community assessment.

In addition to meeting the Organizational Standards listed above, the purpose of this community needs assessment is to serve as a reference and guide in the Community Services Advisory Council’s strategic plan.

Community Engagement

Beginning in June 2015, OCS collaborated with DARE to design and implement an engagement plan to receive feedback from key stakeholders.

Methodology (Brief)¹

Target groups were identified based on stakeholders listed in Organizational Standard 2.2 and all individuals who received services from one or more of the CSBG service providers. We recognize all groups as “community stakeholders” and will use the following terms to describe different groups of stakeholders: CSBG-funded service providers, community-based organizations, and participants/community members.

Figure 1. Target Groups and Community Engagement Respondents



¹ For more extensive description about this project’s methodology and data collection procedures, see Appendix D.

Two researchers interviewed each of the CSBG-funded agencies and other community-based organizations that were recommended by OCS staff. See Appendix B for the interview guide. The process gathered information on successes and barriers to assisting clients, perceptions of community needs, and the gaps in available resources for low-income communities.

Staff designed brief “voice of community” surveys (Appendix C) with questions encompassing core areas of need for persons with limited resources including housing, basic needs, employment, education, financial, health, and access to information.

Data from interviewees and surveys were collected between July and August 2015. See Table 2 for the number of survey respondents by members in the community and by CSBG-funded service providers.

Table 2. Number of Surveys by Community-Based Provider Program

CSBG-funded Service Provider	Geographic Region	CSBG Participants	Food Pantry	Total
Allegheny Valley Association of Churches	Northeastern Communities of Allegheny County	7	16	23
Community College of Allegheny County- Modern Office System Technology Program	County-wide	19 ⁽²⁾	--	19
Human Services Center Corporation	Mon Valley	17	142	159
Allegheny LINK	County-wide	6	--	6
Mon Valley Initiative	Mon Valley	4	--	4
North Hills Community Outreach (Allison Park)	Northern Communities of Allegheny County	-- ⁽³⁾	19	19
North Hills Community Outreach (Bellevue)	Northern Communities of Allegheny County	6	21	27
North Hills Community Outreach (Millvale)	Northern Communities of Allegheny County	11	--	11
Rainbow Kitchen Community Services	Mon Valley	8	80	87
Total		78	278	356

Note. Surveys collected from food banks and/or soup kitchens are identified as “community member” surveys. Programs that either do not have an independent food pantry and/or soup kitchen were not included in the community member survey. North Hills Community Outreach’s Millvale site does have a food pantry; however, the upcoming distribution was outside the scope of our data collection window.

² This number exceeds the n=5 CSBG participants listed in most recent report. The difference for CCAC-MOST is due to surveys submitted by community residents taking *introductory computer classes* at Braddock and individuals taking *Modern Office System Technology classes* at the Catholic Charities – funded by HSDF.

³ Beginning July 1, 2015, CSBG participants previously served at the NHCO – Allison Park location are being served at the Bellevue and Millvale sites. The adjustment permits Case Managers at Bellevue and Millvale to dedicate 100% of their time to CSBG participants.

Findings

This “voice of the community” engagement sought to identify stakeholders’ perspectives on areas of concern within their neighborhood and suggestions for improving self-sufficiency programs. The two issues that were identified across all stakeholders were **housing** and **employment**. Table 3 presents the perceived needs and concerns expressed by each stakeholder group.

Table 3. Concerns Expressed by Stakeholder Groups

CSBG Providers	Community-based Organizations	CSBG Participants and Other Community Members
<ul style="list-style-type: none"> • Behavioral Health Concerns • Benefits Navigation • Employment • Housing • Transportation 	<ul style="list-style-type: none"> • Employment • Housing • Transportation • Violence 	<ul style="list-style-type: none"> • Basic Needs • Employment • Financial • Health Care • Housing

Below we examine the top areas of need that were mentioned across all stakeholder groups including:

- 1) Employment
- 2) Housing
- 3) Other Common Concerns

Later, we describe perspectives from contracted agencies and participants regarding barriers and facilitators to accessing CSBG services.

Employment

Staff from contracted agencies and other community-based organizations identified a variety of employment concerns, including the lack of jobs that pay a living wage. Employment opportunities that do offer a living wage and good benefits require skills that many participants do not have. This is particularly true in the STEM (science, technology, education, and mathematics) field. Staff also reported that criminal records are a significant barrier to participants reaching gainful employment. And finally, agency staff described that individuals have difficulty retaining their employment because lack of soft skills, like punctuality and proper work attire, and complicated life issues, like behavioral health concerns, child care, and transportation. Staff described how transportation is often tied to employment concerns, because fare, routes, and timetables can be prohibitive. For a working individual with limited resources, the current one-way city fare of \$2.50 and suburban fare of \$3.75 presents a financial challenge.⁴

Over half (61%) of respondents identified at least one of the employment-related issues as a “serious problem” in their community.⁵ See Table 4 for employment-related concerns in the community.

⁴ Port Authority. Fare Information. <http://www.portauthority.org/paac/FareInfo/FareInformation.aspx>

⁵ This percentage was calculated by anyone indicating “serious concern” in at least 1 of the employment-related items including “available jobs,” “transportation to/from work,” “child care while at work,” and/or “education or training.”

Table 4. Employment-Related Concerns in the Community

Employment-Related Barriers in Community	Percentage (%) ⁶			
	<i>Serious</i>	<i>Moderate</i>	<i>A little</i>	<i>Not a problem</i>
Available jobs (n=297)	38%	28%	15%	20%
Transportation to/from work, or looking for work (n=299)	34%	26%	16%	25%
Child care while at work, or looking for work (n=261)	30%	21%	16%	33%
Education or training to get a better job (n=308)	29%	32%	16%	22%

Housing

Housing was another common concern raised by agency staff in both CSBG contracted agencies and other community-based organizations. Multiple agencies acknowledged their clients experience homelessness. While the local housing market is recovering, increased rental rates have created an additional financial barrier for low-income individuals or families seeking affordable housing options. In some neighborhoods, available affordable housing options may be unsafe or located in an otherwise unhealthy living environment. Stakeholders were also concerned about slumlords, who neglect their properties and put the health and safety of their tenants in jeopardy.

Stakeholders also described how housing concerns are linked with employment. Low wages create a barrier to maintain stable housing because it can be difficult to afford rent, mortgage payments, and other housing-related costs such as costly utility bills. Criminal records, which impede employment opportunities, are also a barrier when accessing public housing. Staff indicated that participants have difficulty accessing and navigating the existing subsidized housing options due to a criminal background, history of past evictions, long waiting lists, and safety concerns such as mold or bed bugs. In addition, often landlords refuse to work with the target population, such as individuals who have Section 8 housing vouchers. Finally, unstable housing reportedly creates extended disruptions for individuals and families and affects many facets of life including education, job stability, and health.

