

## 700 Flooded Families Receive Help

North Hills Community Outreach was founded in 1987 after flooding ravaged portions of the North Hills. We know from experience that flood recovery is not a fast process, but rather a long, frustrating experience for the flood victims that can continue for many months.

It has been more than five months since Hurricane Ivan swept through Pittsburgh, hitting our community particularly hard. There are still families who have not moved back into their homes, and many flooded businesses have yet to re-open.

From the very beginning, we promised to walk alongside flood victims until their lives returned to some semblance of normalcy. Seven hundred flooded families have received help so far (as well as 16 businesses), and we expect our flood relief efforts to continue for at least several more months.

In the days and weeks following the flood, our phones never stopped ringing, hits to [www.nhco.org](http://www.nhco.org) skyrocketed, and our main office in Hampton was overflowing with donations and volunteers wanting to help. Our office could not accommodate the huge amounts of donations, so **Teri Martin** of **Northway Mall** offered space to collect clothes, food, cleaning supplies, bedding, household items and other goods. **Marlene Woods** was invaluable as our lead volunteer at the mall. **Temple Ohav Shalom** also generously donated temporary space.

The number of furniture donations was almost overwhelming, and we can't thank volunteer **Dottie Edwards** enough for taking the lead on matching donations with flood victims' needs. To further increase our effectiveness, we partnered with **Network of Hope** to coordinate some furniture donations and storage.

In the first six weeks after the flood, we shared \$82,700 worth of food, clothes and household items with affected families, local shelters and distribution centers. We sincerely apologize to potential donors and volunteers who may have slipped through the cracks due to the sheer volume of calls we received in the first few days after the flood. Please know how much we appreciate your offer to help.

We walked door to door in Etna, Millvale, Shaler, Hampton and other flooded areas to assess needs and offer help. If no one answered, we left an informational door hanger.

After drying out, our main concern was getting furnaces and hot water heaters to those who lost them. Registered Master Plumber **Bob Csaszar** quickly installed 29 furnaces at a reduced cost and completed the necessary ductwork. Washers, dryers and hot water tanks were also a huge need, and **Etna-Shaler**



*Members of **Orchard Hill Church** donated \$6,500 worth of new backpacks and supplies to replace what flood victims had lost.*

**Rotary** and **Glenshaw Kiwanis** provided \$24,450 and \$30,705, respectively. **Sears** at Ross Park Mall provided major appliances at a discount with free delivery and set-up.

**St. Margaret Foundation** gave a lead grant of \$100,000. Additional foundation grants followed, as did contributions from caring community groups and individuals.

After funding was secured, it became possible to hire special staff to help the flood victims so that we could continue to help non-flooded families (our "regular" work) effectively. The temporary staff, now housed at the already crowded Millvale Satellite, is busy matching donations with flood victims' needs, organizing volunteers to make deliveries and restore flooded homes and businesses, providing emotional support to those still recovering from their losses, and directing people to additional resources.

NHCO values collaboration, and we are active members of the **Etna Team for Neighborhood Assistance** (E.T.N.A.), **Millvale Assistance Team** (M.A.T.) and **Southwest PA Long-Term Recovery Team**. We are in regular contact with other helping agencies and government officials to ensure that services are sufficient and unduplicated.

As devastating as this flood has been, it has proven to us that our vision of northern Allegheny County as a community where everyone shares with their neighbors in hardship is right on target. **Thank you to everyone who has helped to ensure that no one in need is cold, hungry or forgotten.**

This edition of *The Connector* is generously underwritten by **Dollar Bank**.

*The Connector* is published three times per year and mailed to 12,000 local addresses.

You can help us save postage and printing costs by signing up to receive the newsletter electronically. Also, please let us know if you are receiving more than one copy.

Send any address corrections or other comments regarding *The Connector* to [help@nhco.org](mailto:help@nhco.org).

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(*Other times by appointment*)

email: [help@nhco.org](mailto:help@nhco.org)

website: [www.nhco.org](http://www.nhco.org)

**Mission:** North Hills Community Outreach is an interfaith nonprofit organization that addresses the spiritual, emotional, physical and material needs of people in crisis, hardship and poverty.

