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**OUR MISSION**

To empower people to build more secure and self-sufficient lives through the provision of decent, affordable housing, essential supportive services, asset building programs, and educational and employment opportunities.
Creating places where people can have healthy, safe and self-sufficient lives is central to ACTION-Housing’s work. When we develop individual buildings, work at a larger community scale, or operate service programs, we start by asking ourselves, “What can we do to create opportunities for people to thrive and build lives of greater self-reliance?”

We welcome the opportunity to find and/or create the paths that address the housing needs of vulnerable populations, such as those with physical or intellectual disabilities, young adults aging out of foster care, veterans of recent wars, seniors, and low-income households in general. We apply these same ideas to communities when working at a neighborhood level, as we are in Hazelwood and Uptown, and in our human service programs working one-on-one with individuals who have specific challenges in their lives.

ACTION-Housing doesn’t have a “one-size-fits-all” model, but does start with notions of health, equity, and diversity. What does it mean to create housing that is healthier for our tenants, or communities that are healthy for all residents? What are the common factors that each one of us needs to feel safe and live in a place that allows us to thrive? How can we create places that, in turn, create opportunities for people to flourish regardless of their race, age, economic status or physical well-being?

We are fortunate to have opportunities to work on many initiatives with great community, funding and government partners who share our values and
aspirations. Pittsburgh has evolved into a place where innovation, talent, and new ideas are constantly emerging. It is in this environment that we work to improve the housing options for low and moderate-income households and create new opportunities for our communities and neighborhoods.

In our development work, we recently completed Uptown Lofts on Fifth, a 47-unit affordable housing development where half of the units are set aside for youth aged out of foster care who are in our MyPlace program. We worked closely with the Allegheny County Department of Human Services in the design of the program and count many others as members of the overall team, including the PA Housing Finance Agency, BNY Mellon, National Equity Fund, the Federal Home Loan Bank, the Urban Redevelopment Authority of Pittsburgh, HUD, and Northwest Savings Bank.

The two buildings that comprise the lofts were designed to demonstrate a comparison between a super energy-efficient design (Passive House) in the North Building and current best practices for energy efficiency (Energy Star) in the South Building. Additionally, both buildings were built with near total elimination of off-gassing materials and a fresh air system, providing a very high level of indoor air quality. A beautiful mural by Uptown resident James Simon, outdoor green space, immediate access to public transportation, and a significant amount of natural light all contribute to an environment in which our residents will live healthier lives.

Working alongside many others in Hazelwood, ACTION-Housing is helping to re-establish community health by bringing back the vibrancy of Second Avenue, the commercial core that has the potential to be the “zipper” connecting the historic neighborhood with the new Almono development. In 2014, we opened the Hazelwood Center, a dynamic building where the Carnegie Library, Pittsburgh Association for the Education of Young Children, and the Family Support Center are now located. Our current Hazelwood activities are focused on the redevelopment of the former Spahr Building and Dimperio’s Market to create space for a fresh food market, a community café and job training program, and program/educational/office space for existing nonprofits.

ACTION-Housing continues to operate programs that offer direct services to those in need, as we have for decades. Our MyPlace program helps youth aged out of foster care transition to a life with stability and independence. In the last thirty years, our Mortgage Assistance Program served over 30,000 households who were in danger of losing their homes. We provide weatherization assistance services to low-income households, and in the current year have responded to more than 800 crisis calls from homeowners who have lost their heat or have emergency repair situations.

It is the strength and spirit of Pittsburgh and its residents that make all of our work possible. We are thankful for all of your support as we work to make healthy, connected, well-designed housing accessible to all.