Half (51%) of respondents identified at least one of the housing-related issues as a “serious problem” in their community.⁷ See Table 5 for details about housing-related concerns in the community.

Table 5. Housing-Related Barriers in Community

Housing-Related Barriers in Community	Percentage (%)			
	<i>Serious</i>	<i>Moderate</i>	<i>A little</i>	<i>Not a problem</i>
Paying rent or mortgage (n=329)	31%	27%	17%	25%
Utility assistance (n=320)	30%	27%	18%	25%
Safe, affordable housing (n=329)	29%	21%	18%	32%

⁶ These percentages were calculated from total number of respondents for each item, excluding respondents when item was left blank or marked as “don’t know” or “n/a.” Percentages may total more than 100% due to rounding.

⁷ This percentage was calculated by anyone indicating “serious concern” in at least 1 of the housing-related items including “safe and affordable housing,” “paying rent or mortgage,” and/or “utility assistance.”

Other Concerns

CSBG providers in particular identified behavioral health concerns, such as unaddressed mental health and substance use issues, negative societal attitudes about mental illness, and difficulty navigating behavioral health benefits and other community resources. Staff noted that behavioral health services are a service gap, particularly due to long waiting lists and lack of mental health clinics in select neighborhoods. Among community members, half (51%) indicated access to mental health and/or substance abuse treatment was a serious problem in the community. Some community-based organizations referenced concerns about health care coverage, citing that the current health care system can be challenging to navigate, especially for low-income workers who can't afford the coverage offered by their employer. Nearly a third (30%) of community respondents in the survey felt obtaining health insurance is a serious problem.

Community-based organizations also identified violence as a significant concern. Staff described how violence has a negative impact on finding stable housing and employment. Although the community survey did not have a specific question about safety or violence, respondents often wrote-in these concerns under "other" (21 out of 61 "other" comments mentioned alcohol, drugs, drug-related violence, and safety).

When asked about personal hardships experienced over the past year, slightly more than half (57%) of all community members reported financial-related difficulties. See Appendix E for summary statistics of recent personal hardships by geographic region, as this may be relevant for program staff.

Finally, these community stakeholders raised other diverse issues that obstruct the path to self-sufficiency. These issues included a lack of affordable and high-quality health care options, absence of reliable and safe childcare, feelings of helplessness and lack of social belonging, gentrification, and isolation of communities.

When asked about service gaps in the community, CSBG contracted agencies and other community-based organizations described concerns surrounding efficient service delivery and ability to navigate resources. Specifically, their concerns (outside those already described) included:

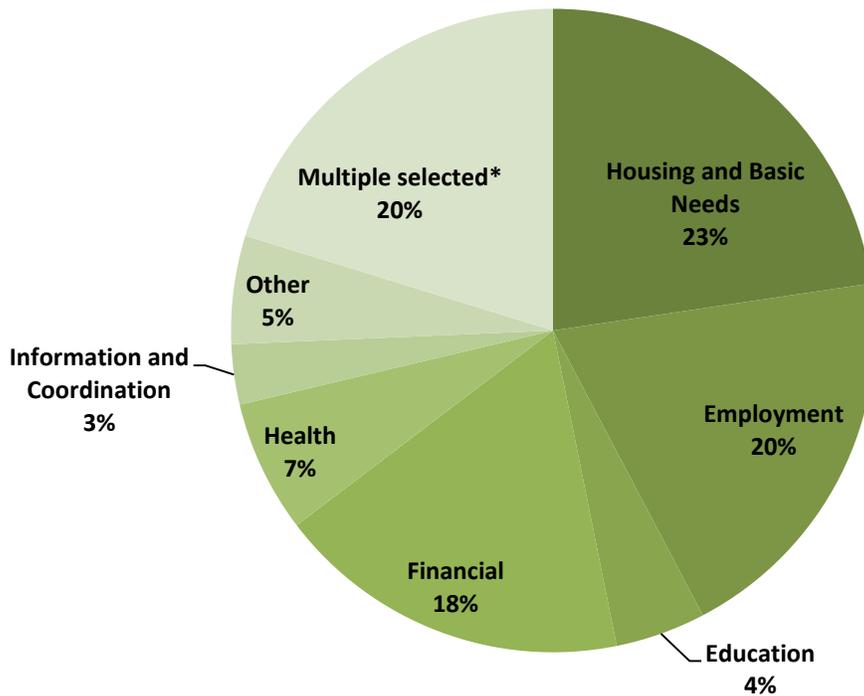
- Lack of targeted programs to keep families intact
- Difficulty navigating available resources that are mostly plentiful in Allegheny County
- Lack of a public forum for a genuine discussion among system stakeholders, clients and community
- Lack of focused programs that are proven to be effective for sub-populations, such as homeless single moms, seniors, ex-offenders, underemployed men
- Most services are geared towards standard working hours and interruptions mostly occur on weekends or after hours
- Childcare can be cost-prohibitive and the child care subsidy application process is lengthy
- Cost of professional attire can be cost-prohibitive

See Appendix F for stakeholders' feedback regarding some system-wide improvements that can help address various community needs. Community members were asked to identify which concern or need impacts their community the most, which is illustrated in Figure 2. Housing and basic needs and employment were already described above.⁸ Interestingly, while the question for what needs impact the community the most asked survey respondents to select only one choice, nearly a quarter (20%) selected

⁸ On the survey, this question had Housing and Basic Needs grouped as one response option.

more than one option. Respondents who selected more than one most frequently selected all of the options listed, which suggests that community needs are interconnected. It can be difficult to pin-point only one community need.

Figure 2. Most Significant Community Need as Perceived by Community Members (N=356)



Barriers and Facilitators

Overall, CSBG providers are confident they are successfully meeting their clients' needs. CSBG providers were asked what they feel makes CSBG programming effective and how it could be improved. Providers believed the one-on-one attention is a valuable strategy for those individuals who are ready to work toward a major life goal. Several providers pointed out that they found the service most effective when connecting it to other services within the organization. For instance, one provider described dedicating their self-sufficiency program to their housing clients. Individuals experiencing a housing crisis often need intensive supports to regain self-sufficiency, yet the staff of supported housing programs have limited time and resources to focus on such needs. The self-sufficiency staff can help these participants take the necessary steps to find a job or improve their employment to afford stable housing.

These stakeholders identified barriers for reaching successful outcomes including external, more system-level challenges as well as internal or client-level challenges. The system-level challenges include the access and cost of transportation and the lack of safe and affordable housing. Client-level challenges include unrealistic long-term goals or difficulty focusing or maintaining commitment to the program.

