



March 12, 2012

Dear colleagues,

Every day in communities across America, AmeriCorps members are addressing the most critical issues of our time. During AmeriCorps Week, from March 10-18, we celebrate the incredible impact of AmeriCorps in Pittsburgh and across the nation.

Pittsburgh has been deeply impacted by the investment of AmeriCorps resources, and is the proud home of 10 AmeriCorps programs. Each of these programs plays a fundamental role in improving the lives of our citizens and their communities.

Attached to this letter, please find a short report on the collective impact of AmeriCorps resources in the City of Pittsburgh. We believe that the information within is a testament to how federal investment in national service makes a difference. It exemplifies the power of national service in mobilizing resources, engaging volunteers and strengthening non-profits to create high-impact solutions to local challenges.

The City of Pittsburgh has a strong tradition of service, which Mayor Ravenstahl formalized by joining Cities of Service, a bipartisan coalition of mayors that has committed to working together to engage citizens to meet critical City needs through impact volunteerism. National service resources are an essential part of fulfilling that mission.

Once again, thank you for your belief and continued investment in national service. We know firsthand that AmeriCorps impacts both its members and the communities that it serves. We look forward to continuing to engage national service members in meeting the most pressing challenges facing our City.

Sincerely,

Luke Ravenstahl  
Mayor, City of Pittsburgh

Helen Wachter  
Director, KEYS Service Corps



*Naila Bolus*

Naila Bolus  
President and CEO, Jumpstart

*Amanda S. Hope*

Amanda Hope  
Director, Pittsburgh Cares

*Chris Cooke*

Chris Cooke  
Director, PULSE

*Dannai Harriel*

Dannai Harriel  
Director, Pittsburgh Health Corps

*Kelly T. Caddy*

Kelly Caddy  
Director, Change a Heart Franciscan  
Volunteer Program

*MaryRose Walko*

MaryRose Walko  
Director, Compass AmeriCorps and  
Literacy\* AmeriCorps Pittsburgh

Enc: Impact of AmeriCorps in Pittsburgh, PA



**Impact of AmeriCorps in Pittsburgh, PA**  
***A report on the collective impact of nine national service programs in 2011***

We are pleased to share this report which reflects the collective impact of nine AmeriCorps programs in Pittsburgh, PA in **2011**, including: Mayor Ravenstahl's servePGH initiative, KEYS Service Corps, Jumpstart Pittsburgh, HandsOn Tech, PULSE (Pittsburgh Urban Leadership Service Experience), Pittsburgh Health Corps, Change a Heart Franciscan Volunteer Program, Compass AmeriCorps, and Literacy\*AmeriCorps Pittsburgh. These programs engage **375** AmeriCorps members in both direct and indirect service.

*Investing in Pittsburgh's Future*

- In 2011, **\$1,520,859** was raised by AmeriCorps members, including **\$1,179,988** of monetary donations and **\$340,871** of in-kind donations.
- Volunteers recruited by AmeriCorps members devoted **40,592** hours of service, valued at **\$832,542<sup>1</sup>**, to underserved communities and understaffed nonprofits Citywide.
- AmeriCorps members' direct economic impact on the City of Pittsburgh is **\$2,353,401<sup>2</sup>**.
- An anticipated **321** Segal Education Awards worth nearly **\$958,000** for higher education to be awarded to AmeriCorps members serving in 2011.
- PULSE has developed young adults into local leaders since 1994, promoting continued service and investment in Pittsburgh long after a participant's year of service ends. **90%** of the program's participants come from out-of-town, but at the end of the transformative year, **70%** stay in Pittsburgh, continuing to invest in and serve the City. The Late Mister Fred Rogers, a former site supervisor, explained, *"It's wonderful that PULSE is giving...college graduates an exposure to a wide range of urban occupations and the opportunity to grow in their ability to work with many different people."*

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<sup>1</sup> The hourly volunteer rate of \$20.51, determined by Independent Sector, is used for this calculation. More info at [http://independentsector.org/volunteer\\_time](http://independentsector.org/volunteer_time).

<sup>2</sup> This figure combines the monetary and in-kind donations raised by AmeriCorps members with the value of the volunteer hours recruited.



*Assisting Economically Disadvantaged Residents*

- **8,720** low-income residents received assistance from AmeriCorps members including job training services, case management, and home repairs.
- Compass AmeriCorps assisted **2,174** refugees adjust to a new life, including placing **163** in new work opportunities. The Corps' **15** full-time members provided direct support for refugees, including case management and free wrap-around social services support.

*Greening and Cleaning our Neighborhoods*

- Nearly **6,000** pounds (**3** tons) of litter were collected by both AmeriCorps members and recruited volunteers, creating cleaner and safer spaces for residents and local businesses.
- Through Mayor Ravenstahl's servePGH initiative, created in partnership with the Cities of Service coalition to promote impact volunteerism, **4** AmeriCorps VISTA members organized volunteers to beautify **47** City blocks; weatherize and restore **22** homes of veterans, seniors, and disabled residents; and maintain **22** half mile zones of City streets. Upon awarding Mayor Ravenstahl the "New Frontier Award," Carolyn Kennedy reflected,

*"Pittsburgh's program servePGH has harnessed the power of volunteerism to positively impact neighborhood development and youth engagement."*

*Improving Access to Healthcare*

- Pittsburgh's Health Corps members delivered cost-effective medical services to **5,492** low-income residents. Furthermore, members engaged **3,239** residents in health education classes and enabled **3,293** residents to receive life-saving screenings, tests, and immunizations in community settings.

