

2014 YEAR IN REVIEW



CHESTER COUNTY
WORKFORCE INVESTMENT BOARD

Advancing Chester County's Workforce



Chester County
Department of
Community Development

Investing in the future



Three of these people experienced homelessness in Chester County. Can you tell who they are?

The face of homelessness is not what you think. It is real, it hurts and it is here in Chester County.

942 households served at least one night in a shelter in 2013.

35k children live below the poverty line here in Chester County.

58% of children who stayed in a shelter had one parent under the age of 5.

Decade to Doorways
Learn how you can help to make a difference at www.decadetodoorways.org

The infographic features a collage of diverse people's faces, including a man with glasses, a woman with short blonde hair, a woman with a baby, a man with a beard, a woman with long dark hair, a man with a mustache, and a woman with a red beanie.

Chester County Department of Community Development
Chester County Workforce Investment Board

EXECUTIVE SUMMARY

Hello, I hope that you enjoy the Chester County Department of Community Development's 2015 calendar. Within this colorful calendar, we have identified some of our most significant accomplishments from 2014 with the hope that you'll become more familiar with the work that DCD does throughout the county. To our partners, please know that none of these accomplishments would be possible without your efforts. Thank you!

DCD staff and I are especially grateful for the on-going support of our many partners within the Decade to Doorways initiative. During 2014, we continue to make important progress on our way to preventing and ending homelessness in Chester County and we still have much work to do. Let's continue to work together.

We are also very proud to have led the initiative to open the new PA CareerLink - Chester County and United Way Financial Stability Center. This new facility, which opened in May 2014 is providing integrated services between the PA CareerLink - Chester County and EARN programs along with the United Way's Financial Stability Center. To our partners within this new facility, thank you and please continue to bring your collaborative spirit to work each day. You are making a huge impact on the individuals that you assist.

DCD programs continue to improve the urban centers around the county and we value our relationships with the officials in the City of Coatesville and the fifteen Boroughs. There are some exciting projects happening and we are pleased to be a part of them.

On a final note, please stay informed about DCD activities and initiatives by signing up to receive our Community Developments and Workforce Developments e-newsletters. You can sign up at www.chesco.org/ccdcd.

Patrick Bokovitz

Director

\$13.5M

Total Funding
Expended in 2014





MISSION STATEMENT

- **The Chester County Department of Community Development** provides housing, neighborhood improvement, workforce development, and social services to the citizens of Chester County so that they can have the opportunity to successfully live and work in a safe, stable, and desirable community.
- **DCD** is the administrative entity and fiscal agent for the Chester County Workforce Investment Board, responsible for the strategic planning and promotion of an effective workforce development system in Chester County that responds to the regional labor market needs.
- **DCD** administers Federal, State and County funds to address affordable housing, homeless assistance, community and economic development, job training, and provides career services at PA CareerLink® – Chester County.

GOALS & OBJECTIVES

- Affordable Housing
- Homelessness
- Special Needs
- Community Development
- Economic Development
 - With Outcomes of:
 - Availability / Accessibility
 - Sustainability
 - Affordability

DCD Staff



NEW PA CAREERLINK® CHESTER COUNTY AND UNITED WAY FINANCIAL STABILITY CENTER!

- Employment & Training Services
- Welfare-to-Work Services
- GED Services
- Unemployment Compensation
- Navigation, Coaching & Support Services
- Financial Planning & Budgeting Services (goal setting, debt reduction, credit repair, savings programs)
- Counseling Services
- Civil Legal Services Clinic & Legal Matters Workshops
- 1-to-1 Adult English Language Tutoring & Citizenship Support
- Workplace Clothing, Job Related Workshops & Interview Clinic
- Family Benefits Assistance and Maternal and Child Support Services
- Free Tax Preparation Services
- 1-on-1 basic Computer Training & Job-Related Workshops
- Health and Wellness Workshops
- Affordable Health Insurance Access & Enrollment

In May 2014, the PA CareerLink® - Chester County and the Financial Stability Center opened its doors at 479 Thomas Jones Way, Suite 500, Exton, PA. This collaboration offers Chester County residents a one-stop location providing a core set of employment, financial education and coaching services, as well as public benefit access in a bundled and integrated fashion. The goal is to assist individuals and families to achieve greater economic stability by increasing income, decreasing debt and building savings and assets.



Money in
your pocket.
Power in
your hands.