Figure 3 presents a side-by-side comparison of self-reported barriers from perspectives of both CSBG providers and participants.

Figure 3. Comparison of Self-Reported Barriers

Provider	Participant
<ul style="list-style-type: none"> • Transportation • Lack of safe, affordable housing • Lacking personal motivation • Having unrealistic/untenable long-term goals 	<ul style="list-style-type: none"> • Lack of information or accessing resources, services • Public transportation • Money, wages, and credit history • Computer abilities • Resume preparation • Age • Going back to school • Community togetherness • Having criminal record • Being shamed by staff • Poor health • Housing • Childcare issues

CSBG participants also contributed their first-hand accounts about their personal hardships and barriers to becoming self-sufficient:

- “Transportation needs make it difficult for me to move further along and up a career ladder.”
- “Financially, I have so much going on, that it has been difficult to become self-sufficient, and move into a place I can call my own.”
- “Hardships right now: Finding a job, not enough income, backed up on all my bills. I feel like I’m [treading] to stay afloat, but I keep positive.”
- “I don’t make a lot of money and it sucks because if I make more money, my rent goes up, food stamps get dropped, and I’ll have to pay full amount of my utilities.”
- “Housing was a barrier to accomplish my goals.”

The survey asked CSBG participants to describe what they find most helpful for addressing their personal hardships or difficulties. They most frequently cited receiving support or assistance from their CSBG agency. Specifically, participants noted they appreciated receiving interpersonal attention, respect, and the opportunity to learn more information and education. In addition, participants also referenced receiving support from other community resources as valuable. These agencies included State Welfare Department, community library, CareerLink, McKeesport Collaborative, churches, food banks, clothing assistance, LIHEAP, medical assistance, and support from their personal networks. Finally, a few participants listed personal strategies or activities that they have found helpful included “asking for help,” saving money on the utility bill by being energy savvy, and family support.

Here is how CSBG participants described as most helpful for addressing their personal hardships:

- “Case manager has helped with budgeting, which has been a tremendous help, even though don’t have a lot of money.”
- “Helpful when information is well-advertised.”

- “Most helpful when workers at agencies are kind, humane, comforting, and treat people with dignity.”
- “The way the staff here is ‘in your corner’ during my hard times...”
- “Having someone to talk to about it, and help...”
- “Linking up with different programs that specialize in areas that help [my] need.”

Finally, the CSBG-funded community providers identified several different opportunities to make CSBG programming more effective, such as having more flexibility with direct assistance for crisis situations and raising the income criteria for CSBG participants. Some providers discussed the importance of being able to offer direct assistance for one-time crisis situations, like first month’s rent, professional clothes, and becoming current on utility bills. The funding available for these kinds of direct assistance through CSBG has varied year to year and the documentation can make it onerous to use. One provider mentioned offering intensive case management to an even more vulnerable population. This provider felt individuals who may benefit the most from one to one support may not be ready yet to pursue work or education.

Community Assessment

Demographic Profile

Allegheny County has a population of about 1.2 million individuals, and is home to the City of Pittsburgh. The CSBG-funded service areas for which the Allegheny County Department of Human Services is responsible lie outside of the City of Pittsburgh. Demographic information about the population within the County as a whole, as well as just the municipalities falling outside of the City of Pittsburgh is listed in Table 1. As a county (excluding the city), Allegheny has a moderate poverty rate at ten percent, and seven percent of working age adults are unemployed. The population is primarily White (86%) and African American (9%), and only six percent of adults over age 25 lack a high school diploma or equivalency. Yet, some neighborhoods have much higher rates of poverty, unemployment, and educational challenges.

Table 1. Allegheny County Demographic Profile

	Allegheny County	Allegheny County, excluding City of Pittsburgh
Population	1,226,933	920,871
Ages 18-64	69%	67%
Race	1,226,933	920,871
White alone	81%	86%
Black or African American alone	13%	9%
American Indian and Alaska Native alone	0.1%	0.1%
Asian alone	3.0%	2.4%
Native Hawaiian and Other Pacific Islander alone	0.0%	0.0%
Some other race alone	0.4%	0.3%
Two or more races	2.1%	1.8%
Population Ages 25 and Older	866,479	664,865
Percent high school diploma/equivalency or higher	93%	94%
Bachelor's Degree or higher	36%	36%
Language Spoken at Home (Ages 5+)	1,163,052	872,240
English only	93%	94%
Speak a Language Other than English	7%	6%
Spanish or Spanish Creole	1%	1%
Other Indo-European languages	3%	3%
Asian and Pacific Island languages	2%	1%
Other languages	1%	0%
Poverty Status	1,193,906	910,959
50 percent of poverty level	6%	4%
100 percent of poverty level	13%	10%
125 percent of poverty level	17%	13%
150 percent of poverty level	21%	17%
200 percent of poverty level	29%	24%

	Allegheny County	Allegheny County, excluding City of Pittsburgh
Persons with Medicaid/means-tested public coverage	185,752	124,558
Employment Status (Ages 16+)	1,017,596	755,475
In labor force	64%	65%
Unemployed	8%	7%
Persons with a disability	75,376	53,316
Household Information	526,004	392,999
Total families	58%	62%
<i>Percentage of families headed by single females</i>	20%	18%
Renter-occupied homes	35%	29%
Receiving Cash Assistance or SNAP	12%	12%

Source: American Community Survey 2009-2013 5-Year Estimates: Tables S0101, B02001, S1501, C17002, S2301, S1101, B19058, S2701, B11004

Examining poverty, education, and employment data at the county or municipal level has its limitations since the characteristics of the population in some parts of the county or a municipality differs dramatically from communities a short distance away. We also find that poverty alone is not always the best indicator for need. As a result, we have developed a Community Need Index in Allegheny County to assess a community’s relative need for publicly funded social services⁹. We exclude the City of Pittsburgh from the calculations when assessing need outside of the central city. The Community Need Index includes the following variables from the American Community Survey 2009-2013 5 year estimates:

- Percentage of the population below 100% of the federal poverty line
- Percentage of the population below 200% of the federal poverty line¹⁰
- Percentage of families headed by single females
- Percentage of civilians males ages 16-64 who are unemployed or not in the labor force
- Percentage of adults ages 25 and older without a high school diploma or equivalency
- Percentage of households without access to a vehicle
- Percentage of households that are vacant

This information is analyzed at the Census tract level since suburban communities tend to cover large and diverse geographical areas. Communities are ranked by these metrics and then split up into ten, equally sized tiers. Table 2 displays the median indicator values for the communities within each of the top five tiers, as well as over the overall median. One can see by reviewing this chart that the socioeconomic conditions in these Census tracts differ dramatically from the County average.

