

Pittsburgh SOS Program | 2009-2010 Program Year | Final Report
For the Period July 1, 2009 – June 30, 2010

June 30, 2010

SOS Vision

The vision of SOS Pittsburgh is to make a positive difference in the lives of the most vulnerable people in our community. SOS Pittsburgh:

- Cultivates the idea that, while families are in crisis or faced with chronic debilitating circumstances, the Jewish community has not abandoned them;
- Demonstrates that it is possible to have a positive impact on the problems facing the most vulnerable in our community;
- Increases community awareness regarding the plight of Pittsburgh's vulnerable population, and;
- Motivates others to action to address the needs of the vulnerable in our community.

Accomplishments

- SOS Pittsburgh experienced a year of growth during the 2009-2010 program year due to the economic downturn faced by the Pittsburgh region. As many programs cut services and some even closed their doors indefinitely, JF&CS expanded the SOS program services to reach out to more community members in need.
- SOS staff made six outreach visits to cultivate new sources of client referrals, which has resulted in some strong new program partners. Already as a result of this cultivation, SOS has helped 17 new clients overcome adversity.
- The program added 3 new committee members in an effort to widen engagement of lay leaders in the program. There are now 8 SOS Committee members who function as the allocations board of the program.
- SOS staff became full-time at food pantry, enabling greater coordination and program oversight.
- Application was made to Snow Charitable Foundation, UJF Foundation and Ladies Hospital Aid Society for grant funds in 2010-2011. All applications were funded and a total of \$45,000 has been raised to support the funding of SOS Pittsburgh cases beginning July 1, 2010.
- SOS Pittsburgh staff introduced a new procedure to assist clients in acute crisis at JF&CS for requests of \$100 or less with the support of the SOS committee. Twenty-nine (29) households were assisted with \$2,017 in emergency support through a screening process that provided Giant Eagle and BP gift cards, cash assistance and bus tickets.

Progress Against Goals

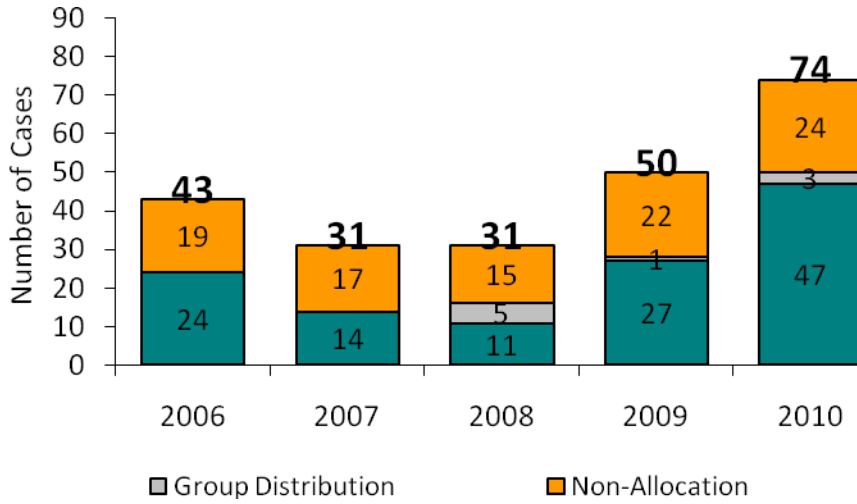
The goals set for 2010 were ambitious: 80% growth in cases (from 50 to 90) and 70% growth in funding (from about \$53,000 to \$90,000).

- The 47 allocation cases and 29 under \$100 cases for 100 total cases in 2010 exceeded the 27 allocation cases and 50 total cases *in all of 2009*.
- In 2010, SOS distributed \$78,307, nearly \$25,000 or 35% more than was distributed *in all of 2009*. SOS distributed 87% of the funds available to assist clients in need. A few cases that were originally approved did not spend the funds due to other circumstances (e.g. found a last minute loan from a family member) and those funds were returned to the SOS Pittsburgh program.
- SOS generated clients from six new referral sources this year, 75% of the way to the goal of 8 for the year.
- The Committee met 11 times and added 3 new members. One month was done via email votes due to schedule conflicts.
- SOS has raised nearly all of the funds it had anticipated for the year, although from fewer sources (4) than was planned (10).

