



“The Latino Center”

2018-19 Annual LHACC Outcomes Report

Mission:

“To empower, promote and advocate for the Latino Hispanic American community of the greater Harrisburg area by offering inclusive services that will be strength –based, collaboration oriented and solution focused.”

LHACC (The Latino Center) Services

Emergency/Basic Human Need Services Program:

In 2018, LHACC continued its efforts to provide basic human needs and empowerment programs to the community it serves. LHACC continued to collaborate and partner with corporations and other public and nonprofit organizations to meet the continued increase in demand for its services. For LHACC, 2018 was once again a productive year met with both challenges and new opportunities.

LHACC is the only Latino Center in the tri-county area of Dauphin, Cumberland, and Perry counties. It maintains a primarily bilingual staff. The center advocates for and assists clients through its Intake Referral/Follow-up and Outreach Operation, and public service/educational programs. LHACC also conducts extensive outreach in order to maximize resources and increase capacity and scope of delivery. LHACC is located in Allison Hill, Harrisburg, where the median household income is below poverty range and the over poverty rate is 29.94%. At the time of this report, 98% of LHACC clients are reported to be below poverty; 86.2% are Latino/Hispanic; 10.3% Black; 2.5% White; 1% other.

The Center continues to assist clients who were impacted by Hurricane Maria and decided to stay based on various factors, namely loss of housing in Puerto Rico, loss of employment, overall recovery hardship, and health related concerns. The Latino Center remained a port of entry for families as new families and individuals arrived for emergency services due to the aftermath of the hurricane that devastated the island. The need for LHACC's services significantly escalated beginning October 2017 and the need for case management increased exponentially. With no funds for case management past, March 30, 2018, LHACC applied for and received a Diakon Disaster Relief Grant through Lutheran Churches United. This grant allowed for one new case manager and one part time case manager for a one-year period. The new PR relief team quickly aided the families pending assistance, and continues to serve 111 head of household from Puerto Rico who fell victim to the hurricane. Total family members served, including head of household is over 400 individuals. The case management team reports that as of March, 2019, what remains in the area is representative of about 1/3 of the families who initially arrived to the Center. Records also indicate that families have chosen to return to Puerto Rico; relocate to another state, or remain here while LHACC continues to assist with basic needs, employment, housing and other necessities in hopes of achieving sustainability. It is worth noting that 19 of the 111 families currently being helped, arrived in early 2019, after their attempts at staying on the island and recovering from the hurricane became futile.

LHACC's key goals (2019 through 2020):

- Continue to identify and leverage “best practice” service models
- Build relationships that lead to additional grants/sponsors/donor opportunities
- Continue to partner and collaborate with other nonprofits, companies, organizations and the public sector to ensure necessary services can be provided to the community
- Expand youth LISTO Program to include added economic development programming
- Coordinate quality of life and empowerment programs such as the adult senior program, ESL literacy, environmental impact studies with colleges and universities, parenting programs, and informational/educational programs for the betterment of the community
- Continue to forge win-win partnerships with local government and community leaders that will result in mutual collaborations that positively impact the community LHACC serves.

Program Service Offerings

When the Latino Center initially opened its doors in 2010, LHACC served the community through its unique culturally competent bilingual staff and volunteers, offering Information Referral/Follow-Up/Outreach and Case Management Services. Since that time, these initial services have become recognized as Emergency Basic Human Needs, and Case Management Services were added out of necessity to provide long term assistance to families. Outreach continues through visits to and participation in external presentations, school open house events, community events and happenings, and through the dissemination of bilingual Latino Center brochures and flyers that assist with making the Center's services known. LHACC's Sponsors for the year are highlighted in all marketing materials, the LHACC Website, and in the many presentations given about the Center.

Throughout 2018, LHACC provided over 10,000 services that supported basic human needs including food, clothing, shelter/housing, safety, employment assistance, educational needs for self and children, health care matters, domestic violence, disaster relief (Hurricane Maria), citizenship referrals, and more. Additional programs offered at the Latino Center throughout 2018-19 include weekly English as a Second Language (ESL); a weekly Sharing Wisdom senior quality of life program; annual LISTO youth leadership program; and, various workshops for the community on topics related to parenting, intervention services, food and nutrition, domestic violence, scams, fraud, identify theft, Section 8 housing, and disaster relief services for the displaced and homeless (such as in the case of Hurricane Maria). As the only Latino Center in the tri-county region of Dauphin, Cumberland, and Perry Counties, the Latino Center has become a "go to" throughout the region, for clients for whom language and cultural challenges are barriers to obtaining emergency basic human need services and bicultural program offerings such as those mentioned.

Fiscal Year to Date: New & Continued Client Services

Total # services provided April 1,2018 to March 31, 2019 projected: 10,525

Total # of clients participated in LHACC Multi-purpose Facility programs: 2,600

Seniors/Adult:

LHACC's Sharing Wisdom Program ("Compartiendo Sabiduría") continues to help community seniors meet educational, social, and health/wellness needs in a culturally competent manner. This weekly gathering features visits from nurses, doctors, business professionals, clinicians, educators and other invited guest who present educational information on a wide range of topics such as: avoiding scams/fraud, food and nutrition, diabetes, health insurance, hygiene, low impact exercise, insurance, and heart disease. Glucose, blood pressure, cholesterol and additional screenings are held by local health professionals. Recreation is also a component of this Sharing Wisdom Program, as seniors play dominoes and bingo, sing, dance, do Zumba, share stories and enjoy fellowship. It should be noted that this program was conducted in Spanish throughout 2018, since for 98% of all participants, Spanish is their first language.