⁹ Good, Megan, Kathryn Collins, and Erin Dalton. (2014). Suburban Poverty: Assessing Community Need Outside the Central City.

¹⁰ Variables for 100% and 200% of FPL are both used to reflect individuals who may not qualify for public services.

Table 2. Median Values of Indicators in the Community Need Index, For the Top 5 Tiers

	Female Headed Family	No High School Degree	Below Poverty Line	Below 200% Poverty	Males Not in Labor Force or Unemployed	No Access to Vehicle	Vacant Houses
<i>Median</i>	23%	6%	8%	23%	23%	8%	8%
Moderate Need	22%	7%	8%	24%	23%	8%	9%
Moderate Need	31%	7%	11%	30%	24%	9%	10%
High Need	35%	9%	15%	38%	29%	15%	10%
Very High Need	48%	11%	21%	45%	33%	19%	15%
Distressed	65%	14%	34%	62%	50%	36%	25%

The Community Need Index, additional Census data, and geographic data showing where service providers and clients are located are displayed in Figures 1-4. An overview of each map and potential implications are below. Figures 3 and 4 highlight specific Census data related to education and unemployment, respectively, since the Community Need Index is designed to look at community need on the whole rather than for identifying a specific target population.

Table 3. Eighteen Most-Served Communities with CSBG Funding, January 2013-June 2015

Rank	Municipality	People Served	Rank	Municipality	People Served
1	Pitcairn	33	10	Munhall	10
2	Harrison	19	11	Bellevue	9
2	Homestead	19	11	Clairton	9
4	Braddock	18	11	Rankin	9
4	McKeesport	18	11	Ross	9
6	Avalon	14	15	Wilkinsburg	8
7	Millvale	13	16	North Versailles	7
7	Shaler	13	16	West Mifflin	7
9	Turtle Creek	11	18	Wilmerding	6

Findings

Figure 1: CSBG-Funded Provider Locations and Clients Served¹¹

This map provides a full picture of CSBG services in Allegheny County, including case management, education through CCAC-MOST, and job placement through Mon Valley Initiative (MVI). Provider locations are represented with pink structures. Most case management participants are represented by a pink circle, with the exception of Allegheny Link participants who are represented with a green triangle. Allegheny Link's participants are represented differently because the Link's CSBG case manager is the only mobile provider. Participants of CCAC-MOST and Mon Valley Initiative are also represented by blue squares and orange pentagons, respectively.

¹¹ There appear to be fewer dots on the map, because some dots overlap and some addresses could not be mapped.

CSBG provider locations and participants are layered in this map with the Community Needs Index. The communities with the darkest shading in the background are those with the highest levels of need for publicly funded services. Many of these communities are concentrated in the Mon Valley, but there are others in each region of the county that stands out as high need as well.

Overall, this map gives us a sense of which areas are being served through at least one of CSBG's services. However, all CSBG providers use multiple funding streams to support their programming. CSBG providers may be meeting needs in these underserved communities through other funding. Additionally, other agencies that do not receive CSBG may be addressing the community need in these distressed areas.

Figure 2: CSBG Case Management Services

This map plots CSBG participants who receive case management. CSBG participants are represented by the same color as the contracted agency that served them. Generally, participants are being served by the CSBG contracted agency that is located closest to them. Some notable exceptions include participants in Clairton who are being served by Human Services Center Corporation in Turtle Creek and Pitcairn Circles participants who live in Penn Hills and Blawnox. Additionally, this map shows the benefit of the mobile case management services provided by the Allegheny Link. Participants living in areas with limited public transportation, like Coraopolis, Baldwin, and Clairton, might not have been able to participate in case management if mobile services were not offered.

Figure 3: Population without High School Diploma

This map layers clients served through CCAC-MOST's education program with the percentage of the population without a high school diploma or GED. Currently CCAC-MOST, located in Braddock, is serving many of the neighboring communities with the greatest need. Potential areas of increased outreach include McKeesport, Duquesne, North Braddock, Braddock Hills, Wilkinsburg, Whitaker, Munhall, and Lincoln. However, this map only shows CCAC-MOST participants whose training was funded by CSBG. CCAC-MOST is meeting community need in these distressed communities and others through other funding streams.

Figure 4: Unemployment Rates

This map layers clients served through Mon Valley Initiative's (MVI) job placement program with the percentage of the population that is unemployed. MVI is serving some of the areas with the greatest need, including McKeesport. Areas that could benefit from increased outreach include Rankin, Duquesne, Braddock Hills, Clairton, and West Mifflin.

Overall:

The high need communities with few to no residents receiving services are primarily those located to the South and West of the City – the locations most geographically distant from the service centers. In fact, many individuals who are not close to a center are receiving service from the Link – the agency which offers mobile services. Residents in and around the high need communities of Baldwin, Carnegie, Stowe, McKees Rocks, and Coraopolis did not receive case management services from any agency except for the Allegheny Link. It may be worth exploring how to improve service access for residents in the southern and western regions of Allegheny County.