*Educating Youth and Adult Learners*

- **8,668** youth were tutored or mentored by AmeriCorps members or volunteers they recruited.



- AmeriCorps KEYS reported that **82.8%** of their youth served showed personal improvement and **84.7%** showed an increase in academic performance. One community member served by AmeriCorps KEYS shared,
 

*“The KEYS members taught me that pride is as powerful as violence and knowledge is power. Now I can use my knowledge to restore my community and my pride in my community to help fight the violence.”*
- Literacy\* AmeriCorps Pittsburgh’s **34** AmeriCorps members served **931** adult learners through its partnership with Greater Pittsburgh Literacy Council.
- Jumpstart Pittsburgh engaged **121** college-age AmeriCorps members and **278** community volunteers in tutoring students at **6** learning centers across the City.

*Supporting the Nonprofit Community*

- **120** area organizations were served by members, including mentoring agencies, community groups, and start-ups.
- 2011 marked the first year that Google, HandsOn Network, and AmeriCorps VISTA partnered to bring **3** HandsOn Tech positions to Pittsburgh. These members helped **33** organizations better serve their communities by providing technical assessments and training support, and hosting regularly-scheduled technology workshops that **25-60** community members and employees attend. VISTA member Julie Yorkshire explained,
 

*“As one of three AmeriCorps VISTAs serving with the HandsOn Tech program, I am able to impact the stories of local nonprofits in need of technology support and assistance.”*

*Promoting Volunteerism*

- **3,758** volunteers were recruited by **9** Pittsburgh AmeriCorps programs. **1,327** volunteers were students and **153** were baby boomers.
- **20%** of the volunteers recruited were low-income community members.



### Featured AmeriCorps Programs

**Mayor Ravenstahl's servePGH initiative** seeks to engage citizens in impacting our City's greatest challenges through high-impact service initiatives, supported by four AmeriCorps VISTAs, which focus on securing a brighter future for youths through mentoring and educational opportunities, and revitalizing Pittsburgh's neighborhoods through community renewal projects. ServePGH was created in partnership with Cities of Service, a bipartisan coalition of mayors committed to developing a coordinated strategy to utilize impact volunteerism as a significant municipal strategy for addressing local challenges.

**KEYS (Knowledge to Empower Youths to Success) Service Corps** serves at-risk youth by providing safe places with structured activities, assisting with schoolwork, implementing community service projects, and involving volunteers. The organization's mission is to improve youth academic success, lead youth in making lasting community change, and enhance AmeriCorps members' careers.

**Jumpstart Pittsburgh** is the local chapter of a national early education organization working toward the day every child in America enters school prepared to succeed. Jumpstart delivers a research-based and cost-effective program by training college students and community volunteers to serve preschool-age children in low-income neighborhoods.

Through a partnership between Google, the HandsOn Network, and Pittsburgh Cares, Pittsburgh's **HandsOn Tech VISTAs** help nonprofits to better serve their communities through technology training and support. This includes creating technology assessments and plans, hosting community workshops, and planning free seminars with some of the brightest local minds in the technology field.

**PULSE (Pittsburgh Urban Leadership Service Experience)** cultivates a community of young servant leaders to transform Pittsburgh. PULSE invites talented, university graduates to partner with Pittsburgh nonprofits for a year of service and leadership. Members are trained and equipped through regular personal and professional development opportunities to become the next generation of civic and community leaders in Pittsburgh.



The **Pittsburgh Health Corps** increases healthy behavior and access to health services by enhancing the capacity of community and faith-based organizations in Allegheny County. In collaboration with local organizations, members provide a cost-effective means of delivering services to populations struggling with a myriad of poor health, social, mental, and environmental issues.

**Change A Heart Franciscan Volunteer Program** empowers young adults to live simply in community while serving a vulnerable population in the areas of health, education, nutrition, and other social services. The program also seeks to help s further their mission, foster volunteerism, create social capital, and inspire and mentor young leaders for a life of faith-filled service.

**Compass AmeriCorps** places members in nonprofits that have a mission of empowering newly resettled refugees with the tools necessary to help them to adjust to a new culture and way of life. Through providing case management and free wrap-around social services support, Compass AmeriCorps offers both members and those they serve a life-changing 11 months.

**Literacy\* AmeriCorps Pittsburgh** is a National Direct program managed by the Greater Pittsburgh Literacy Council. Members serve adults, families, and children throughout the Pittsburgh area by providing direct instruction in the areas of Adult Basic Education, GED preparation, English as a Second Language, Family Literacy, Employment Skills, and Children’s Literacy to help students reach their educational goals.