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# JustHarvest News

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# JUST HARVEST TO NEW DPW CHIEF: IT'S TIME TO FIX WELFARE!

For years, Just Harvest has been helping Allegheny County residents overcome the obstacles they encounter when applying for public benefits – food stamps, cash assistance, medical benefits, child care, and LIHEAP – at the County Assistance Offices. Despite our continued efforts to raise these systemic welfare department problems as a public concern, very little has been done by the state's Department of Public Welfare (DPW) to address these chronic issues.

But then came the departure in Feb. 2013 of DPW Secretary **Gary Alexander** and the completion of our report, *Barriers to Benefits*, documenting serious and widespread DPW customer service issues [see "BARRIERS TO BENEFITS" p.

2]. We saw an opportunity.

We brought together Just Harvest clients in a series of meetings and decided together on a course of action: making our case for needed change at DPW to its new top administrator. Our public policy advocate Rochelle Jackson got on the phone, sent half a dozen emails, and a public meeting with the new DPW Secretary **Beverly Mackareth** was secured.

On October 30, Sec. Mackareth came to Pittsburgh to meet with Just Harvest food stamp clients at our office. The crowded room of clients, advocates, and the media weren't sure what to

(SEE FIX WELFARE!, PAGE 3)

### 25TH ANNIVERSARY HARVEST CELE-BRATION DINNER A GREAT SUCCESS! 400 SUPPORTERS HELPED US RAISE OVER \$30,000!

On October 16 in New York City, activist nun **Sister Simone Campbell** followed in the illustrious footsteps of the Dalai Lama, Nelson Mandela, former U.S. presidents, and other world leaders in receiving a Roosevelt Four Freedoms Medal.

The day prior, in what some called a "pilgrimage with the poor," Sr. Simone - executive director of **NETWORK**, a **Catholic Social Justice Lobby** - took part in an interfaith group of religious leaders who went to Capitol Hill to call for an end to the government shutdown.

But on October 22, Sr. Simone was in Pittsburgh at our 25th Annual Harvest Celebration Dinner. She took the stage to deliver the evening's keynote address: "A View from the Bus: Searching for Economic Justice."

She spoke about the gap between the poor and the rest of society. "Remember the first three words of the Declaration of Independence?" Sr. Simone asked. We the people. It bespeaks a unity that has been weakened by misguided notions – about class and power, and about who is poor in this country.

Sr. Simone spoke of the seemingly unfathomable gap between the haves and have-nots. She reminded us that we have the tools to bridge that separation. We the people can end poverty and end hunger as soon as we remember that we have "civil obligations" as well as civil rights. She brought the crowd to its feet.

The evening's other moving and memorable moments included



Sr. Simone Campbell, keynote speaker at Just Harvest's 25th Annual Harvest Celebration Dinner

(SEE HARVEST DINNER, PAGE 4)

## **RESEARCH &**

### **BARRIERS TO BENEFITS**

For six years we have been helping Department of Public Welfare (DPW) clients with help obtaining food stamp benefits. We soon recognized their difficult experiences with the DPW deserved rigorous investigation. The *Barriers to Benefits 2013* report is the outcome of that effort.

To gauge an understanding of the frequency of problems applicants face, two different approaches were taken to collect data: consumers of the SNAP program were surveyed about their experiences, and test calls were made to the publicized phone numbers of DPW's Customer Help Lines and Allegheny County Assistance Offices.

The results of these surveys and test calls illustrate that the department is failing to provide consumers with basic service at a level that is necessary for obtaining and maintaining benefits. Nearly 1 in 3 survey participants reported that they had an experience where the paperwork they provided was not processed in time for their benefits to continue uninterrupted.

When using the Change Center, a statewide toll-free number that clients use to report changes in address or income:

- 40% of survey participants reported encountering hold times of at least an hour.
- The majority of surveyed consumers said that their caseworker never responded to tickets issued by the Change Center with-

in the mandated three business day period.

When calling local DPW offices:

- 8 in 10 survey participants reported that they have experienced disconnections or full voicemails and half of these stated that is was more likely to be disconnected than to talk to someone.
- When callers were able to leave a message, 5 in 10 reported never having their calls returned.