**Vision:** Northern Allegheny County is a community where everyone shares with their neighbors in hardship and no one is cold, hungry or forgotten.

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## \$511,565 Distributed to Flood Victims\*

- 700+ families have received assistance
- 16 businesses have received assistance
- \$189,882 in direct financial assistance, including:
  - \$117,905 in 29 furnaces installed with ductwork
  - \$42,495 in washing machines, dryers, stoves and refrigerators
    - **St. Vincent de Paul** donated \$9,100 for 33 new washers and dryers
- \$321,683 in in-kind assistance of furniture, food, household goods, clothing, bedding, cleaning supplies, etc. Also includes:
  - \$100,000 in American Eagle clothing
  - \$13,000 in new shoes, donated by **Kinol Sharie Leyh & Associates**
- 100 dehumidifiers are being rotated among affected communities
- 465 individuals volunteered 2,985 hours in the first two months after the flood
- \$675,150 received from foundations
- \$214,218 received from individuals, businesses, congregations, civic groups and schools
- \$100,000 still needed

*\*All numbers as of February 10, 2005*

## Millvale Satellite Fully Restored

Our own Millvale Satellite sustained heavy damage in the flood, and we lost everything in the basement and on the first floor. While the office was undergoing renovations, **St. Margaret Foundation** generously housed two of our Millvale staff members so that we could continue to help those in need.

After weeks of clean-up and restoration (led by **Bob Amelio** and an amazing group from the **Rotary Club of McCandless**), the Satellite re-opened on November 15. Volunteers **Gary Brandenberger**, **Dick Spahr** and **Paul Garrett** also contributed to our quick recovery.

**Rich Manges** donated the copier and the majority of the furniture and office supplies. Additional office furniture and file cabinets were donated by **University of Pittsburgh**, **Office of Surplus Supplies**. **Butch Dinkfelt** donated and installed \$4,300 in office partitions and secured an additional \$3,140 in partitions from **SAE International**. Volunteer **Gus Meeder** spent 100 hours re-wiring phone and computer lines. **Sean Riddle** of **Chem-Dry** cleaned the carpets, and **Penn Carpet** provided flooring supplies.

Plans are still underway to renovate and expand the existing Millvale Community Center and move our Satellite there (see story on back page).



*This is what our Millvale Satellite looked like the morning after the flood.*



*Utility Specialist Petrina Sichak works on an energy assistance application for a family in need at the renovated Millvale Satellite.*

## Fundraisers for NHCO's Flood Relief

More than a dozen groups held fundraisers to benefit our flood relief. The events varied in theme and amount raised, but they all had one thing in common: the organizers wanted to help their neighbors in need. It's not too late to organize your own fundraiser, so here are some ideas to get you started!

- **American Express Financial Advisors** donated \$25 for each person who attended a free consultation and mentioned NHCO.
- **Heath Grabenstein** and friends raised \$2,362 at a day-long concert at **Mr. Small's** and **Ozzie's Bar**.
- **Pittsburgh North Golf Club** donated \$1 for each round of golf played throughout October, plus cart fees on one day, resulting in \$1,400.
- **North Hills Chorale** raised \$2,164 at a concert held at Berkeley Hills Lutheran.
- **Shults Ford** collected \$1,370 at four North Hills locations.
- **In the Kitchen** donated a complete dinner to a family in need for every ten purchased.
- **Jack Shattauer**, owner of **Buck or \$2** in Etna, donates a portion of every sale, on top of an initial \$1,000 donation (before he even opened his doors for business).
- **Personalized Books'n Things** donated \$102 from sales of Letters to Santa.
- **Cub Scout Packs #114, #161 and #195** (Hampton) arranged a fundraiser at **Pizza Hut** on Route 8, which brought in \$233.
- **Usborne Books** donated \$600 from sales.
- **P&G Diner** in Millvale donated all profits from their grand re-opening.
- **ESPN/Disney** donated \$2,500 from a Wheeling Nailers hockey game.