Michael L. Dear, President

Lawrence A. Swanson, Executive Director
ACTION BY THE NUMBERS

$16,920,000 Invested in programs and services

Households served with mortgage assistance or pre-purchase counseling 1,808

Terri F. Gould Scholarship $20,620 to clients or their dependents seeking higher education

1,819 units in 57 developments owned by ACTION-Housing

72 young people provided with housing and case management through the MyPlace program

$66,000,000 worth of real estate currently in development

Energy efficiency services provided to 890 affordable multifamily housing units through the One Stop Program

1,237 units in 49 developments managed by ACTION-Housing

949 Homes provided with free Weatherization services

Matched Savings Programs $31,123 matching funds for goal-oriented asset building

1,200 individuals assisted through the Homeless Families Services program
Two years after developing its first mixed-use property, ACTION-Housing completed its first entirely commercial building, the Hazelwood Center, which will provide space to the Carnegie Library of Pittsburgh, the Pittsburgh Association for the Education of Young Children, and the Family Support Center. By renovating a vacant building on Second Avenue, Hazelwood’s main thoroughfare, and providing space for these three nonprofits, ACTION-Housing will be meeting an important community need.
ENTER GRAND OPENING
OUR VISION

Last year, we asked you to imagine a city where everybody, regardless of their housing needs, could find an affordable, accessible home with essential services and amenities. We want to make Pittsburgh the inclusive city you imagine because we know how important healthy, safe and affordable housing is, especially for those within at-risk populations. Such a mission challenges us to examine the region on a grand scale. Our vision, however, remains rooted in the individual.

For thirty years, our main focus has been supportive housing that enables people to live independent, self-sufficient lives. Providing this kind of housing has a profound impact on our residents—people like Sue Matoney, who recently moved into Bessemer Terrace Apartments in East Pittsburgh. When she was 16, Ms. Matoney was in a car accident that caused a degenerative back condition, which eventually led to her need for a wheelchair. Her last apartment was two stories, with the bathroom on the second floor. She had a stair glide, but she eventually became unable to make the transfer alone. Ms. Matoney said she needed an aid for nearly every task.

Now at Bessemer, her apartment is all on one floor and completely accessible. It’s dramatically improved her day-to-day life.

“Being able to do things for yourself—it gives a sense of dignity,” she said.

Now a regular at building activities, Ms. Matoney has embraced the community with other residents.

“I never thought I would be someone who did that,” she added.

At our apartments like Bessemer, small communities develop all the time, keeping our residents active and involved. Sometimes these communities are just social organizations, but this year, a group that started as a social organization became much more than that, helping to provide a needed intervention at one of our newest buildings, the Mackey Lofts.
The Mackey Lofts, which opened in 2013 is a 43-unit affordable apartment building on Forbes Avenue in Uptown. As part of our commitment to green building, we made sure we were designing an efficient building when we rehabilitated the vacant warehouse that stood at the site. The Mackey Lofts uses geothermal heating and cooling, a well-insulated envelope, and numerous other high-performance features to reduce energy use.

A few months after the building opened, it became clear that we weren’t meeting the goals we had hoped to achieve. The building managers met with tenants to discuss what could be done. Just like at Bessemer, the Mackey Lofts had a thriving community. A group of residents had taken it upon themselves to organize game nights and parties for events like Steelers games in the community room. When approached by the Pennsylvania Housing Finance Agency to form a tenant council, the informal group transitioned easily into an official role. They voted Wesley Wright, who works in the health care industry, as their president.

Mr. Wright and the council played an important role, serving as a go-between to the building managers and the residents. The council helped managers identify areas in which the building could cut usage on the main account, while also encouraging tenants to reduce individual consumption. Mr. Wright took the initiative to heart as well. After he moved in, there were months in which he was the highest energy user in the building. Soon after the meetings with the managers, he cut back significantly. Now, he’s often near or below the median user level for the entire building. The Mackey Lofts is now back on track, meeting the goals we set during design.

Creating healthy spaces isn’t only a priority when it comes to building. ACTION-Housing operates a variety of critical social services and programs for vulnerable populations across the region, and those services and programs benefit the community-at-large.