	<u>2010</u>	<u>2010 Goal</u>	<u>Progress To Goal</u>
<u>Program Impact</u>			
Allocation Cases	47	60	73%
Non-Allocation Cases	24	30	80%
Under \$100 Cases	29	0	0%
Total Cases	100	90	108%
Funds Distributed	\$78,307	\$90,000	87%
<u>New Partner/Case Generation</u>			
Outreach Meetings	6	10	60%
New Referral Sources	9	8	113%
<u>Committee</u>			
Committee Meetings	11	12	92%
New Members Added	3	4	75%
<u>Fundraising</u>			
New Donors	4	10	40%
Case Funding Secured	\$86,375	\$82,000	105%
Total Funds Secured	\$136,125	\$142,000	96%

Pittsburgh SOS Program Statistics
2005-2010 YTD

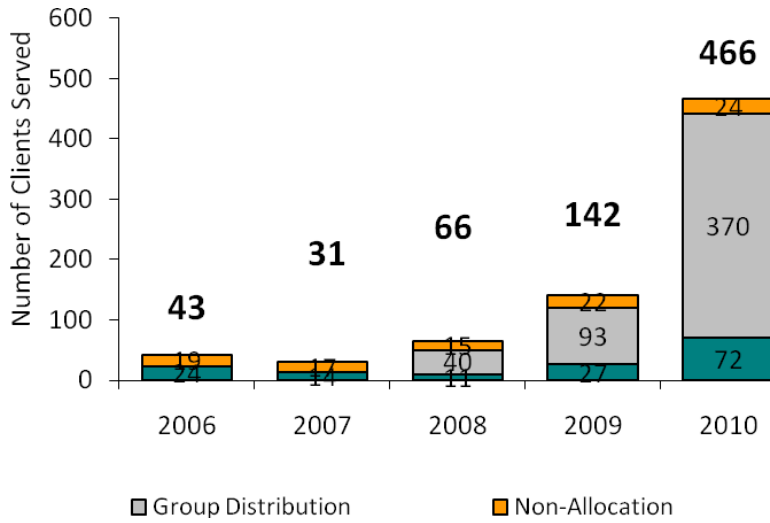
Cases



Cases To Date

<u>Year</u>	<u>Total</u>	<u>Allocation</u>	<u>Group Distribution</u>	<u>Non-Allocation</u>
2006	43	24		19
2007	31	14		17
2008	31	11	5	15
2009	50	27	1	22
2010	71	44	3	24
Total	226	120	9	97