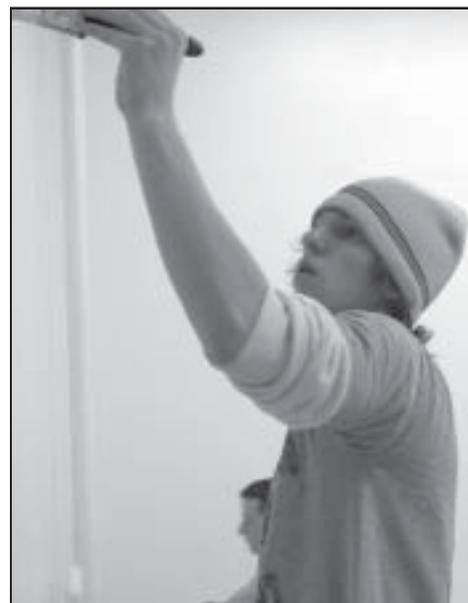
## A Few More "Thumbs Up" for Flood Help

- Many congregations, civic groups and schools held special food drives to replenish our food pantry shelves. **Treesdale Neighborhood Association** brought in two huge truckloads of food at a time when our pantry shelves were getting too bare for comfort. **Pine-Richland Middle School** donated \$3,000 worth of much needed food.
- **Fox Chapel Borough** and **Shaler Township** featured our flood relief efforts in their newsletters.
- **Bethlehem Lutheran** Sunday School packed 60 bagged lunches for flood victims in the first few days of recovery.
- **Daniel** and **Lisa Welch** of Shaler coordinated a massive donation from 20 families to help flood victims.

## Volunteers Still Needed!

As our recovery efforts continue, we still need volunteers. Contact Ginny Giles at 412-821-0904 or [vmgiles@nhco.org](mailto:vmgiles@nhco.org).

- Skilled carpenters, contractors and/or handymen/women who can supervise less skilled volunteers (such as students) in the minor repair of flooded homes and businesses
- Groups and/or individuals to work with these crew leaders
- Individuals with pick-up trucks to assist in the delivery of donated furniture and appliances to flooded families
- Receptionists and people with above average computer skills are needed at the Millvale Satellite



*Grove City College students paint the inside of Lasting Memories, a Millvale flower shop that re-opened just in time for Valentine's Day.*

## Helping Businesses Impacted by the Flood

When our Millvale Satellite was damaged in the flood, many businesses offered donations of equipment, furniture and supplies. Although our primary focus is still helping individuals and families, we felt it was important to assist businesses impacted by the flood and share what others had offered.

We have provided refurbished computers, fax machines and other office equipment; dehumidifiers; referrals for legal aid, financial counseling and depression; grocery store gift cards; furnace and hot water heaters; and hundreds of hours of volunteer time. We are also extending our employment services to those who lost their jobs due to the flood.

In collaboration with the **Northern Allegheny County Chamber of Commerce**, we have formed a **Business Recovery Advisory Committee** to address the needs of flooded businesses. Committee members include **John Comport** of Baierl Chevrolet, Millvale Main Street Manager **Jeff Schaffer**, **Marilyn Landis** of Basic Business Concepts, retired Millvale business owner **Frank Capan**, **Jennifer Cohen** of Lincoln Enterprises, and **Jim** and **Richard Loeffler** of INTUNE Business Advisors.

If you are a business owner impacted by the flood or would like to donate and/or volunteer, please contact Don Breitbarth at 412-821-0904 or [dbbreitbarth@nhco.org](mailto:dbbreitbarth@nhco.org).