COMMUNITY SUPPORT SERVICES

- Life Transforming Ministries offers a partnership-driven Free Tax Preparation Program to the community.
- The Volunteer Income Tax Assistance (VITA) program offers free tax preparation for low and moderate income households.
- Since 2010, the Department of Community Development has supported this valuable program with **\$58,750**.
- Last year, Chester County IRS-certified income tax volunteers served over **1,200 households** and generated over **\$2 million** in refunds. The IRS estimates that the service saved taxpayers about **\$300,000** in addition to the refunds they received. Starting January 27, 2015, locations will be available throughout Chester County, including Coatesville, Downingtown, Exton, Paoli, West Chester, Kennett Square and Phoenixville. Online services are also available.

“ I would just like to let you know that the service you provide to the community is so important, I have been using the service since it first started. The gentleman that did my taxes this year was very helpful in every way so once again thank you so much.”

- Joseph

2,022

people served in 2014
with Supportive Services

1,686

people including

715

children

served in 2014
with Financial Assistance



In Fiscal Year 2013-14 DCD funded Rover Community Transportation to provide **70,048** Medical Assistance Transportation Program trips for **9,334** persons covered by Medicaid.

COMMUNITY REVITALIZATION PROGRAM

Chester County's Community Revitalization Program (CRP) supports development and redevelopment in Chester County's 16 urban center municipalities – 15 Boroughs and the City of Coatesville.

Through a competitive application process, Chester County, through the Department of Community Development, annually awards approximately **\$2.5 million** in local grant funding to these municipalities for a variety of capital construction projects.

Since 2002, Chester County has invested more than **\$54 million** of federal Community Development Block Grant funds and Chester County CRP funds in public infrastructure improvement projects within its 16 urban centers.

Activities Completed in 2014

\$700,000	City of Coatesville Acquisitions for Train Station
\$137,000	Modena Borough Sewer Meter Relocation
\$32,000	Modena Borough Street Light Replacement
\$293,000	West Chester Borough Solar Trash Collectors
\$342,500	Oxford Borough Streetscape Improvements
\$512,000	Kennett Square Borough Streetscape Improvements
\$1,163,000	Honey Brook Borough Streetscape Improvements
\$500,000	Malvern Borough Streetscape Improvements
\$635,000	Elverson Borough Waste Water Treatment Plant Upgrade

TOTAL: \$4,314,500



Elverson Borough



West Chester Borough



Honey Brook Borough

“ We firmly believe that these streetscape projects will have a positive impact on taxable assessments as properties sell, and will have a positive impact on taxable assessments by bringing in new development and retail to our small town character community.”

— Urban Center Representative

HOMELESS PREVENTION

ConnectPoints

For Emergency Housing Assistance,
Call ConnectPoints at (800) 935-3181
or visit www.ConnectPoints.org

MISSION: The mission of **Decade to Doorways** is to maximize current resources and develop new ones, making each as efficient and useful as possible with the end goal of preventing and ending homelessness in Chester County within 10 years.

VISION: To ensure a community wide network of services to prevent and end homelessness in Chester County by shifting from a system that manages homelessness to a system that diverts, prevents and rapidly re-houses.

2014 EMERGENCY SHELTER DATA

799 people stayed in emergency shelters

337 moved into permanent housing

2014 EMERGENCY HOUSING DATA

695 + 246

adults children

stayed in Chester County emergency housing, making up a total of 941 unduplicated people experiencing homelessness in 2014

2,346 unduplicated callers to ConnectPoints

POINT IN TIME 2014 DATA

684

individuals were experiencing homelessness on the night of January 29, 2014

39

were unsheltered

237

were in emergency shelters

337

were in transitional housing

38

utilizing motel subsidies

11

unstably housed

14

unaccompanied youth

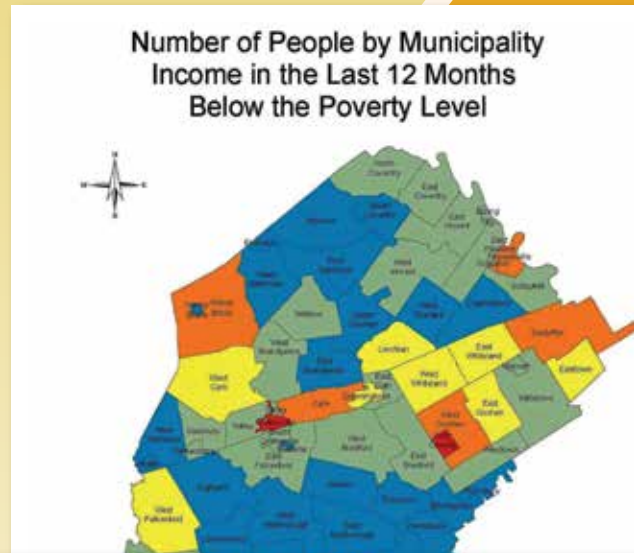
“It’s great that the kids have a roof over their heads and we have somewhere to go at night.”
— Juanita



