

5

FIVE YEAR
REPORT TO
THE COMMUNITY

SULPHUR SPRINGS
RESOURCE CENTER



Sulphur Springs

Resource Center

"Your Community, Your Services"





United Way's Sulphur Springs Resource Center opened April 13, 2009 to serve the residents of the Sulphur Springs community. Driven to provide a non-judgmental and welcoming environment, the Resource Center strives to provide a comfortable, relaxed atmosphere for those seeking assistance. Residents of Sulphur Springs and the surrounding communities have made more than 42,000 visits for financial literacy, education, employment services, legal assistance and a variety of other services.

Through partnerships with Bay Area Legal Services, the Crisis Center, and the Hillsborough County School Board, the residents of Sulphur Springs receive services and assistance to overcome barriers that prevent them from living gainful lives and providing for their families. Residents have access to a business center complete with a computer kiosk, notary services, copying/printing, faxing, and other services.

Over the past five years the Resource Center has served the residents in the community and has strived to be a strong, active and reliable partner to local agencies and businesses, working toward the common goal of uplifting those in need. Whether it is hosting community meetings, facilitating leadership classes, or participating in community fairs or forums, the Resource Center has been an active partner, helping to uplift the community and make Sulphur Springs a neighborhood of choice.

The Neighborhood

Sulphur Springs, with a population of 6,000+ residents, is located within the City of Tampa and bound on the north by Busch Blvd and on the south by the Hillsborough River. Nebraska Avenue forms its western most boundary and Rowlett Drive forms its east boundary.

57% of the households have incomes under \$25,000 (compared to 43% in Hillsborough County)

Per capita income is \$10,600 (compared to \$22,000 for the city of Tampa)

48% of all families live below the poverty line (5 times the county average)

1,326 of the 1,864 households in Sulphur Springs receive public assistance

The incidence of no-car-ownership is nearly 200% above the Hillsborough County average

50% of the households have children under the age of 18; the vast majority of those households are headed by single mothers

35% of residents are children under the age of 14 (compared to 21% for Hillsborough County)

Impacting Lives for Five Years

Rosa Tosado

Rosa used the resources at the Sulphur Springs Resource Center to find employment and to purchase a new vehicle.

She got a job in a location that involved a long bus ride and a long walk. She was introduced to the Ways to Work program, which helped her purchase a vehicle so she could get to work easier.

Rosa has used other Resource Center resources such as the Crisis Center and Bay Area Legal Services. She takes advantage of the free computer, fax, copying and notary services, and she has become an advocate, always bringing someone new to the Center.



42,494

individuals served

1,273

programs and classes provided

\$193,300

in community savings
through the use of our business services



Tywanda Nelson Kindred

Tywanda was finishing up her bachelor's degree through Everest University Online when she experienced some computer problems and began to seek out neighborhood organizations for help.

With an associate degree in medical billing and coding already under her belt, Tywanda earned a BA and an MA in accounting with help from the Resource Center. She was one of the first to graduate from the Center's Leadership Academy and says United Way offers "everything you need in one building" by helping residents start and maintain a better lifestyle.

Recently, everything has fallen in place for Tywanda. She got married, started house hunting in Brandon and began a job as a tax processing specialist with PricewaterhouseCoopers in Tampa. She was even asked to share her success story at a JPMorgan Chase luncheon.

And she gives back. Tywanda spends whatever free time she has as a Resource Center volunteer. To gain experience in accounting, she helps out by doing taxes and working with other residents in need in the neighborhood.

Education

Employability Services and Training

One of the most critical aspects of the Sulphur Springs Resource Center is providing access to one-on-one employability services, along with training and tools that prepare adults in the community for gainful employment. Over the past five years, the Resource Center, along with community partners and volunteers, has worked with numerous individuals on:

- ▶ One-on-one resumé building
- ▶ Job application assistance
- ▶ Interview skill building
- ▶ Employment certifications (customer service, CPR/first aid, Certified Nursing Assistant, etc.)
- ▶ Job fairs
- ▶ Dress for Success

As a result, adults in the community are better prepared for employment opportunities and to compete for gainful employment.

Adult Education

The Hillsborough County school district has been providing adult education classes at the Sulphur Springs Resource Center since 2009. GED and on-site training courses have been the cornerstone services, helping eliminate barriers to educational attainment. Additionally, the Resource Center offers computer access and one-on-one help to those seeking a post secondary education to improve employment opportunities and increase wages.