Figure 1. CSBG-Funded Service Providers and Clients Served, 2013-June 2015

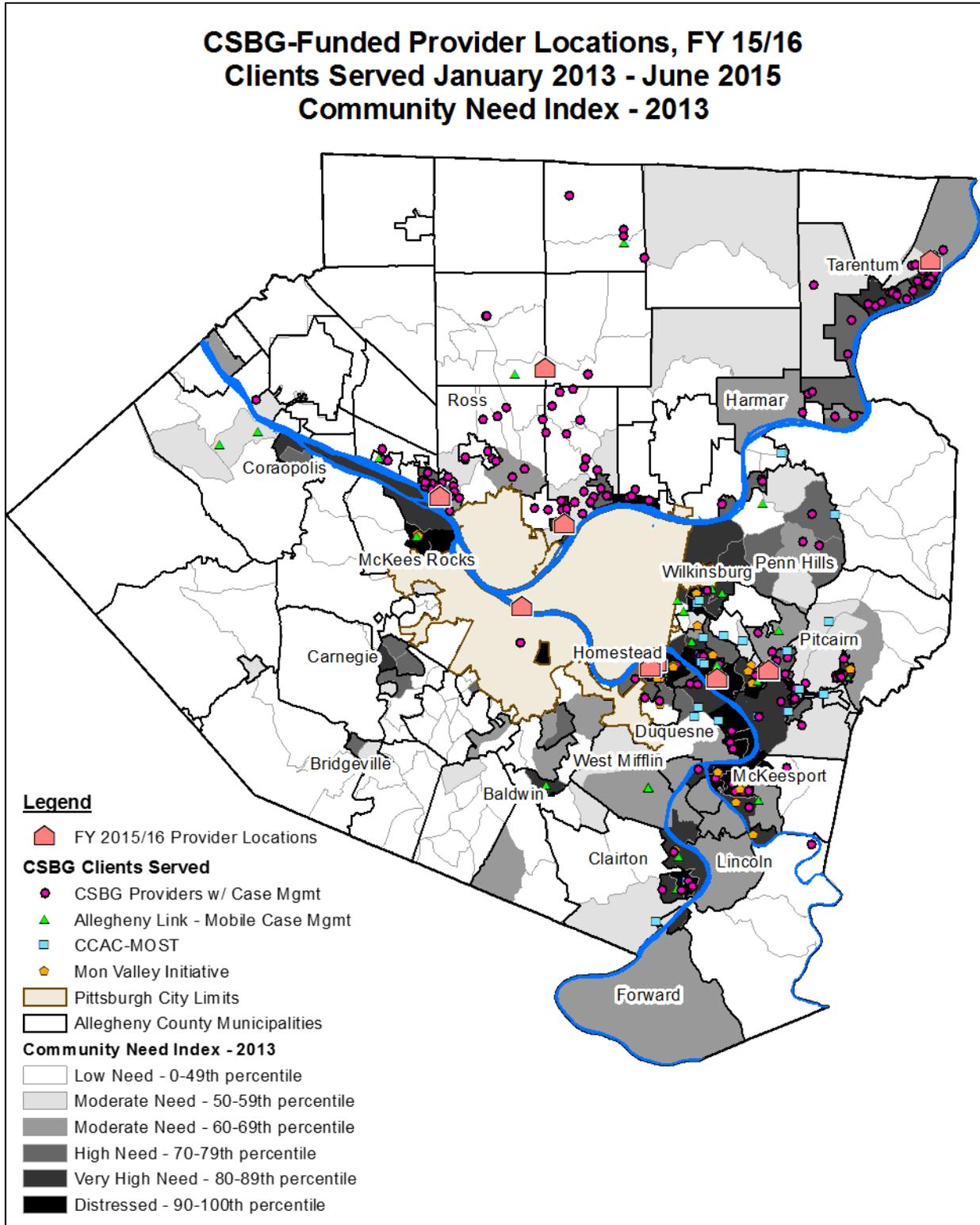


Figure 2. CSBG-Funded Case Management Services and Clients Served, 2013-June 2015

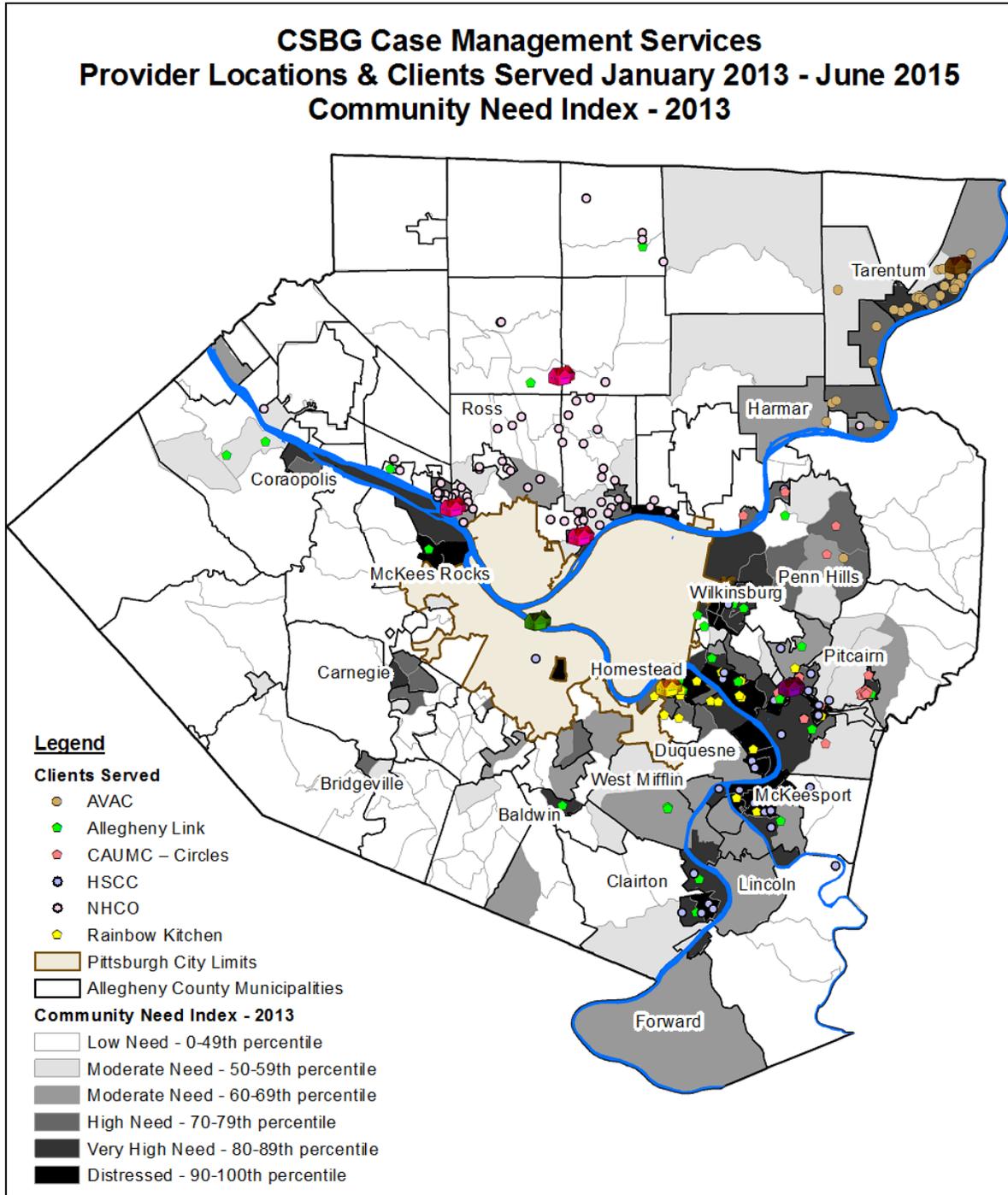


Figure 3. Clients Served by CCAC-MOST / Lack of High School Degree in the Mon Valley, 2013-June 2015