We released the report to the public on October 30 at a public meeting with the head of PA's Department of Public Welfare, **Beverly Mackareth**. She said the DPW is focusing on getting "back to basics" and will be looking to improve their communications and accountability [see "JUST HAR-VEST TO DPW: FIX WELFARE!" p. 1 & 3].

As our report shows, those basic improvements are sorely needed. For that reason – the misery, shame, illness, and hunger those seeking help from DPW have needlessly endured – the report's recommendations were presented to Sec. Mackareth as a list of demands. If met, they will transform DPW into a government agency that can truly meet the needs of our vulnerable neighbors while treating them with dignity and respect.

To get a copy of the full report and to learn how you can be a part of the campaign visit justharvest.org/barriers-to-benefits

# HUNGER FUNDS SOUGHT IN CITY BUDGET

On November 19, Just Harvest's Rochelle Jackson, board member Mary Elizabeth McCarthy, and client Brian Cura went to City Council to request the continued allocation of federal funds to support our work. Just Harvest representatives and other speakers advocated for full funding of local anti-hunger efforts.

In 2010 it was estimated that one in eight (12%) of residents in the Pittsburgh area live below the poverty line. This was an 8.5% increase since the start of the recession in 2007. The child poverty rate for the

Pittsburgh region is nearly one in five. Since the recession there are also more middle-income residents seeking support services.

Just Harvest has provided assistance to over 1,500 city of Pittsburgh households this year through food stamp application assistance, follow-up, and advocacy; tax preparation [see "GETTING READY FOR TAX SEASON" p.5]; training and workshops for low-income people; and our Fresh Access program [see "FRESH ACCESS WON'T STOP AT SUCCESS" p.5].

### JUST HARVEST'S SEVEN DEMANDS TO IMPROVE DPW

- 1. Revamp the Department of Public Welfare's phone system
- 2. Increase voice mail capacity on caseworkers' phones.
- 3. Send out computer generated notices to consumers to confirm their verification documents have been received and alert them to what documents are still needed.
- 4. When consumers deliver documents in person at a CAO, staff should scan verification documents on site immediately and give receipt to consumers.
- 5. Caseworkers must treat all consumers with dignity and respect.
- 6. Data should be transparent.
- 7. Secretary Mackareth should include substantially increased staffing of CAOs in the DPW's departmental budget request.

You can find a link to the petition supporting these demands in greater detail at justharvest. org/barriers-to-benefits

# Just ACTION!

Aside from our state and local hunger and poverty advocacy, Just Harvest is also working to defend food stamp funding from looming cuts in the Farm Bill. There has never been a more crucial time to join us in this fight.

- Ask your Senators and member of Congress to vote against any cuts to food stamps. Learn more at justharvest.org/advocacy/food-stamps/
- ➤ Sign up for Just Harvest action alerts at justharvest.org/get-involved/email-sign-up

## **ADVOCACY**

### (CONT'D FROM PAGE 1) FIX WELFARE!

to expect. Sec. Mackareth sat, affable and poised, at a table with her assistant next to a table of six Just Harvest clients. One after another they began to speak.

"Unacceptable," Sec. Mackareth responded to each one. Their stories were indeed grim. More than one said were it not for Just Harvest they never would have ultimately received any benefits.

Then came **Tammy Toth**, 27 from McKeesport. She read a prepared statement as her case is long and complex – hard to comprehend by even those who have

worked on it. Tammy has fluctuating income but has always submitted her pay stubs as required to maintain her benefits. However, several caseworker errors led to a nine-month period in which Tammy, unbeknownst to her, was given more food stamps than she was eligible for.

DPW then claimed Tammy had to repay the entirety of her ben-

efits during that time – \$1,800. The Inspector General accused her of fraud and threatened her with legal action, though she was never formally charged with anything. Just Harvest food stamp advocates had been working with her and DPW to find another resolution that didn't penalize Tammy for a DPW employee error. When Sec. Mackareth heard the story she said she'd attend to it personally.