75%
attained GEDs
During the 2012-2013 school year

100
local residents
participated in
GED classes
from 2012 -2013

523
Adult education, income
and employability
workshops provided
from 2012-2013

**More than
500**
individuals have received resume assistance

Leadership and Life Skills

In 2010, the Sulphur Springs Resource Center graduated the first ever Sulphur Springs Leadership Academy which offered residents and volunteers the opportunity to learn from each other and develop relationships. For six weeks, the participants built life skills and prepared a speech they gave in public. For many this was the first opportunity to speak in front of an audience and tell their individual stories.



Real people. Real stories. Real change.

What's Next?

That was Marva Jones' question after the company she worked for went out of business. Looking for employment and filing for unemployment, Marva found her way to the Sulphur Springs Resource Center and received help.

After applying for many jobs with little success, Ms. Jones decided to change her story and opened her own business. The Sulphur Springs Resource Center helped her apply and get licensing for "Marva's Magic Touch Maid Service." She now has a staff of three.

The Resource Center helped her get workers' compensation insurance. She continues to come to the Center to create flyers and prepare quotes for jobs, such as her successful bid on work at Brookside Apartments. Best of all, she also comes seeking people who are looking for work—just like she used to.

A Promise to a Mother

Before Alicia's mother passed away, Alicia promised she would complete her medical education. It wouldn't be easy. Alicia was working full time, raising four children and didn't have Internet access in her home. But what she did have, was fierce determination to find a way to complete her studies and be a role model for her kids.

Alicia found the Sulphur Springs Resource Center and was able to use the computers there to complete her online studies to receive her Administrative Medical Assistant diploma. With that under her belt, Alicia is now working toward certification in Medical Billing and Coding and will be starting the Health Science degree program. Alicia also took advantage of other free Resource Center classes including computer classes and one-on-one employment skills.

She credits her parents for her success as well as the Sulphur Springs Resource Center. "I didn't let challenges stop me from my dream," she shared. "I want to show my kids that if you want something out of life, you have to get it yourself. Nothing is easy, but with the right amount of determination you can succeed."



Education Services Provided

- ▶ Reliable information and resources that promote individual and family self-sufficiency while building community capacity for effective leadership and civic engagement
- ▶ Employability skills and assistance
 - ▶ GED attainment
 - ▶ Leadership development for neighborhood residents
- ▶ Certification programs offered by Corporation to Develop Communities of Tampa and/or Hillsborough Community College

Financial Stability

Partnerships: The Crisis Center

The Crisis Center provides case management services and financial assistance for families seeking emergency help in meeting basic needs (i.e. food, rental assistance, and utility assistance). A case manager works one-on-one with families to provide short-term assistance and assess the issues that led to the financial crisis. The Crisis Center also helps families develop financial goals and plans for long-term success.

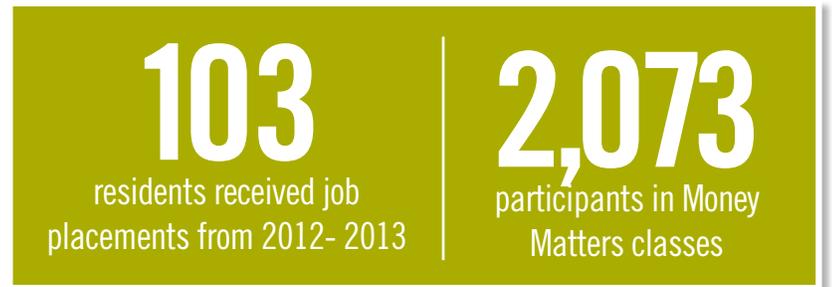
The Crisis Center:

- ▶ provided financial literacy services to more than 2,000 individuals in the Sulphur Springs Resource Center
- ▶ provided financial assistance to residents for help with rent, utilities, and employment uniforms



Financial Stability Services Provided

- ▶ Financial literacy education
- ▶ Free tax services for limited income households
- ▶ Business Center for faxing, copying, printing and notary services



Two Sulphur Springs moms who changed their stories.