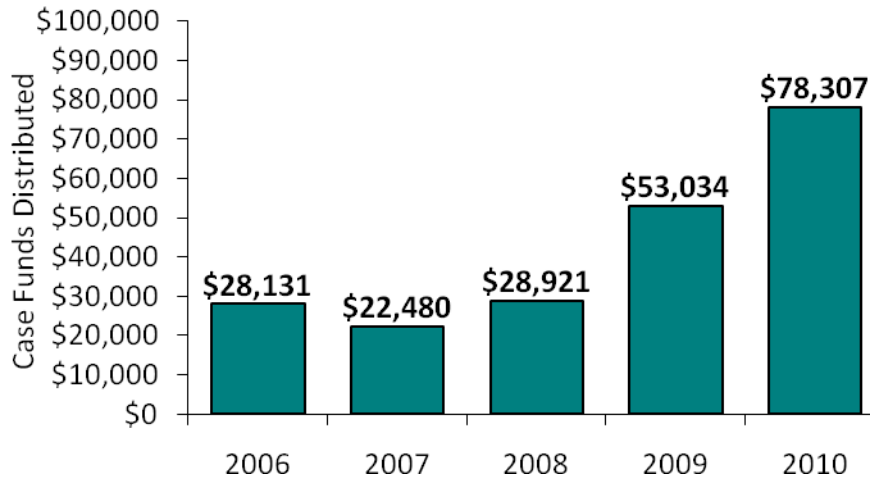
Clients Served



Clients Served

<u>Year</u>	<u>Total</u>	<u>Allocation</u>	<u>Group Distribution</u>	<u>Non-Allocation</u>
2006	43	24		19
2007	31	14		17
2008	66	11	40	15
2009	142	27	93	22
2010	466	72	370	24
Total	748	148	503	97

Funds Distributed



Distributions

<u>Year</u>	<u>Total Case Funding</u>	<u>Average Allocation</u>	<u>Range of Allocations</u>
2006	\$28,131	\$1,172	\$200 - \$2,912
2007	\$22,480	\$1,605	\$160 - \$3,521
2008	\$28,921	\$2,629	\$60 - \$3,298
2009	\$53,034	\$1,964	\$100- \$3,642
2010	\$78,307	\$1,779	\$50- \$3,728
Total	\$210,873	\$1,663	\$50 - 3,728

Detailed Program Activity, Year To Date

	<u>2009-2010</u> <u>(7/1/09-3/31/2010)</u>	<u>Since Inception</u> <u>(7/1/2005)</u>
Total Clients/Cases	466	242
With Funding Assistance	76	72
Without Funding Assistance *	24	60
Through Group Distributions	370	110
Funding Assistance		
Total Funding Approved by Committee **	\$78,307	\$197,515
Average Per Case Where Funds Allocated	\$1,179	\$1,663
Range of Allocation Sizes	\$50 - \$3,728	\$60 - \$3,521
Case Management Support		
Total Hours	328	932
Average Hours Per Case	4	7
Outreach/Engagement		
Activities to engage new partners*	6	-
Referrals from new sources*	9	-
Media coverage of SOS*	1	5

Information for Understanding Data in this Report

- SOS runs on a fiscal year beginning July 1st ending June 30th.
- In most cases, families are captured in the data as one client. Therefore, the number of individuals served by SOS in any period is generally greater than the number of clients reported.
- SOS does not track support clients receive as an indirect result of the SOS program, such as: Financial assistance through Jewish Assistance Fund, reduction in debt owed negotiated by SOS Case manager, etc.

Additional Information About SOS

- SOS does not make cash payments to individuals. Dollars shown represent funds given directly to vendors to pay debts or expenses of the families being helped.
- All disbursements are reviewed by a volunteer committee that evaluates cases to determine eligibility. Funding is only granted in cases where the committee determines that no other appropriate funding is available, and the recipient has a reasonable chance of overcoming their immediate need as a result of the support.
- SOS is designed to complement other direct assistance programs and services. SOS:
 - Provides further, comprehensive case management services to augment those provided by JF&CS' Critical Needs Services Department.
 - Can address more substantial crises through larger allocations than are available through the Jewish Assistance Fund (JAF).
 - Helps families by making grants, rather than low-interest loans Provides grants, rather than loans provided by Hebrew Free Loan (HFL) Association.

- SOS is a program of Jewish Family & Children's Service. SOS is run out of the Squirrel Hill Food Pantry, with close connection to JF&CS's Critical Needs Services department and the Chief Executive Officer.
- SOS was created in partnership with the United Jewish Federation (UJF) to address UJF's Aging and Human Needs priority of helping families avoid and weather the crises they face. UJF continues to provide strategic and fundraising support to the program.