Last was **Jennifer**, who is 38 and lives in the North Hills. She has worked every day of her life since she was 16. Then the middle of her three small children became seriously ill and Jennifer had to quit her job to care for him. She went through all of her retirement savings before turning to the state for medical assistance when her

son needed urgent care. Although she filled out all the required paperwork through the DPW's online system, DPW claims they never received any of her documents.

By the time Sec. Mackareth met with us, Jennifer's son had gone without medication for over a month, and all three children were without the food benefits and medical assistance they are entitled to. One child is almost legally blind but can't get the check-up he needs to get glasses. Her father had been foregoing his own liver medication in order to help them make ends meet.



At the Oct. 22 public meeting mediated by Just Harvest's Rochelle Jackson (standing), Just Harvet clients (seated at the table) tell Sec. Mackareth (at right) the effects of lost documents at the DPW: the unjustified denial of medicial assitance and food stamps.

When Jennifer was finally able to get her caseworker on the phone to plead with him that the situation was urgent, he told her "Everybody's problems are urgent, lady. Join the club." And then he hung up.

It was hard to listen to Jennifer speak without becoming emotional yourself. Her anguish, frustration, and humiliation were palpable. But Sec. Mackareth's assurances – again, that she would attend to the matter personally – were not sufficient.

"As heart-wrenching as this is, this is not an individual episode. This is systemic. There are many people just like Jennifer who have been through the same scenario," said Rochelle.

Sec. Mackareth asked, "Have you met with local DPW managers? They need to

hear these stories." Executive Director **Ken Regal** pointed out that they can hear these stories any time they want by going into their own CAO waiting rooms, and that we had been trying to get this message through to DPW for years. It was time for someone higher up at DPW to take responsibility. Sec. Mackareth took his point.

Just Harvest presented Sec. Mackareth with a list of demands developed together with a committee of clients, and a petition support-



ing those demands signed by nearly 100 community members. The seven items describe ways to improve the treatment of Pennsylvania residents seeking assistance from the DPW. They propose specific solutions for chronic problems in administering food stamp, cash assistance, and other public benefit programs. They call for more funding to alleviate high caseloads.

Several times at the meeting Sec. Mackareth promised she would be ushering in a new era of accountability and improved communications at DPW. But it's clear the fight to get real transformative action and to mend this critical safety net has only just begun.

Learn more about this campaign and read the national press coverage of the meeting as well as the Post-Gazette op-ed about Sec. Mackareth at justharvest.org/barriers-to-benefits

## JUST HARVEST PROGRA

# FOOD POLICY COUNCIL WRAPS UP FARMERS MARKET CAMPAIGN

A year-long marketing campaign to support the City of Pittsburgh's farmers markets was a roaring success, thanks to a

coalition effort by the **Pittsburgh Food Policy Council**. The campaign was made possible by a grant late last year by the Youth Philanthropy Project of the **Heinz Endowments**.

The Food Policy Council, of which Just Harvest was a founding participant, brings together many nonprofit, for-profit, and public entities to develop policies and programs that promote a more equitable and sustainable food and urban agriculture system in our community.

This year's program focus was on strengthening

PITTSBURGH FOOD POLICY COUNCIL

Citiparks' farmers markets. This marketing campaign sponsored new and improved signage at the markets to

enhance visibility; brought the markets under the wing of Pennsylvania's "Buy Fresh, Buy Local" campaign; and hosted musicians, artists, cooking demonstrations, and a sell-out summer corn roast at various market sites throughout the season. Council members also collected a wealth of information from shopper surveys that the Council is now using to inform future plans. The project also provided valuable publicity and support for Just Harvest's Fresh Access initiative.

To learn more about the food Policy Council and join in its efforts, visit pittsburghfoodpolicy.org

# 2014 SUMMER FOOD PLANS ADVANCED

Led by the **Southwestern PA Food Security Partnership**, a wide range of partners concerned about childhood hunger is developing exciting plans for strengthening the Summer Food Program in the coming year.

Summer Food is a federally-funded child nutrition program which serves free meals at community locations to take the place of the school lunch and breakfast programs when school is out. Overall participation in summer food has fallen in recent years – locally and nationally – despite rising need because of limited federal funding and sometimes complex logistics.