www.decadetodoorways.org

PLANNING SERVICES

- **Public Awareness & Community Engagement**
 - Over 82 e-Newsletter announcements
 - Website administration
 - Public announcements
- **Request for Proposals Funding Applications**
 - Coordinated 122 application reviews covering 13 customized funding program applications
- **Quality Improvement, Policies & Procedures**
- **Data Analysis**
- **Annual Projections, Outcomes & Strategic Performance Reporting**
- **Grants Management**
 - 175 contracts/grants total in 2014 - entered/managed in electronic grants management system



WORKFORCE & ECONOMIC DEVELOPMENT

119

adult/dislocated workers received classroom training

363

people received wia-funded intensive services at the PA Careerlink® - Chester County

13

adult/dislocated workers received on-the-job training

89%

of employed participants were retained for at least 6 months after placement

74%

of wia participants placed into employment

\$2M+

earned by participants in taxable wages



Various Cohort Training Opportunities, Specialized Workshop Series, and Job Locator Services provided to job seekers in 2014.

\$65,000

SALARY

“Jennifer” became employed full-time as a Lead Generation Specialist with a local realty company.

\$124,800

SALARY

“Mark” landed a wonderful opportunity as a Mechanical Engineer designing amusement rides.



HOUSING SUPPORT SERVICES

Pennsylvania Home of The Sparrow Shared Housing program

Home of the Sparrow has provided housing and a unique combination of support services to homeless and low-income women for 20 years.



“ Thank you for helping me find a place. Personally, you made me feel there was hope.”



Shared Housing is a housing matchmaking service, assisting women looking for affordable housing options.

How does it work?

People with a spare bedroom in their home (Home Provider) are matched with a woman looking for affordable housing (Home Seeker).

Benefits for the Home Provider

- Extra income
- Sense of security
- Companionship
- Assistance in the home with chores, childcare, etc.

Who can be a Home Provider?

- Seniors
- Single parents
- Persons struggling financially
- Persons with the “empty nest” syndrome

What are the benefits for the Home Seeker?

- Affordability
- Save money
- Companionship

Cost?

- Shared room rates usually range from \$400- \$600 month, less if there is an exchange of services

Since 2010, the Department of Community Development has supported this valuable program with \$151,245 serving a total of 105 people.

AFFORDABLE HOUSING



West Grove Borough was funded **\$1,100,000** for infrastructure improvements, including storm water management system, storm sewer system, public water system, new street construction and widening of existing streets, which will allow Habitat for Humanity of Chester County to build forty (40) affordable homes



Pathstone Alliance for Better Housing was awarded **\$387,000** in HOME funds for new construction of 14 affordable housing units in Oxford Borough



First-Time Homebuyer Program down-payment/closing cost assistance

\$170k

benefiting

11

households

Housing Partnership of Chester County
Property acquisition/renovation/re-sell

\$125k

In 2014:

- **161** homes received assistance for Rehabilitation
- **38** individuals completed the Housing Counseling course
- **170** high school students participated in the Know Your Money program

WORKFORCE INVESTMENT

- New Youth Employment Program Location
- *The HOOD* – A Partnership for Youth Employment provides youth with access to opportunities for educational enrichment, career development and job placement services.
- *The HOOD* is the place where in-school and out-of-school youth and young adults in Chester County, within the ages of 14-21, can attend classes for:
 - Academic remediation
 - Workforce development
 - GED preparation
 - Vocational training
 - Post-secondary education preparation
- *The HOOD* supports youth during the dynamic transition from adolescence to adulthood through the provision of services offering academic, career exploration and training, post secondary preparation, and leadership training.