Ms. Crawford is a 38-year old single mother of seven looking for employment. She came to the Resource Center with a wealth of experience but has never had a resumé to show her experience and accomplishments. Ms. Crawford also wanted to recertify her phlebotomy license. Thanks to her use of the Resource Center, Ms. Crawford now has a functional resumé and has interviewed for several positions.

Ms. Crawford has also been working in conjunction with Workforce Alliance to help fund her classes for recertification.

Ms. Cox is a 26-year old mother of four who had been looking for employment assistance. Before she visited the Resource Center she had not completed a resumé, nor did she know how to use the computer for job searches. After completing her first resumé and applying for numerous jobs, Ms. Cox interviewed and hired at a local restaurant.

Support Services

Partnerships: Bay Area Legal Services

Since 2009, Bay Area Legal Services had provided families who come to the Resource Center with assistance regarding legal issues and access to free legal assistance that is non-criminal. The organization provides legal assistance in the areas of tenant rights, foreclosure prevention, elderly rights, relative caregiver rights, and legal forms.

Once a week, a Bay Area Legal Services representative is on site to offer services to the residents of Sulphur Springs. Additionally, Bay Area Legal Services can be contacted from the Resource Center and special arrangements can be made for those who need assistance.



Support services that create long-lasting change.

Public Record Correction

Utilizing the Resource Center to participate in the education classes and employment searches, this client couldn't understand why she was having a hard time gaining employment. Eventually, she learned that an arrest in her past was preventing her from gaining employment. After doing some research with the Center Director, a letter was drafted to the State Nursing Board, who responded stating that the client is qualified to apply for a position in the medical field. The letter opened future opportunities and she is now working full time.

Preventing eviction and homelessness

This client received a notice of termination from the Section 8 housing program, which allows residents to pay rent based on income and live in a home or apartment outside traditional "public housing." The client's 19-year old son was arrested and charged with drug possession. The state attorney later dropped these charges but indication that drug-related activity might have taken place was enough to terminate the client from the program. The Bay Area Legal Services attorney proposed that the client sign a sworn statement that her son would no longer live with her. Section 8 agreed and issued the client a new voucher. She and her young daughter are now comfortably rehoused. Without Bay Area Legal Services involvement, she and her daughter would have been homeless and ineligible for subsidized housing for five years.

Mr. Bristol

Mr. Bristol had only lived in Sulphur Springs for about three weeks. He was unemployed and had been looking for financial assistance. After using the Center services, Mr. Bristol was called for a few interviews at different companies. Mr. Bristol has also been able to apply for food stamps at the Resource Center.



Arthur Gordon

Mr. Gordon, 55, has been a frequent visitor to the Resource Center since the doors opened. On his first visit, he expressed interest in many of the services offered, especially housing. He was uncomfortable with his current living arrangements. However, Mr. Gordon was illiterate and did not have any identification. The Crisis Center worked with him to get the documents he needed to get a Florida ID. Mr. Gordon also used the online Reading Companion Program to learn how to read.

200

individuals have asked for legal services at the Center

Support Services Provided

- ▶ Legal assistance provided by Bay Area Legal Services
- ▶ Assistance with emergency housing, utilities, and clothing
- ▶ Help with applications for public assistance
- ▶ Health programs provided by the Hillsborough County Health Department
- ▶ Transportation resources including bus passes

United Way Suncoast Investors in Sulphur Springs:

Alleghany Franciscan Ministries
Children's Board of Hillsborough County
Hillsborough County
IBM
Joy McCann Foundation
JP Morgan Chase
Spurlino Family Foundation
Tampa Bay Workforce Alliance

United Way Suncoast Partners in Sulphur Springs

Bay Area Legal Services
Boys and Girls Clubs of Tampa Bay
Champions for Children
City of Tampa – Parks and Recreations Department
Conn Memorial Foundation
Crisis Center of Tampa Bay
Department of Health
Deveruex Kids
Hillsborough Community College
Hillsborough County School District –
Sulphur Springs Elementary School
Prosperity Campaign
Sulphur Springs Neighborhood Alliance
Sulphur Springs Neighborhood Association
Sulphur Springs Residents
Suncoast Centers – Ways to Work
Tampa Bay Workforce Alliance
Tampa Police Department
Tampa YMCA

Sulphur Springs Resource Center

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About United Way Suncoast

To provide leadership that improves lives and creates lasting community change by mobilizing the caring people of our communities to give, advocate, and volunteer.



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