Pittsburgh SOS Program Cases, July 1, 2009-June 30, 2010

<u>Type</u>	<u>Case Number</u>	<u>Distributed Allocation</u>	<u>Reason for Request</u>	<u>Comment/Status</u>
Non-Allocation	Sara 135		Financial crisis due to job loss of 1 parent in the 2 parent household	Too many issues to fit SOS criteria until a job is secured
Allocation	Sara 136	\$800	Car repair to allow for single mother to have transportation to work	
Non-Allocation	Sara 137		Heavy clean on home and payment of mortgage and utilities while recovering from an accident	Client had spent down all resources and now needs financial assistance to stay in her home.
Non-Allocation	Jacob 138		Car from Community Auto Program	Client does not have reliable employment or income to support car maintenance, gas or insurance costs
Allocation	Jacob 139	\$269	Assistance with heating oil bill to prevent shutoff in the winter months	Jewish Assistance Fund was able to meet part of the client's needs for heating oil once SOS social worker advocated for the client
Non-Allocation	Sara 140		Single mom with 3 children in need of clothes dryer after basement flooded	Moved to another apartment with laundry facilities
Non-Allocation	Sara 141		Immigration fees for asylee who was abandoned by husband in US. Case on hold until papers need to be filed	Working to find out if waivers can be applied for based on abandonment status
Non-Allocation	Sara 142		Burial plot support for family member	Connected to local resources to assist with burial plot funds
Non-Allocation	Jacob 142		Window of financial support until SSD payments begin	Client found other resources
Allocation	Sara 112	\$425	Security deposit for pet and adoption fee for client dealing with depression issues	Client had to put dogs up for adoption to move into affordable senior housing
Non-Allocation	Jacob 144		Dental work for senior adult with multiple sclerosis	Found resources from Catholic Charities
Allocation	Sara 145	\$400	Financial assistance with mortgage and utility costs until accident settlement arrives	Working with attorneys for her accident claim
Non-Allocation	Jacob 146		Senior adult with heating bill problems	Chronic problem until client changes pattern with adult son who takes utility funds
Allocation	Sara 119	\$1,565	Second surgery for former SOS client who received short-term financial support during recovery period	Payment for co-pays, health insurance premium and caregiver services
Allocation	Group	\$3,000	Start a Tzedakah to assist members with purchase of clothes from thrift store, meal subsidies and personal hygiene items	One-time gift that JRS will support with their fundraising efforts.
Non-Allocation	Jacob 147		Financial support to prevent eviction for senior couple	Family found resources
Non-Allocation	Jacob 148		Caregiver assistance	Sivitiz Hospice- client passed away
Non-Allocation	Jacob 149		Green card fees	Found other resources
Allocation	Jacob 150	\$500	Apartment security deposit & first month's rent to secure safe housing	HUD subsidized apartment to help get into an apartment
Non-Allocation	Jacob 151		Burial plot support for family member	Found other resources
Non-Allocation	Sara 152		Move home with adaptive/ADA equipment and reinforcements. Family was able to find funding through other non-profit programs	Working with Three Rivers Council of Independent Living & Achieva Family Fund is also contributing