One such beneficiary was Keith, a foreclosure prevention client who had worked for more than 20 years in his field before the recession hit. He held on as long as he could, but eventually lost his job. Although he had started to receive his unemployment funds, he could no longer afford his mortgage. After a few years on unemployment, he was able to start his own business and get back on his feet, but not without a protracted battle with his mortgage lender. Amanda Burkhart, his housing counselor, helped him through what became a four-year process, one in which he was asked time and time again to resubmit the same documents and applications. Ultimately, Keith was able to keep his home, and now he is current on his mortgage.
Other programs assist individuals facing an imminent crisis, like one elderly client who asked us to not use her name. She lost her heat on a Friday night during a snow storm this winter, leaving her and her dog extremely vulnerable. Living on a modest fixed income, she could not afford the repairs to her furnace. Eric Anderson, a furnace inspector for our Weatherization Assistance Program, drove for more than an hour in the snow storm to get to her home and get her furnace working long enough for her to apply for a replacement.

Occasionally, we are able to meet all of our goals at once, neatly encapsulated in one big success. A perfect example is the Uptown Lofts Apartments, a Low Income Housing Tax Credit development that replaced two vacant lots on both sides of Fifth Avenue. The two-building development was some of the first new construction in Uptown in decades. One building houses 23 apartments for working people with low incomes, while the other provides 24 one-bedroom apartments for young people who have aged out of the foster care system in Allegheny County.

For someone like Michael Warren, one of those young adults and a new resident, it meant stability. He told a standing-room-only crowd at the building’s ribbon-cutting ceremony that he wouldn’t have to “sleep with [his] bags packed” as he had after aging out of the foster care system. After facing homelessness and making a series of temporary arrangements, he finally was home.

For Uptown, it meant that the inbound gateway to the neighborhood had two brand-new, high-quality apartment buildings serving a social benefit. A new focal point replaced persistent blight. And for the environment, the two buildings will serve as a demonstration of the Passive House standard. One building was built to Passive House standards, while the other was built to the Energy Star standards. By tracking construction costs and then operating costs over the lives of the buildings, we hope to provide a concrete financial incentive for green building, inspiring others to cut energy costs and help build a healthier environment.

ACTION-Housing wants to improve Pittsburgh’s neighborhoods to make them more inclusive—and we want to accomplish this in a way that is sustainable. Doing so keeps our vision rooted in the individual. We accomplished this in our 57th year, and we’ll endeavor to continue in our 58th as well.
SANDRA SCIULLO
Emma Jean Lewis Outstanding Teamwork Award

Sandy has made a huge impact on her coworkers in a very short period of time. Warm, friendly, helpful, and willing to arrive early and stay late, Sandy, our receptionist, was an easy choice for our teamwork award—and she only just joined the ACTION-Housing team in 2013. One of her coworkers said, “I have never heard Sandy say the word ‘no.’ Her job description doesn’t begin to summarize the work she actually does, and her position is absolutely critical to making sure the office runs smoothly. Because she is a friendly and compassionate gateway to the agency, someone who consistently goes above and beyond without hesitation, we are thrilled to name Sandy Sciullo this year’s Emma Jean Lewis Outstanding Teamwork Award winner.

SHARON LANGFORD
Roger S. Ahlbrandt Jr. Client Service Award

Sharon Langford is a dedicated, caring and understanding human servant. She joined ACTION-Housing in 2010, and over the course of the next four years, demonstrated how deeply she cares about her clients. One of her coworkers remarked, “When I think about client service, I think about Sharon.” As the administrator of the MyPlace program for youth aged out of foster care, Sharon is charged with the challenging task of helping her clients overcome adversity in every aspect of their lives through intensive one on one case management and skills classes which helps her young clients meet their goals. She is always on call and always there for clients, which is why we’ve chosen to honor Sharon Langford with this year’s Roger S. Ahlbrandt, Jr. Client Service Award.
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Dollar Energy Fund
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Allegeny County Economic Development
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Commonwealth Financing Authority
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PA Department of Community and Economic Development
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Community Development Corporation
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Forest Hills Community Development Corporation Greene County
Jewish Residential Services
National Equity Fund
PNC Multifamily Capital
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Uptown Partners
STAFF