The Partnership's initiative is working to reverse that trend throughout our region. Groups such as **Catholic Charities** and Homestead-based **Touching Families** have become local program sponsors in recent years and are adding new locations to expand access to the program. Partners with a focus on nutrition and wellness – **Let's Move Pittsburgh** and **fitUnited**, among others – are helping with strategies to add recreational activities and education about healthy food at summer food sites. The Partnership surveyed kids and site leaders alike to gather insights about everything from changing menus to sports equipment to more visible program signage.

Just Harvest is working with the **County Department of Human Services** to analyze data on Summer Food participation to help improve the targeting of publicity and new site development efforts for the coming year.

The Partnership welcomes new ideas and participation in its summer food committee. For info, visit pittsburghfoodbank.org/foodpartnership/ or call Chris West at 412-460-3663 x307.

(CONT'D FROM PAGE 1)

#### **HARVEST DINNER**

Melissa Farabaugh-Martin's account of how she came to be on our board, and found her own voice in doing so. "Just Harvest takes things a step further, by being the voices of people facing poverty, knowing that the voices have to matter, and not just to us. Just Harvest makes voices heard by making policymakers listen and hear the cries we hear."

The evening closed with the Seeds of Justice award ceremony. Congressman Bill Coyne [see "IN MEMORIAM p. 7"] was the first awardee in 2003. This year we were proud to honor Just Harvest's founding Board of Directors, our first leaders in the fight to end hunger and poverty in Allegheny County: Patrick Cleary-Burns, Fr. Garrett Dorsey, Brigid Lund, Tom Menk, Ginnie Mertz, Sr. Jean Murin, Dolores Patrick, Joyce Rothermel, Molly Rush, and Rob Shepherd. Just Harvest continues to be guided by its mission and founding principles thanks to their visionary leadership.

Former Seeds of Justice awardees have included activist **Senator Jim Ferlo** (2008), the **East End Food Co-Op** (2009), former Just Harvest executive director **Joni Rabinowitz** (2010), and the **East Liberty Presbyterian Church** (2012).

The Harvest Celebration Dinner has been Just Harvest's signature fundraising event of the year, bringing together hundreds of supporters and community leaders to celebrate our victories.

The funds raised this year will greatly aid our efforts to reduce barriers to public benefits, educate and mobilize communities, and strengthen the anti-poverty safety net on behalf of the tens of thousands of poor and low-income families in Allegheny County.

If you missed the dinner it's not too late to support Just Harvest with our "Pledge 25" campaign! See the back page.

# AMS FOCUS ON ACCESS

## FRESH ACCESS WON'T STOP AT SUCCESS

This summer marked the first time in a decade that food stamps could be used at Pittsburgh Citiparks farmers markets. In May, Just Harvest launched **Fresh Access**, a program that enables purchases by EBT card – as well as by credit and debit cards - at the **Citiparks** farmers markets in East Liberty and North Side farmers markets.

The appeal of the program was soon apparent. By the end of July we had reached \$10,000 in sales. By August, the city had given us permission to expand Fresh Access to all six Citiparks neighborhood markets.

Fresh Access is now operated through the farmers market season at Citiparks locations in Beechview, Bloomfield, Carrick, East Liberty, the North Side, and the South Side.

Total sales for the season reached \$40,000, benefiting local farmers and communities. Roughly half of total sales were on EBT cards – over 1,000 transactions – while the rest were on regular bank debit and credit cards.

Intern Samantha Litvak was a key part of the new program's success. "It was incredible to see such a positive reception of the Fresh Access program by the farmers, vendors, shoppers and the community. People using their EBT benefits were so grateful to have the opportunity to access local and fresh food options, something that many people take for granted. In addition, credit and debit shoppers enjoyed the ease of the program and supporting a great cause. My internship at Just Harvest has been an eye-opening experience of how the power of an idea can transform people's experience and their quality of life."