YOUTH STATS:

- **83** youth enrolled in the program
- **59%** of youth were placed into employment or post-secondary training
- **97%** of youth obtained at least one degree, diploma, or certificate
- **82%** of youth increased in academic assessment scores

YOUTH CERTIFICATES:

- GED: **26**
- National Retail Foundation Customer Service: **41**
- Microsoft Digital Literacy: **50**

EARN STATS:

- Enrollments: **98**
- Job Placements: **66**
- **21** people were employed for at least 6 months, with **35%** increasing their number of hours worked
- **92%** met the participation rate

WORK READY STATS:

- Enrollments: **99**
- Job Placements: **33**
- **22** people were employed for at least 4 consecutive weeks, then transferred to EARN to follow through retention
- **97%** met the participation rate

The EARN and Work Ready Programs provide a positive and gradual introduction to work by offering job readiness and job search assistance to TANF (Temporary Assistance to Needy Families) clients as they are referred by the Chester County Assistance Office.

COMMUNITY DEVELOPMENTS

2014 COMPLETED COMMUNITY DEVELOPMENT BLOCK GRANT ACTIVITIES

- Habitat for Humanity Cambria Infrastructure - **\$615,367**
- Housing Authority of Chester County Window Replacement - **\$133,300**
- Valley Township Street Reconstruction - **\$400,000**
- City of Coatesville Street Infrastructure Improvements - **\$350,000**
- Community, Youth, & Women's Alliance Improvements - **\$22,000**
- Olivet United Methodist Church Kitchen Upgrade - **\$184,000**
- Housing Partnership of Chester County home rehab - **\$340,000**

2014 COMPLETED HOUSING TRUST PROGRAM ACTIVITIES

- Housing Partnership of Chester County
 - Senior Citizen home maintenance program - **\$121,500**
 - Housing Counseling - **\$10,000**
- Good Neighbors home repairs - **\$30,000**
- Good Works housing repairs - **\$130,000**

“ I could never have believed in a million years what you have done - Good Works helped me live.”



“ I felt no one cared about the problems in life and my home, but that has changed. I now know that people care.”

“ I don't get hurt in my house anymore. My house is actually a home now.”



Olivet United Methodist Church

\$184k

— for new commercial —
kitchen to provide community
nutrition and feeding program



“ We have an expression in housing advocacy: If you’re not at the table, you’re on the menu. Please join us at the table. Together we can end homelessness.”

— Liz Hersh at the 2nd Annual Decade to Doorways event

IN 2014

1,398

people

including

649

children

received financial assistance for homelessness prevention and rapid rehousing

“Be Part Of The Solution”



“ Thanks to Decade to Doorways, I went from one day living in my car to the next having a safe and secure place to call home.”



TRANSITIONAL HOUSING DATA

168

people served through residential transitional housing

PERMANENT HOUSING DATA

535

people obtained or maintained permanent housing

102

people moved into permanent housing

HOMELESS VETERANS 100 DAYS CAMPAIGN

102

veterans obtained permanent housing

Pedro was homeless for 7 years in this shelter. Because of his age and the cold weather he knew he couldn’t continue living there. He was grateful to everyone that helped him get a home, and has been stably housed for over 2 years.

CHESTER COUNTY DEPARTMENT OF COMMUNITY DEVELOPMENT

\$13.5M

total funding
expended in 2014

1,150

invoices
processed

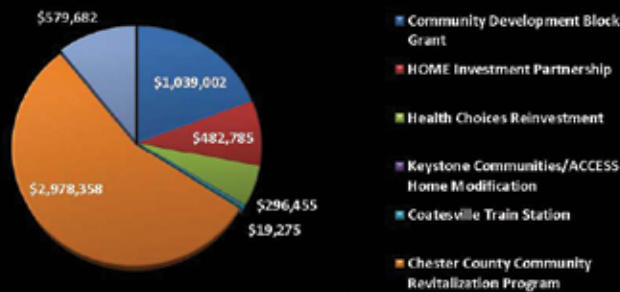
92

contracts
administered

227

Federal/State
drawdowns

Amount Funded for Services in 2014
Housing & Community Development - \$5,401,280



Amount Funded for Services in 2014
Workforce Development - \$3,203,051



Amount Funded for Services in 2014
Homeless Shelter - \$1,110,963



Amount Funded for Services in 2014
Community Agency Services - \$3,798,910





Chester County Board of Commissioners

Terence Farrell

Kathi Cozzone

Michelle Kichline

Chester County Department of Community Development

Director: Patrick Bokovitz

Deputy Director: Dolores Colligan

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