Years of service as of April 10, 2015

Lawrence A. Swanson 35 years
Executive Director

Patrick J. Fenton 23 years
Deputy Executive Director

Kathleen J. Szwarc 42 years
Controller

HOUSING DEVELOPMENT
AND PRESERVATION

Linda Metropolus 6 years
Director of Housing & Neighborhood Development

Lena Andrews 2 years
Planning and Development Officer

Thomas E. Winter 35 years
Senior Construction Manager

Ronald Ciotti 35 years
Senior Housing Developer

Arthur F. Marizzaldi 12 years
Asset Manager

Greg Simmons 5 years
Financial Products Developer

James DeGrazi 4 years
Consultant

James Eash 1 year
Development Officer

Christopher B. Costa 1 year
Consultant

Collins A. Alleyne 1 year
Maintenance

Ray N. Williams 1 year
Maintenance

OUTREACH WORKERS

Linda A. Stapleton 15 years

SUSTAINABLE DEVELOPMENT/
ENERGY CONSERVATION

Kathryn N. Fantauzzi <1 year
Program Manager

Sarah Racich 1 year
Construction Services Coordinator

Michael LuCuzka 1 year
Energy Analyst/Development Officer

FIRST ENERGY PROGRAM

Kenneth M. Provic 26 years
Program Administrator

COMMUNICATIONS

Andrew Shull 2 years
Communications Officer

MORTGAGE ASSISTANCE PROGRAM

William N. Susan (Retired 2014)
Senior Administrator 30 years

Daniel T. Sullivan 7 years
Mortgage Foreclosure/Prevention Specialist

Ann Marie O’Donnell 6 years
Mortgage Coordinator

FAMILY SAVINGS ACCOUNT
PROGRAM AND HOME BUYER
COUNSELING

Amanda Burkhart 7 years
FSA Administrator/Housing Counselor

ACCOUNTING DEPARTMENT

Lyn D. Hibbert 14 years
Assistant Controller

HUMAN RESOURCES/PAYROLL

Jacklyn Scullion 11 years
Human Resources Manager

Pamela Taynor 1 year
Payroll Assistant

ACCOUNTANTS

Teresa J. Bish 16 years
Account/Information Technology

Roseanne Williams 13 years
Accountant

Tammy R. Gema 12 years
Accountant

Mary Ellen Ruby 6 years
Accounting Assistant

Glenn Hagan 7 years
Accounting Assistant

Sandra Sciuollo 2 years
Receptionist

Marjorie A. DeAngelis (Retired 2014)
Receptionist 25 years

SOCIAL SERVICES

MYPALCE

Sharon Langford 4 years
Program Administrator

Nikki Williams 14 years
Case Manager

Nathaniel Darwin 2 years
Case Manager

Sarah Depew 2 years
Case Manager

Brittney Wilson 1 year
Case Manager

RESIDENT ADVISORS

Duane Berry <1 year

Anthony K. Brown <1 year

Angela C. Campbell <1 year

Tiara Flowers <1 year

Cherie C Oliver <1 year

Denise R. Waff <1 year

SOCIAL SERVICES COORDINATORS

Nancy Alauzen 12 years

James K. Quinn 15 years

Tamika Siembida 5 years

Merrille Weissman 4 years

Pamela Nadzam-DePace 8 years

Nancy Pesto 1 year

BRADDOCK APARTMENTS

Linda A. Golbesky 16 years
Housing Plus/Homeless Families Services Program Administrator

HOUSE PARENTS

Barbara M. Walker 12 years

Kiera L. Robinson <1 year

Frederick P. Minus 12 years

Andrew Minus 2 years

HOMELESS FAMILIES
SERVICES PROGRAM

Wonda Williams 5 years
Case Manager

Andrea Estes 3 years
Intake Worker

SUPPORTIVE HOUSING
MANAGEMENT SERVICES

Ronald Donner 8 years
Operations Manager

Michael DiLucente 32 years
Maintenance Technician I

Matt Patsey 11 years
Senior Accountant

Anna Marie O’Toole 16 years
Accountant

Karen O’Hare 5 years
Assistant Program Administrator

Jill Terry 2 years
Assistant Program Administrator

Joy Sacco 5 years
Administrative Assistant

Jeffrey W. Susan 25 years
Construction Manager/Assistant to Weatherization Administrator