## True Holiday Spirit Abounds

- 252 families received 700 new or gently used coats at our free **Winter Coat Shop** in October. Several hundred additional coats were given to other agencies, shelters and congregations. Special thanks to Fox Chapel senior **Michael White**, **Shaler Area Middle School** and **Mellon Financial Services** for their outstanding collections and to **Ross Community Center**, **Treasure House Fashions** and lead volunteers **Jane** and **Tom Furar**.
- More than 600 families received a complete and nourishing Thanksgiving dinner through **Turkey on Every Table**. Thanks to all participating groups, and a special thumbs up to large project donors **Shaler Area Middle School**, **St. Paul's UMC** and **St. Bonaventure**. Thanks again to **Jane** and **Tom Furar** for leading the project.
- 440 families received utility and grocery credits through **Sharing Holiday Warmth**. With these expenses paid, the families were provided the dignity of selecting and purchasing their own holiday gifts for their loved ones. This year's annual donor appreciation brunch was held at **Atria's** in O'Hara. Special thanks to the restaurant and manager **Bill Versaw** for donating the brunch, **Reverend Bob Musser** of Good Shepherd Lutheran for orchestrating the partnership with Atria's, and volunteers **Sandy Danahey**, **Sandy Cessar**, **Carol Bliss**, **Freda Copper** and **Gwen Spahr**.
- **Kerr**, **Burchfield** and **Avonworth Elementary** teachers encouraged parents and students to give to NHCO in lieu of holiday gifts.
- Instead of exchanging gifts, **Barbara Rankin** and friends gave \$160; **Eichenlaub Landscape** gave \$2,000; and **North Park's Division 4 Paddle Tennis Team** gave \$120.
- **Bellevue Fire Station 108** treated 25 local children to a holiday party, complete with a visit from Santa.



*Ashley Reid of Wexford displays some of the items she and her brother Tim purchased with their own spending money. They donated the gifts to NHCO's Toy Shop, which helped 357 families this year. Thanks to lead volunteer **Karen Boujoukos**.*

"I know the true meaning of Christmas, but you can't explain to a six-year-old why there isn't anything under the tree. The tree was filled with very nice gifts thanks to the kindness of others. People look at us, where we live, and probably have no idea what situation we are in financially. I truly hope that all of you know just how much everything was appreciated."

*From a Shaler mother of three who received assistance through Sharing Holiday Warmth*

## Winter Projects Raise Needed Funds

Gift wrapping, bellringing and a citrus sale all brought in much needed funds to help local families in crisis. This year's Gift Wrap garnered \$2,985 for local food pantries. Thanks to **Northway Mall** for donating the space, 140 volunteer gift wrappers, and lead volunteers **Char Friel** and **Ruth Graham**.

Seventy-six volunteer Salvation Army bellringers gave 119 hours at **Shoppers' Choice** and **Festival Foods** in Wexford, raising \$1,866. Special thanks to **AAUW** and **Cub Scout Pack 36** for each covering an entire day. Finally, 1,330 boxes of fruit were sold during this year's Citrus Sale, raising \$9,600. Thanks to **St. Paul's UMC** for space for sorting and distributing and to **Donut Connection** for providing breakfast for our volunteers. **Arlene Frances** was our top seller with \$1,148 in sales; **St. Catherine of Sweden** wasn't far behind at \$1,080. For a list of our top citrus groups and individuals, visit [www.nhco.org](http://www.nhco.org).

## Program Targets Tobacco Prevention

Our newest initiative is **Tobacco-Free North**, an outreach program aimed at teenagers, pregnant women and individuals who utilize local food pantries. Goals are to prevent these individuals from starting tobacco use and to educate those who already use it. Tobacco use is an economic issue as well as a health concern.

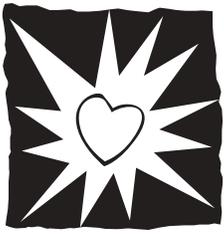
The target area encompasses Etna, Millvale, Shaler and Sharpsburg. Funded by the **Allegheny County Health Department**, the program will be housed at the **St. Margaret Foundation** in Aspinwall. For more information, contact Maria Christina at 412-821-0904 or [mschristina@nhco.org](mailto:mschristina@nhco.org).