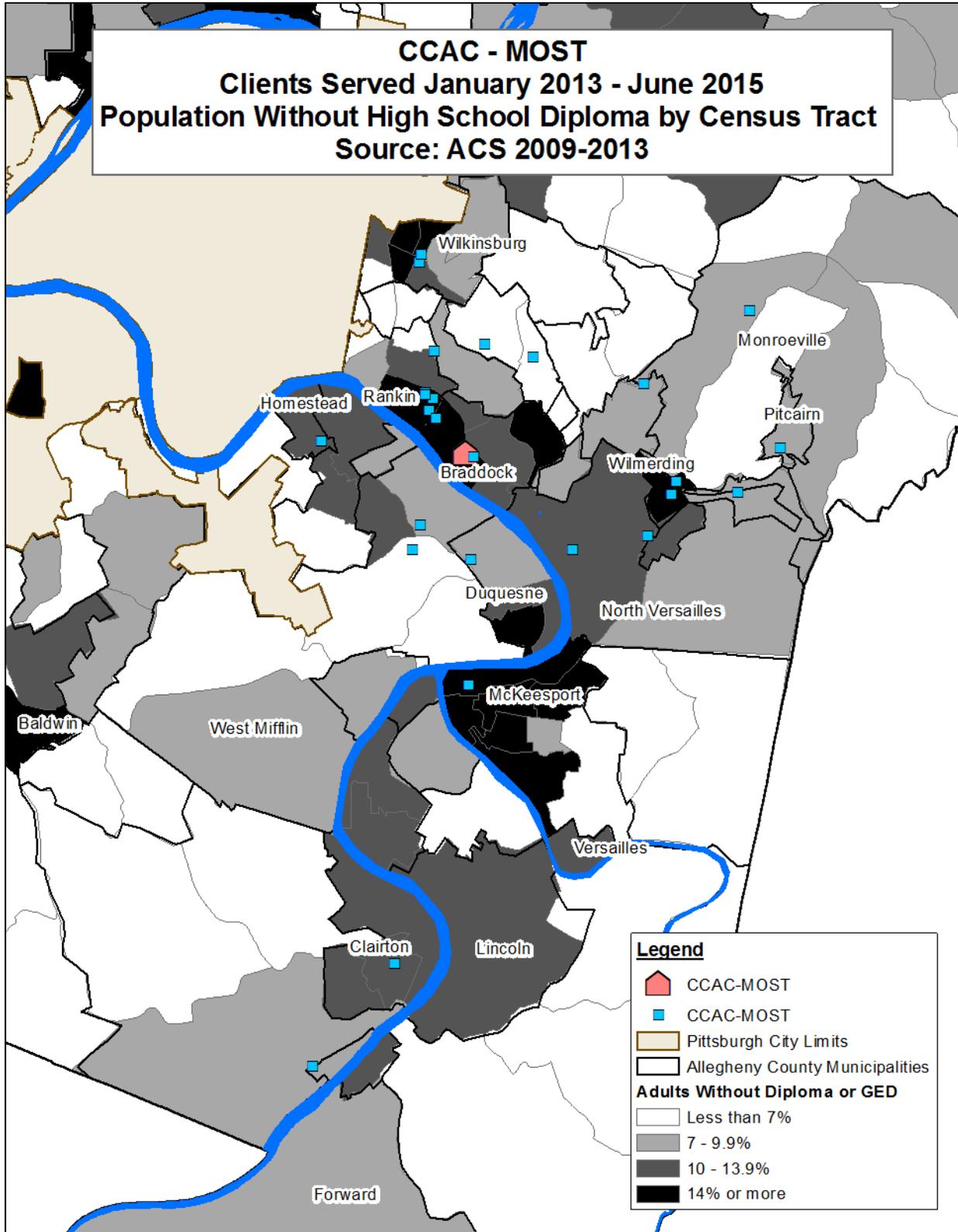
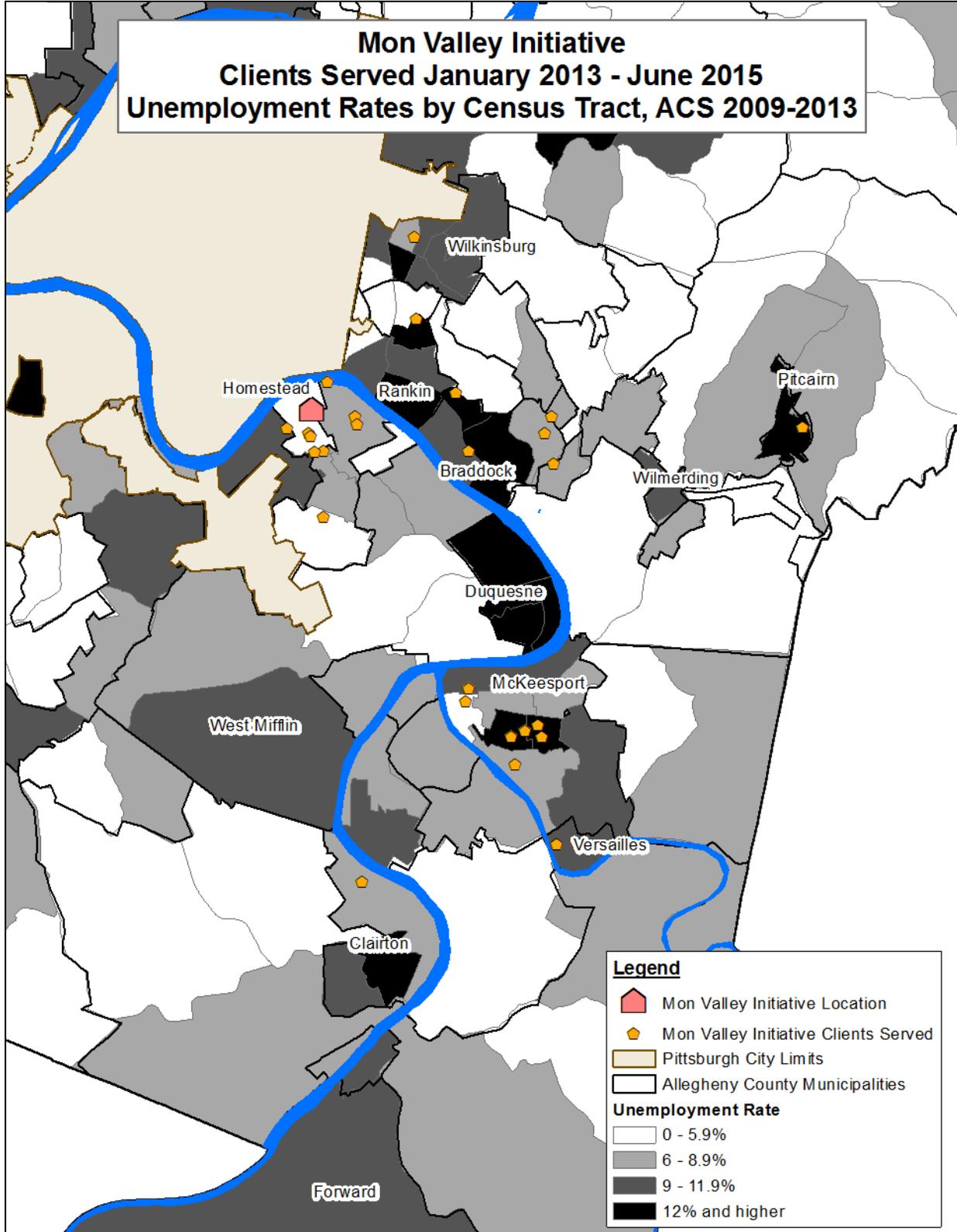