<u>Type</u>	<u>Case Number</u>	<u>Distributed Allocation</u>	<u>Reason for Request</u>	<u>Comment/Status</u>
Allocation	Sara 153	\$1,095	Software to allow for visually impaired members to use all the services available at the Club House	
Non-Allocation	Jacob 154		4XL sized professional clothing for Transitional Employment participant at Howard Levin Clubhouse	Client did not re-enter workforce and funding currently not needed per Howard Levin Clubhouse staff.
Non-Allocation	Jacob 155		Transportation and vehicle registration renewal for person Not living in Pennsylvania.	Referred to Rabbi Voegel to other resources for client
Non-Allocation	Jacob 156		Key deposit for access to HUD Apt. Resource found with VA Homeless Dept.	Referred to Veterans Administration for housing
Allocation	Sara 157	\$377	Round trip ticket to Canada	Cancer patient with a terminal diagnosis who wants to visit family in Canada one more time
Allocation	Sara 158	\$300	Human trafficking client needing driving lessons for auto receiving from DPW	Lives in Monroeville with two children needs car for work in Pittsburgh.
Non-Allocation	Sara 159		Musicologist self employed due to recession lost 50% private music students little income to support herself. Is working on programming with job developer to create new job opportunities.	Job Developer thinks that she will have more income by 9/09 and did not need SOS funds.
Allocation	Sara 160	\$100	Pay for co-pays to prevent gap in life sustaining medications until disability payments begin	Client will be receiving disability in 2 months.
Non-Allocation	Sara 161		Domestic abuse in home and needs to leave. Rent in the amount of \$425.	Will receive relocation for domestic abuse victims to relocate to apartment
Non-Allocation	Sara 162	On Hold	Refugee trying to immigrate her 4 children from the Congo to be united in USA with mom	On hold until process is further along and will revisit at that time
Non-Allocation	Jacob 163		Co-pay for cancer medications	Client is over income for Medical Assistance. Located other resources.
Allocation	Jacob 164	\$1,800	Housing at Family House while wife received surgery and rehab. Referred by JF&C in California.	Client needs 30 days worth of stay at Family house UPMC Shady.
Non-Allocation	Jacob 165		Bhutanese refugee in need of dual hearing aids	Referred to other resources
Non-Allocation	Jacob 166		Bhutanese refugee in need of dual hearing aids	Referred to other resources
Non-Allocation	Sara 167		Bhutanese refugee in need of dual hearing aids	Referred to other resources
Allocation	Sara 168	\$760	Will be getting a Representative Payee to prevent future electric shutoff by paying client's bills	Medical issues require electricity for use of breathing machine
Non-Allocation	Sara 169		Caregiver assistance	Found other resources
Non-Allocation	Jacob 170		Need new carpet in apartment	Found other resources
Allocation	Sara 171	\$267	Basement flooded dryer ruined	Single mom in need of new clothes dryer
Allocation	Sara 172	\$787	Underemployed during summer months and fell behind in bills.	Food pantry referral will have her job in September and get caught up on bills
Non-Allocation	Sara173		Prevent gas shut-off	Case manager setup Representative Payee to control her budget.
Allocation	Jacob 174	\$1,650	Two months of mortgage payment while he recovers from brain surgery and awaits Social Security payments.	Client will be receiving SSD in several months & spouse will begin working as a nanny Sept 1, 2009
Non-Allocation	Sara 175		Nursing home transition to special needs apartment.	Referred to other resources
Allocation	Sara 176	\$482	Assist with water bill to prevent shut-off	Prevented water utility shut-off
Non-Allocation	Jacob 177		Mortgage assistance	Case needs input from legal counsel. Will be referring to Don William, Urban League. Help for mortgage foreclosure.