## Youth Help Neighbors in Need

Our Youth Leadership Program helps children and youth learn the value of volunteering and helping others. The following students recently completed their senior projects at NHCO: **Kevin Craig**, **Shawn Kelly**, **Janice McSorley**, **Matt Mento**, **Robin Miller**, **Shana Seng** and **Dan Vita** (all at Shaler Area), and **Jim Cook** (North Hills). Additionally, volunteers **Brittany Kenst** (Shaler Area senior), **Michael White** (Fox Chapel senior) and **Diane Prager** (North Allegheny alum) spoke about their volunteer experience at a recent luncheon for principals and guidance counselors.

To get involved, please contact Susan Rohm at 412-307-0069 or [shrohm@nhco.org](mailto:shrohm@nhco.org).

## Faith in Action Program Expands



**FAITH**  
IN ACTION

“Mary” is a 67-year-old widow who lives in McCandless. She first came to NHCO for utility and food assistance. After assessing her situation, we determined that Mary could benefit from our Faith in Action program. Caring volunteers, many of them youth, mow her lawn in the summer and rake leaves in the fall. We also arranged for a volunteer handyman to fix a door in her house. NHCO participates in United Way’s Day of Caring, and volunteers helped to paint her house last September. We

collaborated with **Salem United Methodist** to deliver Thanksgiving dinner to Mary and her 95-year-old mother.

**Faith in Action** is a nationwide program that utilizes volunteer caregivers to help the frail elderly and adults with disabilities remain safe and independent in their homes. Volunteers provide nonmedical services such as transportation to doctors’ appointments, grocery shopping, light chores, home safety checks, and friendly phone calls and visits.

We are expanding Faith in Action into the Fox Chapel and Allegheny Valley school districts. **St. Margaret Foundation, Fox Chapel Presbyterian, St. Joseph, Good Shepherd Lutheran, Adat Shalom, Fox Chapel Episcopal, Sharpsburg Family Worship Center** and **Fox Chapel Rotary** are all supporting **Faith in Action—Hartwood**. Twenty-four new volunteers attended two recruitment sessions. In addition to the traditional FIA program of matching caring volunteers with adults in need, we are also developing a free transportation service for seniors. **St. Margaret Foundation** will house this program.

Special thanks to the FIA-Hartwood Advisory Committee members: **Annie Futrell, Suzanne Gilch, Mary Milne, Reverend Betsy Rodewald, Lisa Silberg** and **Susie Williams**.

New Faith in Action volunteer caregivers are always needed, and training is provided. We urgently need volunteers to transport frail elderly individuals or deliver food to them from the **North Boroughs Food Pantry** on Thursdays, 6-8 PM and Fridays, 10-noon. Contact Cathy Pschirer at 412-307-0069 or [clpschirer@nhco.org](mailto:clpschirer@nhco.org).



*Thirteen-year-old Chris Condrin of Ross made and donated 30 boxes of cookies and candies for his Confirmation project.*

## Souper Bowl Stocks Pantries

The annual Souper Bowl food drive was a huge success, with 13,250 food items donated to local food pantries. Thanks to lead volunteer **Rosemary Prager** and these schools for their hard work:

- Bellevue Elementary
- Burchfield Elementary
- Eden Christian Academy (Berkeley Hills)
- Highcliff Elementary
- Hosack Elementary
- Jeffrey Elementary
- North Allegheny Intermediate
- Peebles Elementary
- Pine-Richland Middle
- Providence Heights Alpha
- Reserve Elementary
- Rogers Elementary
- Saint Athanasius
- Saint Teresa of Avila
- Seville Elementary
- Wyland Elementary

## Thumbs Up to “People Helping People”

- **Don Noonan** published NHCO events and contact information in several **Town Planner** calendars.
- Customers at **Foodland** (Mt. Royal and Pines Plaza) purchased 504 Community Care Packages valued at \$6,478 for NHCO’s food pantries.
- **Bellevue Elementary** students collected more than \$600 in change for the North Boroughs Food Pantry. Special thanks to sponsoring teacher **Sharon Timber** and Principal **Bryan Kale**.
- **Vitelli Eye Care** in O’Hara has provided free exams and glasses for nineteen individuals in need. “I wish I could adequately express how happy you have made us both for the feeling of health and well-being these gifts have given us.” (mom and daughter from Etna)
- **Franklin Park Borough** collected \$200 worth of food at its winter bonfire. Thanks to organizers **Rebecca Juneau** and the **Gene Feliciani Family**.