Youth Development/Training:

In 2018, LISTO (Leadership Institute Star Training Opportunity) a leadership program for high school youth was conducted. LISTO instills leadership attributes through workshops that evolve around Financial Management, Workforce Development, and Career Pathways/Future Direction. Learnings included stock market/investment competition, interviewing skills, resume development, decision making, team building skills and career match assessments. LHACC established there was a clear need for Latino youth programming and began to conduct outreach in coordination with local universities, high schools, and with the youth themselves. This past year, several corporations have embraced the Latino Center's LISTO program and the corporations continue to serve as LISTO faculty members, serve as mentors, and invite the students to tour company facilities as part of the program's "outbound experience" component. Nine (9) additional students, for a total of nearly 50 students participated in an intense 8-session program on evenings and weekends. LHACC is proud that no students dropped out of the 2018 program, and that since its inception in 2016, the program continues to realize a 100% retention and graduation rate. Students post program evaluations indicate a 100% satisfaction rate, and students even suggested expanding the program to include more sessions. In addition, the past three years, the Latino Center has served as host of the Harrisburg High Sci-Tech Campus' Community Partnership Development (CPD) Program which serves as an incubator for students to learn the importance of giving back to their communities. During this period, thirty (30) high school students will have completed CPD hours at the Latino Center. Also, during this same period, sixteen (16) students from Harrisburg High and Sci-tech High completed high school community service hours. Finally, seven (7) college students from various colleges including: Elizabethtown College, Messiah College, and University of Pittsburgh completed internships or required semester volunteer hours at the Center. Two (2) work study trainees also completed their 8-week **Rescare** training hours. As noted, in keeping with LHACC's goals, the Center expanded its outreach to youth and forged many partnerships with local colleges, high schools, and training institutions in the surrounding area. With LHACC's small staff, these partnerships help to provide the Latino Center with added human resources while at the same time fulfilling training and developmental needs of our youth. These were win-win collaborations!

Special Events Sponsorship and Participation

LHACC participated in various community outreach events reaching over 3,000 people with bilingual materials and information about LHACC's services and collaborative programming. LHACC sponsored several community events and held its own annual Hispanic Heritage Block Party, a Caribbean themed fundraiser /recognition banquet. These two events drew upwards of 1,200 attendees comprised of professionals, community members and companies. LHACC also participated in the 2018 Highmark Walk, several Penn State Studies, the prominent Harrisburg Art Association Gallery Walk, World Affairs Council Heritage Day, and other special projects throughout the City of Harrisburg. These events drew hundreds of stakeholders and members of the community who continue to support the Latino Center – LHACC.

Consumer Satisfaction Surveys/Client Demographics

Consumer satisfaction surveys conducted in 2018 revealed that clients are very satisfied with the services provided by LHACC and that the Center is meeting their needs. More specifically, based on monthly client satisfaction surveys, 94% of clients indicated they were very satisfied with the service outcome they received. 90% of the clients receiving basic human services during 2018 were below poverty (income below \$5,000/year). Clients served were 86% Latino/Hispanic; Black 10%; White 2.5%; Asian.13% and Other 9.37%. These percentages remain consistent with previous years. Total number of basic human need services provided by the LHACC intake staff was 10,529. The satisfaction survey results consistently demonstrate that although the three-year trend from 2013 – 2018 shows that LHACC's number of clients served has increased at a rate of about 3-5% annually, LHACC's quality of service delivery remains uncompromised.

Challenges:

Based on feedback obtained through surveys, LHACC continues to address challenges including cultural and language barriers by:

1. Providing access to basic social services previously unattainable due to language and cultural barriers.
2. Informing how to navigate the public transportation system and working with city transportation system to translate schedules into Spanish.
3. Communicating jobs with employers who have bi-lingual supervisors and therefore can hire monolingual speakers.
4. Referring to organizations on client matters related to citizenship and immigration, such as Catholic Charities, CASA, the International Service Center and the Consulates.
5. Conducting English as a Second Language programs and also one-on-one tutoring.
6. Ensuring announcements made available in only English, from other organizations, are translated into Spanish so LHACC clients can become aware of the opportunities and also participate. (Spanish is the first language of 86% of LHACC clients.)
7. Continuing to assist displaced clients from Puerto Rico since Hurricane Maria with long term relocation needs. It is anticipated sustainability will take up to two years for most families.
8. Continuing to collaborate with companies and organizations in an effort to forge win-win collaborations for the betterment of our Center and its clients.

Submitted to: LHACC Stakeholders

Submitted by: LHACC Executive Director, April, 2019

“LHACC - Making Connections Toward Making a Difference”

2018-19 MAJOR Grantors/Sponsors

(In order of sponsorship level)

**United Way of the Capital Region
Christian Churches United
City of Harrisburg - CDBG
Hershey Company
PNC Bank**

**UPMC
CAPITAL BLUE CROSS
The TFEC Foundation**

**HIGHMARK
PHFA
PINNACLE**

**COMCAST
COUNTRY MEADOWS RETIREMENT COMMUNITIES
GIANT
PEPSI**

**DAUPHIN COUNTY COMMISSIONERS
HERSHEY ENTERTAINMENT
AETNA
AMERIHEALTH CARITAS**