Type	Case Number	Distributed Allocation	Reason for Request	Comment/Status
Allocation	Sara 178	\$136	Senior in need of medical records to prove her dementia thru UPMC requires fee for records copying	Dementia needing medical waiver so as to be able to forgo English test
Non-Allocation	Jacob 179		Needs resources to cover rent till he is paid first month that he is employed.	Referred by Josh at UJF through a phone contact from prospective client's family member.
Allocation	Sara 134	\$900	Bridge mortgage payment until income from new job is received. May need to provide a second month's support since the job is a commission based insurance job.	Middle class couple with catastrophic loss of jobs. Replacement jobs minimum hr wage Insufficient income to pay bills. Will in 3 months time begin to have sufficient income to pay mortgage.
Allocation	Sara 136	\$333	Immigration Medical Exam fee	Client has a herniated disc, neck + carpal tunnel and is applying for disability
Allocation	Sara 180	\$228	Fees to file US citizen papers and fee for Immigration physical	Came on a tourist visa to visit her daughter who then was abandoned by her spouse stayed on to help with twin grandchildren.
Allocation	Sara 181	\$1,022	Need to pay a private medical supply company for an insulin pump	Food Pantry recipient with Diabetes insulin dependent needing to pay for her insulin pump (the part Not covered by Medicaid = 20% of the cost is co pay).
Non-Allocation	Jacob 182		He is being sponsored for US citizenship by his wife who is a nursing student and works full time at Eat' n Park. The family is struggling to come up with the \$1,010.00 for his Green card filing fees.	Found other resources through loan from family and friends.
Allocation	Sara 183	\$500	Help grandmother and guardian buy one set of clothes and shoes for adopted granddaughters 13, 8 & 5 years	Grandmother adopted daughters children works 50 hours a week minimum wage to support the family
Allocation	Sara 184	\$1,000	In homeless shelter waiting Section 8 vouchers. Payment for storage fees so that belongings do not go up for auction.	Longtime client on disability has brain tumor, 19 year old daughter living with relatives and is a victim of domestic violence.
Allocation	Sara 185	\$3,020	Upper & lower dentures \$1,600 + evaluation \$100.00 + extraction \$920.00 and \$400.00 -utilities to prevent shut off	CDC client good prospects for job find if she can have needed dental care
Allocation	Sara 186	\$289	LTC assisted by volunteer/companion on outings and to her home. Need ramp as Sara 186 is now wheel chair bound.	Sara 186 would be shut in and socially isolated if it were Not for the companion taking her to her home.
Allocation	Jacob 174	\$1,350	2 months mortgage \$1,350.00 for second request until Social Security payments.	Client is still awaiting SSD decision.
Allocation	Jacob 187	\$2,500	Victim of violent crime when car hijacker crashed into his car after a police chase causing \$2,500.00 in damage.	Repair of car through Rhorich Mazda.
Non-Allocation	Jacob 188		In need of glasses for job duties.	Veterans Affairs service connected
Allocation	Jacob 189	\$600	Start up apartment and move in costs for an MH/MR individual moving to an independent apartment.	Moving fees and purchase of bed.
Allocation	Jacob 190	\$900	Payment of back heating bill for grandfather who is caretaker of his 4 grandchildren.	63 year old grandfather takes care of daughters & great granddaughter's children (4). No heat, daughter stole his heating monies.
Allocation	Jacob191	\$250	Recent immigrant can't pay his medical surgeon bill for citizenship	Green Card/Asylee can't pay for his civil surgeon bill
Allocation	Sara 192	\$1,600	Needs a vehicle to continue laundry business after her car was beyond repair.	Started own business once career in real estate ended.
Allocation	Sara 198	\$850	Payment for root canal for uninsured client	Low-income family of 8 where and there is no dental insurance.