*Hampton residents donated and Allison Park Postal Carriers collected and delivered 1,128 bags of food valued at \$13,536 during an impromptu food drive organized by caring postal workers like Tom McGaughey.*

## Flood Victims Send Heartfelt Thanks

“I have to shout out a great big THANK YOU to NHCO for coming to my aid during this stressful time. Your kindness and consideration for me was overwhelming! In return, I am now helping other flood victims. I believe if you are blessed to be helped by others the only way to repay this debt is to help someone else.” *(Millvale)*

“Thank you very much for all the brand new shoes, sheets, pillows, skillet, heater and food. All your help is a blessing!” *(Etna)*

“Words cannot begin to thank you for your generous gift of a furnace for my house. If at any time you need someone for volunteer work, feel free to call me.” *(Sharpsburg)*

## NHCO to Mentor Eleven Organizations

Through **Compassion Allegheny**, NHCO and our partners (**Nonprofit Leadership Institute** at Duquesne University and **KEYGroup**) will provide training and personalized technical assistance in basic nonprofit effectiveness to 11 small organizations serving disadvantaged individuals across Allegheny County. Assistance includes how to:

- Select and orient Board members based on their passion for community service
- Lead and retain a qualified and diverse workforce of staff and volunteers
- Identify and utilize best practices in program development
- Access and manage in-kind gifts

The training and personal technical assistance is a value of more than \$15,000 for each participant. Each organization will also receive a laptop donated by **Emerson Process Management** to help them with their mission and capacity-building activities. Successfully participating organizations will also receive a financial award ranging from \$2,000 to \$10,000 to address organizational needs identified during technical assistance.

Eleven organizations were selected from a field of 29 applicants by a community review panel: **Gregg Behr**, The Forbes Funds; **Jan Ferri-Reed**, KEYGroup; **Wayne Jones**, Heinz Endowments; **Michael Kumer**, Duquesne University's Nonprofit Leadership Institute; **Norma Raiff**, Sojourner House; and **Rev. Dr. James Simms**, Allegheny County Office for Faith- and Community-Based Initiatives. Congratulations to the organizations selected:

- **Allegheny County Youth Creations**—serving Coraopolis
- **Bread of Life Food Pantry**—serving Etna
- **Calvary Baptist Church Family Life Center**—serving the Hill District
- **Consumer Health Coalition**—serving those without healthcare in Allegheny County
- **Nehemiah Emmanuel Community Development Corporation**—serving Braddock, Rankin, Swissvale
- **Network of Hope**—serving Sharpsburg and other northern suburbs
- **Reach Up**—serving Swissvale, Braddock, Rankin, North Braddock
- **St. Paul's Baptist Church**—serving Point Breeze, Homewood, East Liberty
- **The Whitehall Church**—serving Baldwin, Brentwood, Whitehall
- **Urban Youth Action**—serving all urban neighborhoods in Allegheny County
- **Working Women with Disabilities**—serving women in Edgewood, Swissvale and surrounding communities

Compassion Allegheny is a three-year project, funded at NHCO by the U.S. Department of Health and Human Services Compassion Capital Fund. Volunteers **Tom Lazar** and **Jim Urlich** will share their expertise in marketing and process evaluation, respectively. **The Pittsburgh Presbytery** has provided \$6,500 for year two. For more information, contact Director of Technical Assistance Joseph Khanh Bui at 412-307-0069 or [jdbui@nhco.org](mailto:jdbui@nhco.org).

## Volunteer Opportunities at NHCO

- We need someone with advanced knowledge of **Microsoft Access** to help manage our database of more than 1,300 volunteers.
- Individuals are needed to make weekday **deliveries** using their own vehicle or NHCO's van or truck.
- There will be a **Speakers' Bureau** training (date to be determined) for individuals interested in public speaking and forwarding NHCO's mission.