FURNACE INSPECTORS

Eric W. Anderson 15 years

Christopher Brown 5 years

Charles Noyes 3 years

WEATHERIZATION INSPECTORS

James D. Cochenour 15 years

David Mayerchek 6 years

Stephen R. Shamber 26 years

Neil E. Winter 13 years

Ontia Tarrant 9 years
Tax Credit Occupancy Team Leader

Patricia A. Criswell 22 years

Linda Fine 19 years

Chanda C. Davis 12 years

Gloria A. Knowlson 13 years

Christine E. Probola 8 years

Evette Drning 8 years

Michael F. Dumes 7 years

LaTaya A. Carter 7 years

Jill Kimberly 2 years

Colin P. Snyder <1 year

MAINTENANCE DIVISION

Frederick P. Minus 6 years
Special Projects Assistant

Scott Lyle Batzel 15 years

William G. Devault 26 years

Brian Kemmerer 7 years

Douglas W. Kimball 17 years

Mark Kimball 11 years

Russell Long 2 years

Dan McGrew 5 years

Keith Moor 8 years

Thomas Nicholson 8 years

William C. Owens 8 years

Stanford Seese, Jr. 4 years

George Tolliver 1 year

Phillip Villetta 1 year

Lee Cortez <1 year

Robert Johnson 4 years

Christopher McCormick 3 years

Thomas McCormick 14 years

Brandon Plancezka 4 years

ACTION-HOUSING’S
58TH ANNUAL REPORT

WRITING/EDITING

Lawrence Swanson

Linda Metropolus

Lena Andrews

Pamela Milju 8 years

William C. Owens 8 years

Georgia Seese, Jr. 4 years

Robert Johnson 4 years

Christopher McCormick 3 years

Thomas McCormick 14 years

Brandon Plancezka 4 years

ACTION-HOUSING’S
58TH ANNUAL REPORT

PRINTING

Allegra
The Pennsylvania Housing Alliance was founded more than thirty years ago by a group of dedicated advocates responding to two related housing issues: the explosion of Pennsylvania’s homeless population and Pennsylvania’s first foreclosure crisis. Since that time, the Housing Alliance has grown into a statewide “big tent” coalition that can claim numerous legislative victories, which is why we have chosen the Housing Alliance and its executive director, Liz Hersh, to receive our 2015 Award of Excellence.

The Pennsylvania Housing Alliance has been an effective leader advocating for positive housing policy. Under Ms. Hersh’s leadership, Housing Alliance advocacy has generated nearly $500 million in new public investment in housing and community development. Among the most significant Housing Alliance achievements was the establishment of the State Housing Trust Fund, now known as PHARE. The Pennsylvania Housing Affordability and Rehabilitation Enhancement Fund was adopted in 2010 through a partnership with PHFA and the General Assembly. To date, it has generated $28 million, producing some 2,900 affordable homes in rural gas-drilling counties. The Housing Alliance’s top legislative priority is to expand PHARE statewide through the adoption of Pennsylvania House and Senate bills, which have strong bi-partisan support.

Past Housing Alliance efforts have contributed to the establishment of the first-ever bi-partisan Pennsylvania House of Representatives Task Force on Homelessness, the Homeowners Emergency Mortgage Assistance Program and the enactment of eight powerful new blight laws, including Land Banks and Blighted Property Conservatorship.

As a membership organization, the Housing Alliance welcomes the involvement of all members of the community who share its vision of a home within the reach of every Pennsylvanian, especially those with low incomes.

Ms. Hersh and the Pennsylvania Housing Alliance are the most effective advocates for affordable housing and those at risk of homelessness. We are proud to have them as our 2015 Award of Excellence.
Your support is needed to continue the mission of ACTION-Housing. Please send a tax-deductible contribution to the attention of: Lawrence A. Swanson, Executive Director, ACTION-Housing, Inc., 425 Sixth Avenue, Suite 800, Pittsburgh, PA 15219-1876. For your online donation, go to: www.actionhousing.org.

The official registration and financial information for ACTION-Housing, Inc. may be obtained from the Pennsylvania Department of State by calling, toll-free, 1-800-732-0999. Registration does not imply endorsement.

ACTION-HOUSING, INC. UNITED WAY CONTRIBUTOR CHOICE #54