Come May 2014, Fresh Access will pick up where it left



off at Citiparks farmers markets. But dreams of even further expansion will not wait until spring. Fresh Access program coordinator **Emily Schmidlapp** and Emerson Hunger Fellow **Adrien Schless-Meier** are already at work, evaluating our progress and researching and pursuing possible new targets for Fresh Access in the coming months.

"We hope to bring this program to additional farmers markets so that more people in more neighborhoods can have access to the fresh, healthful foods sold there. Eventually, I'd like to see Fresh Access at every farmers market in the region. Our long-term goal is to make fresh produce at the markets more affordable for low-income shoppers, because healthy food shouldn't be a luxury."

For more visit justharvest.org/get-help/fresh-access

### **GETTING READY FOR TAX SEASON**

Just Harvest is looking forward to our 12th year of providing free tax preparation services. In 2014, we will once again offer tax assistance at four locations including our South Side office, CCAC Boyce Campus in Monroeville, Bedford Hope Center in the Hill District and Prospect Park Family Center in Baldwin.

In tax season 2013, Just Harvest completed over 2,800 returns and refunded over \$4.9 million to lowincome families! This was made possible by 95



volunteers donating over 4,300 hours of service at our four tax sites. Many volunteers are already signing up to help us serve even more low income families this year.

Just Harvest is a proud founding partner of the Money in Your Pocket Coalition. With the strong leadership of the United Way of Allegheny County, the coalition has prepared almost 27,000 tax returns for low income working families in

Allegheny County over the past five years.

Just Harvest has been instrumental in redesigning tax training for coalition volunteers this year by creating online courses to improve their training experience and skill level.

This tax season we will also be partnering with the

MONEY IN
YOUR POCKET
COALITION

Consumer Health Coalition to provide information about the Affordable Care Act and enrollment assistance at two of our locations.

We're grateful for the many

partners who make this work possible including the United Way of Allegheny County and the IRS for providing funding and CCAC Boyce Campus, Housing Authority of the City of Pittsburgh and Prospect Park Family Center for providing space and for our satellite sites.

For more information about our free tax service or volunteer opportunities, please go to justharvest.org.

## THE JUST HARVE

### **THANK YOU!**

Financial support throughout the community keeps Just Harvest's work strong. Just Harvest Education Fund is grateful to 55 individual donors who contributed in this year's Day of Giving and to the **Pittsburgh Foundation** for leading that initiative and for their pro-rated matching gift. These gifts totaled \$3,778 this year!

We are proud to be a partner agency of the **United Way of Allegheny County**, and thank them for both their Impact Fund grant as well their special support of our Tax Preparation program for this coming year. Please support the Impact Fund during this year's annual United Way campaign.

Just Harvest Education Fund is also proud to acknowledge recent grant support from the **Pittsburgh Partnership for Neighborhood Development**, the **Bertha Foundation**, and the Internal Revenue Service.

Special thanks to Board member Theresa Orlando for organizing a recent Tastefully Simple fundraiser at her summer block party, to Wigle Whiskey for hosting our upcoming cocktail party fundraiser on December 9, and to the East End Food Coop for selecting us as their Register Round-Up charity partner for February 2014.

And thanks to all these individuals and organizations whose recent contributions to Just Harvest make the difference:

Anonymous; CBRE Pittsburgh; Dollar Bank; East Liberty Presbyterian Church; F.O.R. Sto-Rox; Greater PA Regional Council of Carpenters; Peoples Gas; S.D. Bechtel Foundation; Sisters of St. Joseph Leadership Team; Sharon & Robert Abraham; Madalon Amenta; Costis Angel; Nancy & John Artz; Michelle Bartlett; Trudy Bayer; Judith & Dr. Marvin Bellin; Joshua Bellin & Christine Schantz; Sara Bennett; Ron Berlin; Tom Berna; Carol Bernick; Fran Bertonaschi; Don Best & Ellen Gar-

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## ST COMMUNITY

### **COMINGS AND GOINGS**

We are proud to have **Gabe McMorland** join our Board of Directors. Gabe has been volunteering with Just Harvest's grassroots fundraising committee for several years. He graduated from the University of Pittsburgh's Urban Studies program in 2011, and the Coro Fellows Program in Public Affairs in 2013. He is actively involved in our city's grassroots organizing community.