Contact Martha Lashbrook at 412-487-6316 or [mtlashbrook@nhco.org](mailto:mtlashbrook@nhco.org).

## Support Groups

Call Harriet Gibbs at 412-487-6316.

- Alzheimers/Dementia: Every second Tuesday, 7 PM
- Young Widows/Widowers: Every first Thursday, 7 PM, King's Restaurant in Wexford
- Grieving Friends Bereavement : March 7, April 4, May 2, June 6; 2-4 PM

## Workshops & Seminars

Call Harriet Gibbs at 412-487-6316.

- March 12, 10-noon: Durable Power of Attorney, \$20
- March 30, 2 PM: Basic Facts on Colon & Rectal Cancer Screening, Free
- April 9 and 16, 9-1 PM: Mature Driving (two-part program), \$10
- April 14, 10-11:30 AM: Medicare and You, Free
- May 12, 6-8 PM: Durable Power of Attorney, \$20
- May 19, 9:30-11 AM: Protecting Seniors Against Fraud and Theft, Free

## Volunteer Orientations

Current and prospective volunteers are invited to attend a one-hour session to learn about NHCO's services and volunteer opportunities. Call Martha Lashbrook at 412-487-6316.

- March 22, 1 PM    April 28, 10 AM    May 21, 10 AM

## Other Announcements

- Now through March 24: Donations are being accepted for our **Spring Share** project, which provides grocery store certificates and candy for children's baskets. We expect to help 400-500 low-income families this year. Call Judy Murchak or lead volunteer **Audrey Edwards** at 412-487-6316.
- March-April: Food and funds donated to our pantries will count towards the **Feinstein Foundation's \$1 Million Challenge**, and NHCO will receive money to feed more hungry people. Call Natalie Klaum at 412-487-6316.
- March 4-June 6: Tickets available for **84 Lumber Classic PGA Golf Tournament** to be held September 12-18 at Nemaquin. \$10 (55% off regular price). All proceeds benefit NHCO. Call Kerry Mink at 412-487-6316.
- May 12, 3:30 PM: 4th Annual **Mini-Masters Miniature Golf Tournament** at RMU Island Sports Center. A great opportunity for friends, families and co-workers to have fun while helping their neighbors in need. Includes a challenging round of miniature golf, buffet dinner, silent auction and prizes. Sponsorships and advertising opportunities available; donations are still needed for the silent auction. Call Diane Hutchins at 412-307-0069 or lead volunteer **Althea Worthy** at 412-732-0600.

## Survey Examines Knowledge of Poverty and NHCO

We are always working to increase our visibility in the local community to let people know that NHCO is the best place to be when you need help or want to help others. We also work to identify unmet community needs and respond with vision, compassion and effectiveness. To help us meet these strategic goals, we recently conducted an *anonymous* telephone survey of northern suburbs residents to determine what people know about poverty in general, services available for those in need and NHCO.

Here is some of what we learned from the 144 people who so kindly completed our survey; full results are available at [www.nhco.org](http://www.nhco.org). All questions were open-ended, and we did *not* identify ourselves as NHCO representatives.

- 87% of respondents have heard of NHCO, but 37% could not name a service we provide.
- "What services should nonprofits focus on?" Top three answers were jobs, housing and hunger.
- "Is there sufficient help for people in need?" 41% yes; 37% no, and 22% don't know
- "Can you name any nonprofits that help?" NHCO came in a very respectable third with 24 responses; Salvation Army and Red Cross were mentioned 32 and 29 times, respectively.

Special thanks to **Lynn Landis** for making calls and allowing us to use his Malin, Bergquist & Co. office and phones, and volunteer callers **Lorna Andrew-Jaja, Yvonne Brandon, Jodie Fine-Sheriff, Joanne Graham, Ruth Graham, Ruth Maloney, Gary Roney, Ruth Schmitz** (who made the majority of the calls) **Bobbi Jo Wagner** and **Norm Woods**.