Figure 4. Clients Served by Mon Valley Initiative / Unemployment Rates in Mon Valley, 2013-June 2015



Appendix A: Characteristics of Community Stakeholders

Community Stakeholders	Respondents
CSBG Service Providers	<ul style="list-style-type: none"> • Allegheny Valley Association of Churches • Community College of Allegheny County- MOST Program • Human Services Center Corporation • Allegheny LINK • Mon Valley Initiative • North Hills Community Outreach • Rainbow Kitchen Community Services
Community-based Organizations (not affiliated with CSBG)	<ul style="list-style-type: none"> • CareerLink • Catholic Charities of the Diocese of Pittsburgh (Team HOPE) • East End Cooperative Ministry • United way • Urban League of Greater Pittsburgh
CSBG Program Participants	<ul style="list-style-type: none"> • Participants receiving either self-sufficiency case management, job training and/or placement from the community-based organizations
Individuals or Family Members Attending Food Bank/Soup Kitchen	<ul style="list-style-type: none"> • Individuals or families attending food banks from the Community-based Organizations including: Allegheny Valley Association of Churches, Human Services Center Corporation, North Hills Community Outreach (Allison Park; Bellevue), and Rainbow Kitchen Community Services

Overview of Community-based Organizations

Interviewed stakeholders offer an array of services for the most vulnerable population with either a focus on specific sub-population or specific program area and are described below.

CareerLink provides advanced job placement assistance to all residents in Allegheny County. They operate through 2 offices in the county and an affiliate with Goodwill. The agency places high emphasis on jobs that are over 20 hours and works with local employers to develop strong partnerships. Many services are available onsite but there is an attempt to assist clients remotely or by mobile.

Catholic Charities' social service branch called Team HOPE offers a wide array of services to provide a safety net to the region's most vulnerable individuals through programs like "Real Alternatives" on pregnancy and parenting, transitional housing for homeless pregnant women, Employment Preparedness 7-week intense Program on developing soft skills, and a host of basic needs services, Team HOPE serves around 5,000 clients a year.

East End Cooperative Ministry has three major programmatic approaches: assisting those experiencing hunger, providing shelter and transitional services to those experiencing housing instability, and working with children and youth on education. The agency has multiple locations but it primarily operates in East Liberty, a transitioning neighborhood that still experiences group violence and struggles to meet the needs of the low-income individuals.

United Way of Allegheny County works with the county's most vulnerable (low income working families, newly struggling communities, vulnerable seniors, adults with disabilities, and children and youth). United Way plays a critical role of acting as a central repository for social services resources by managing a 211 hotline service, a free resource to connect residents of the county to over 5,000 health and human services agencies.

Urban League of Greater Pittsburgh's primary focus is moving low-income individuals away from housing instability. Their target population is primarily African American, mostly women and with the age range of 26-44. Urban League offers housing and mortgage foreclosure assistance, operates emergency food donations, education and youth programs, and runs Mature Workers employment program.

Appendix B: Community-based Provider and Organization Interview Guide

Their practice

1. Can you tell me a little about your current work with [Self-Sufficiency] clients? What services do you provide?
2. In your experience, why do clients seek out your services? How do they first find out about your services?
3. In what areas do you have the most success with your clients? Why?
4. In what areas do you struggle to meet the needs of your clients? Why?

Community Need

1. What do you perceive to be the greatest needs of the population you serve in Allegheny County? (Examples: affordable housing; access to mental health; job skills; high school education; affordable childcare; etc.)
2. Of the needs you mentioned, which do you feel most affects the community?
3. Do you think the needs of the community have been changing? Are there any emerging needs? Given the needs you have identified, do you think CSBG funds might be better used in a different way? Or do you feel they are most effective as currently directed?

Available Resources

1. Are there other social or human services that your clients tend to use or that you refer them to?
2. Are there gaps in available services – e.g. some type of service you'd like to refer clients for but it's unavailable or has a long waiting list?
3. Are there other organizations serving the community that you recommend we speak to better understand the needs of the community and the resources available?

Appendix C: Voice of Community Survey

INDIVIDUAL AND FAMILY SELF-SUFFICIENCY: COMMUNITY FEEDBACK SURVEY (JULY 2015)

Allēgheny County Department of Human Services is surveying individuals and families who are receiving self-sufficiency services to understand challenges they are facing and learn what they have found most helpful. Your responses will not be linked to your name (the survey is “**anonymous**”). It’s also completely your choice; you do not have to complete the survey if you don’t want to (the survey is “**voluntary**”). Whether or not you complete the survey will not affect the services you are currently receiving.

This survey will take approximately 5-10 minutes.

1. What types of problems are individuals and families in your community experiencing?

Please circle your response in the table below to rate the following community needs and problems.

	Not a problem (0)	Minor problem (1)	Moderate problem (2)	Serious problem (3)	Don't know/Not applicable (N/A)
HOUSING AND BASIC NEEDS					
Safe, affordable housing options	0	1	2	3	N/A
Paying rent or mortgage	0	1	2	3	N/A
Utility assistance	0	1	2	3	N/A
Food assistance	0	1	2	3	N/A
EMPLOYMENT & EDUCATION					
Available jobs	0	1	2	3	N/A
Education or training to get a job or better job	0	1	2	3	N/A
Transportation to/from work or looking for work	0	1	2	3	N/A
Child care while at work or looking for work	0	1	2	3	N/A
FINANCIAL					
Setting up a bank account	0	1	2	3	NA
Obtaining car insurance	0	1	2	3	NA
Help with managing other bills or expenses	0	1	2	3	NA

**INDIVIDUAL AND FAMILY SELF-SUFFICIENCY: COMMUNITY FEEDBACK SURVEY
(JULY 2015)**

HEALTH					
Obtaining health insurance	0	1	2	3	NA
Access to primary care services (e.g., doctor, nurse)	0	1	2	3	NA
Access to mental health services (e.g., counselor, psychiatrist)	0	1	2	3	NA
Access to drug and alcohol services	0	1	2	3	NA
INFORMATION AND COORDINATION					
Access to information about available human/social services	0	1	2	3	NA
Adjusting to modern technology	0	1	2	3	NA
OTHER					
Other problem facing your community (please describe):					

2. Over the last year, which area has impacted your community the most? (Select one)

- Housing and Basic Needs
- Employment
- Education
- Financial
- Health
- Information and Coordination
- Other: _____

3. Over the past year, in which of these areas have you faced personal hardships or difficulties? (Select all that apply)?