**Barbara Jakab**, who has been a site coordinator and tax staff member for the past two years at our CCAC Boyce location, has been brought on board to update and modernize this year's tax training materials. She will also be a reviewer at our CCAC Boyce and South Side tax sites this year.

We are delighted to bring on board our site coordinators for our four tax sites: Janet Willoughby (Prospect Park), Mary Grace Diana (CCAC Boyce Campus), LaWana Simmons (Bedford Hope Center), Emily Schmidlapp, Ed Heath, and Kathleen Sheehan (South Side).

We are also welcoming our other tax staff: Darlene Atwater, Sara Bennett, Stephanie Bennett, Ginnie Farnsworth, Ed Heath, Marrissa Johnson, Kellie Kasbee, Ke Li, Vaughn Schmid, and Kay Tanney. In addition to these new and returning staff members, we anticipate over 95 volunteers to assist with making this tax season a huge success!

Just Harvest extends our thanks and good wishes to **Samantha Litvak**, our Fresh Access intern from the University of Pittsburgh School of Social Work.

# A NEW AND IMPROVED JUSTHARVEST.ORG

The new Just Harvest website has launched! Thanks to the incredible skill and insight of **Craig Grella** at **Orgspring**, mobile and desktop visitors to justharvest.org can now get the information they need in a clear, crisp, and attractive design.

The site also has some handy new features, like a calendar tracking special upcoming events and activities. Other organizations' offerings that might be of interest to the Just Harvest community will also be posted.

Just Harvest's blog, formerly at blogspot.com, has been integrated into the site so visitors can more easily find our timely commentary on current political and economic concerns.

The new site also makes taking action on the issues you care about easier and highlights key phone numbers and resources to help those in need.

Thanks also go to HandsOn Tech for their initial help with the website and for connecting us to Orgspring.

Check out the new site at justharvest.org. Learn more about Orgspring at orgspring.org.

### **IN MEMORIAM**

Just Harvest mourns the passing of **Rachel Freund**, who succumbed to cancer on September 18 at the age of 54. She was an outstanding ally and advocate for many years, and a dedicated Just Harvest Board Member from 2005 to 2008.

Rachel was a key partner in our 2004 and 2008 "Just Vote" voter registration and mobilization campaigns. She will be sorely missed by the movement for social and economic justice in our community.

In early Nov-ember, longtime U.S. Congressman and first recipient of our Seeds of Justice Award Bill Coyne



died. The legislator was also a former councilman and State Representative, and a strong supporter of Just Harvest's policy agenda from our first days.

In Congress, Bill played a major leadership role in expanding the earned income tax credit (EITC), now one of the nation's most important

safety net benefits for low-income individuals and families.

Congressman Coyne never wavered in his commitment to strong federal action on poverty, working hard for minimum wage increases and cosponsoring the Mickey Leland Childhood Hunger Relief Act in the early 1990s. He retired from Congress in 2003.

#### **OUR MISSION**

Just Harvest educates, empowers and mobilizes people to eliminate hunger, poverty, and economic injustice in our communities by influencing public policy, engaging in advocacy, and connecting people to public benefits.

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## PLEDGE 25

#### **CELEBRATE 25 YEARS WITH JUST HARVEST**

### **PLEDGE 25 SEEDS**

Join Just Harvest in celebrating our 25th Anniversary Dinner by Pledging 25 Seeds of Justice

#### PLEDGE 25:

#### 25 Months of 25 Quarters

Support Just Harvest for the next two years with a monthly gift of \$6.25.

#### 25 People

Pledge to tell 25 people about Just Harvest! You can do this by: hosting a house party, inviting a speaker to talk to your co-workers, congregation, or social club or inviting 25 people to one of our events.

#### 25 Volunteer Hours

Pledge to volunteer 25 hours with Just Harvest! Assist with community outreach, office work, making phone calls, or any of our other volunteer opportunities.

#### 25 Dollars

Join Just Harvest and celebrate with us as a member.

Be Creative and make your own Pledge 25!