## 284 Donors Answer Call for Help

We conducted our first-ever phone campaign, calling longtime contributors and offering a personal touch to our appeal. We have received **\$45,509** from **284 generous donors**.

Many thanks to expert fundraiser **Jay Fairbrother** for volunteering his time and talent. Thanks also to the volunteers who helped with this project:

David Breen	Judy McDowell-Daniel	Janice Peischl
Clemmy Brodsky	Brigida Mertz	Mary Jane Sobo
Jan Chirdon	Katelyn Malengowski	Diane Viscusi
Joyce Cottrell	Lorraine Miller	Bobbi Jo Wagner
Caprice DeLauder	Ryan Mink	Alex Whiting
Ruth Mlikan	Wenly Nelson	Cindy Whiting
Agnes Rhodes	Helen Neudorfer	

We will repeat the phone campaign (*to different donors*) this spring. Those on the call list will receive a postcard beforehand, so there are no surprises. We need volunteers to make calls and help with follow-up. Contact Kerry Mink at 412-487-6316 or [kamink@nhco.org](mailto:kamink@nhco.org).

## Please accept my gift to forward NHCO's mission!

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Email \_\_\_\_\_

Phone (in case of questions) \_\_\_\_\_

### GIFT AMOUNT & PAYMENT METHOD

\$30  \$60  \$80  \$100  Other \$ \_\_\_\_\_

Check enclosed.

MasterCard # \_\_\_\_\_

Visa # \_\_\_\_\_

Expires \_\_\_\_\_

Signature \_\_\_\_\_

### OPTIONAL

Save postage! No acknowledgment necessary.

This is my first gift to NHCO.

Please contact me about volunteering.

Please contact me about including NHCO in my will.

This gift is:

in honor of  in memory of  in celebration of  
\_\_\_\_\_

Please notify:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NHCO is an IRS-approved 501(c)3 organization.  
Your donation qualifies as a charitable deduction.

W05NEWS

## Wish List Priority Items

- Microsoft Visio 2000 or higher, Adobe PageMaker 7.0
- First aid kits
- Tabletop copiers in good working order
- Clipboards
- Portable tv/vcr combo (2)
- Office Max gift cards
- Funds or services for upkeep to NHCO's vehicles

You can find our entire list at [www.nhco.org](http://www.nhco.org). To donate, contact Dianne Buirge at 412-487-6316 or [dmbuirge@nhco.org](mailto:dmbuirge@nhco.org).

## Millvale Satellite Expansion Status

The Millvale Satellite Expansion, a collaborative effort with the **Borough of Millvale** to expand and renovate the existing Millvale Community Center, has been delayed a bit due to the flood. However, the need to move forward with this project is now urgent as the community center suffered roof damage as a result of the flood. In the days after the disaster, the center served as the area's only shelter for displaced families. The American Red Cross set up its service center, the Salvation Army distributed supplies, and the Allegheny County Health Department gave tetanus shots there. Meals were served for several weeks to weary residents without the ability to refrigerate or cook their food at home.

More than 1,000 families in need were served at the Millvale Satellite in 2003-04. With the addition of five flood staff, the office is busier and more crowded than ever. Additionally, maneuvering a wheelchair throughout the space is quite difficult. We need to move into the new community center to effectively address the needs of families in Millvale and 22 neighboring communities. So far, we've raised \$731,540—about one-third of our goal. **Manpower** has donated 13 rooms of like-new office furniture, and architect **Ted Meinert** and surveyor **Howard McIlvried** are donating their expertise. We hope you can help us reach our goal with a financial gift or in-kind donations of professional services, building materials or equipment.

The value of a strong community center cannot be overemphasized so that in the event of future disasters (and everyday crises as well), the community and NHCO will be able to help those in need with compassion and effectiveness. To learn more, contact Fay Morgan at 412-487-6316 or [fpmorgan@nhco.org](mailto:fpmorgan@nhco.org).



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