- Housing and Basic Needs
- Employment
- Education
- Financial
- Health
- Information and coordination
- Other: _____

(For CSBG Participants Only)

**INDIVIDUAL AND FAMILY SELF-SUFFICIENCY: COMMUNITY FEEDBACK SURVEY
(JULY 2015)**

4. What have you found to be MOST HELPFUL to addressing these personal hardships or difficulties? (Please use the box below to list or describe)

5. What have you found to be A BARRIER to addressing these personal hardships or difficulties? (Please use the box below to list or describe)

OPTIONAL: Would you be willing to talk with staff in greater detail about community and/or your personal needs, experience with program, and/or suggestions for reducing poverty?

If yes, please provide your name and contact information. A staff member from the Allegheny County Department of Human Services Office of Data Analysis, Research, and Evaluation (DARE) will contact you.

Thank you for providing your input and feedback!

Appendix D: Methodology Description (Full)

Interviews

Two researchers interviewed each of the CSBG providers as well as other community-based organizations (as recommended by OCS staff) using an interview guide. Interviews were conducted either in-person or by phone. The process gathered information on successes and barriers to assisting clients, perceptions of the population's greatest needs and if they have been changing, and if there are any gaps in available resources for low-income communities.

Surveys

Staff designed brief voice of community surveys based on human/social services and health services literature, including other community needs assessments (e.g., Allegheny County Self-Sufficiency (2012), Schuylkill County (2011)¹², UPMC (2013)¹³, Fayette County [Kentucky] (2013)¹⁴). Survey items encompassed core areas of need for persons in poverty or low-income including: housing, basic needs, employment, education, financial, health, and information. An "other" option was included for respondents to describe any other type of need not listed in the survey. Respondents were asked to rate how severe they perceive each problem is in their community (0=Not a problem, 1= Minor problem, 2= Moderate problem, 3= Serious problem, as well as a "Don't know/Not applicable" option). There was a question about personal hardships experienced over the last year.

For CSBG participants, the survey included two open-ended questions on what they found to be *most helpful* and what they encountered as a *barrier* to addressing these difficulties or achieving self-sufficiency. These participants had the opportunity to provide contact information if they wanted to complete a follow-up interview about their perceived community and/or personal needs, experiences with human services, and/or suggestions for reducing poverty.

For the majority of sites, DARE staff visited the agency during food pantry and/or soup kitchen hours. Agency staff made an announcement and interested community members were provided opportunity to complete the survey and ask any questions. One site, Human Services Center Corporation, had staff administer the surveys. Notably, this site had the highest survey response rate, nearly 90%. Across all sites, the response rate ranged approximately from 21% to 89%.¹⁵

Time and resources constrained surveying of CSBG participants to a three week window. Surveys were collected at the next meeting with their CSBG case worker. Although this recruitment approach was not able to reach all participants, it was determined the sample gained through this process would be representative and near a majority of the population. In order to maximize response rate (traditionally relatively small in survey research), CSBG participants were provided with a self-addressed, stamped envelope and instructed to complete the survey either prior to or immediately after their appointment and hand the sealed envelope to provider staff for mailing. The response rate ranged from 50% to 100%.

¹² http://www.schuylkillcommunityaction.com/pdf/ExecutiveSummary_10-11-11.pdf

¹³ <http://www.upmc.com/about/community-commitment/Pages/community-health-needs-assessment.aspx>

¹⁴ <http://www.lexingtonky.gov/Modules/ShowDocument.aspx?documentid=25908>

¹⁵ Response rates were calculated by # of respondents/ total # of individuals (family members) served.

Appendix E: Summary Statistics: Personal Hardships Experienced Over Past Year

Note: Survey respondents could select more than one personal hardship.

Table 6. Personal hardships: All community members

Personal Hardship	%	n
Financial	57%	188
Housing/Basic Needs	39%	130
Employment	37%	123
Health	30%	99
Education	16%	52
Information-Coordination	11%	37
Other	7%	24

Table 7. Personal Hardships by Region¹⁶

	Housing and Basic Needs	Employment	Education	Financial	Health	Information
Allegheny	83% (5)	67% (4)	50% (3)	50% (3)	33% (2)	33% (2)
East	32% (7)	32% (7)	5% (1)	64% (14)	23% (5)	9% (2)
Mon Valley	38% (94)	39% (96)	15% (38)	55% (137)	29% (72)	10% (24)
North Hills	44% (24)	29% (16)	18% (10)	62% (34)	36% (20)	17% (9)
All	39% (130)	37% (123)	16% (52)	57% (188)	30% (99)	11% (37)

Tables 8 and 9. Personal Hardships: CSBG Participants and Food Pantry/Soup Kitchen

CSBG Participants	%	n
Employment	55%	41
Housing/Basic Needs	53%	40
Financial	52%	39
Education	31%	23
Health	28%	21
Information-Coordination	12%	9
Other	12%	9

Food Pantry/Soup Kitchen	%	n
Financial	58%	149
Housing/Basic Needs	35%	90
Employment	32%	82
Health	31%	78
Education	11%	29
Information-Coordination	11%	28
Other	6%	15

¹⁶ Refer to Table 2 regarding organizations and corresponding geographic regions.

Appendix F: Community Suggestions for Making System Improvement

Community-based organizations were asked, in general, how can services be expanded or improved to help meet community needs. These stakeholders offered the following ideas for system-level improvements:

- Create a forum for systems, clients and community at large to come together. Providers are not aware of each other's work, system agencies do not interact with clients and finally middle or high level income communities are isolated from struggling communities. Such forums could be community-driven and would help address the issue of loneliness, deprivation and hopelessness in the struggling communities.
- Creative solutions to address transportation issues. Car-pooling programs in the community, public-private partnership such as Uber/Lyft working with government, employer-driven solutions; increase funding for rental assistance, foreclosure mediation, landlord mediation.
- A couple of stakeholders are trying to improve their internal case management and link clients within their own programs. Often government funding is fragmented creating difficulty for an agency to offer a continuum of care for clients within their own organization
- There is a need for better incentives to recruit clients. Bus passes are offered by many stakeholders but other than that, there are few resources that can entice the clients to participate in the programs
- More basic education and computer classes
- Emergency assistance to displaced families to help facilitate transitions