<u>Type</u>	<u>Case Number</u>	<u>Distributed Allocation</u>	<u>Reason for Request</u>	<u>Comment/Status</u>
Group Allocation	Group 6	\$11,000	Additional kosher food assistance through gift cards for 11 families in Orthodox community.	Gift card to Giant Eagle, Murray Avenue Kosher and Costco.
Non-Allocation	Sara 194		Pre-cervical cancer diagnosis in need of surgical procedure.	Referred to Medical Assistance and appropriate care provider.
Allocation	Jacob 195	\$3,428.03	Water shut-off notice for family of 10.	Prevented water shut-off.
Non-allocation	Jacob 196		Homeless and needs permanent housing	Referred to other resources.
Non-allocation	Sara 197		Needs to find alternative housing.	No income and referred to other resources until income can support an apartment.
Allocation	Jacob 199	\$500	Payment toward back rent.	Older adult with Alzheimer's who stopped paying all bills due to his illness. Family sought assistance for a portion of back rent and utility fees.
Allocation	Jacob 200	\$3,738	Plane ticket, DNA testing and Passport Application fees for son in Nigeria	Reunited a family- father is an American citizen and wife and son in Nigeria are now citizens and living in Pittsburgh area.
Non-Allocation	Sara 201		Moving close to family due to health reasons and will need security deposit.	Moved to family in New York instead of Pittsburgh and no longer needed resources.
Non-Allocation	Sara 202		Security deposit funds for apartment.	Referred to Community Human Services and Urban League of Pittsburgh.
Non-Allocation	Jacob 203		Mattress for client with Arachnoiditis and cancer diagnoses.	Client passed away before mattress could be purchased.
Non-Allocation	Sara 204		Low-income client in need of assistance with heat bill.	Referral to Li-Heap program and Catholic Charities for cash assistance for utility bill.
Allocation	Sara 205	\$2,500	Down payment for vehicle to get to work.	Client is just over income for Community Auto and will work through a reputable used car dealer.
Non-Allocation	Jacob 206		Car repair	Found other resources through family.
Allocation	Group 7	\$7,500	Giant Eagle gift card to supplement SHFP Passover holiday food distribution.	Passover food prices jumped 20-30% limiting the SHFP's budget for the holiday this year. Gift cards filled that gap for all households.
Allocation	Jacob 207	\$3,500	Car in need of transmission repair to get to place of work.	Newer model car to be repaired at Rohrich Mazda.
Allocation	Sara 208	\$2,431	Car repossession fees and repair work so that survivor of domestic violence can get a job and support self	Needs vehicle to work and support self as bus transportation is not regular in her neighborhood east of Pittsburgh
Allocation	Sara 209	\$150	Utility payment to Duquesne Light	Prevent shut-off for client who is returning to work
Non-Allocation	Sara 210		In need of income during summer months due to teaching job and recent separation from spouse	Referred to WIC, Jewish Assistance Fund, Dept. of Welfare and Hebrew Free Loan
Non-Allocation	Sara 211		Rent assistance	Referred to other resources and agreed to representative payee to avoid falling behind in rent again.
Allocation	Sara 212	\$1,634	Prevent water shut-off	Received assistance from Jewish Assistance Fund and agreed to representative payee to avoid falling behind in bills.
Allocation	Sara 213	\$3,160	Funeral expenses for spouse (Jacob 203)	Family with low-income needed to pay for funeral arrangements for husband who passed suddenly
Non-Allocation	Sara 214		Payment for dental work	Services located through Medical Bureau of Pittsburgh
Non-Allocation	Sara 215		Back rental payment	Found other resources
Allocation	Sara 216	\$341.40	Storage fees for belongings	Starts new job in 4/2010 and needed storage fees for belongings

<u>Type</u>	<u>Case Number</u>	<u>Distributed Allocation</u>	<u>Reason for Request</u>	<u>Comment/Status</u>
Allocation	Jacob 217	\$814	Car repair so that wife can continue working.	Husband is disabled and wife is the income earner of the family.
Non-Allocation	Sara 218		Car repair	Found other resources
Non-Allocation	Jacob 219		Car to get to work	On hold until Community Auto's waiting list is shorter
Allocation	Jacob 220	\$678	Car repair	Car repair so that father can continue to work
Non-Allocation	Jacob 221		Back rental payments	Found other resources
Allocation	Jacob 222	\$1,500	Back rental payments	Agreed to representative payee to assist with bill payment due to illness
Allocation	Sara 223	\$800	Bridge rental payment	Assist with rental payment so that client can replace possessions lost in a fire. Client now has renters insurance.
Allocation	Jacob 224	\$2,172	Rental payment and utility payment	Rental and utility payment to assist family while family member is treated for cancer and income is lost
Allocation	Jacob 225	\$684	Sign language interpreter and tactile interpreter for client who is blind and deaf	Interpreters needed for naturalization appointment
Non-Allocation	Sara 226		Utility and housing assistance	Found other resources
Allocation	Sara 227	\$818	Back rental payment	Assist with living expenses for unemployed client who just found job
Allocation	Jacob 228	\$150	Utility assistance for formerly homeless individual	Payment for deposit for utility service so that formerly homeless individual can enter a county housing program

Under \$100 Request Summary- \$2,017.30

Clients Served	29
Cash Assistance	\$972.30
Giant Eagle Gift Cards	\$855.00
BP Gift Cards	\$150.00
Bus Tickets	\$40.00