




ANNUAL REPORT

2008-2009



A black and white photograph of the Statue of Liberty, showing her head, crown, and right arm holding the torch. The background is dark.

COUNSEL
TO THOSE WHO
SHAPE OUR FUTURE®

We are proud to support
**Family Service Association
of Bucks County**

Francis J. Sullivan, Esq.

Rosemary A. Sullivan, Esq.



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2009 HONOREES

CORPORATE CITIZEN OF THE YEAR

First Federal of Bucks County has been a longtime supporter of Family Service through generous event sponsorships and gifts. In the past, the Bank has financially supported Bristol Family Fest, a family-focused activity night for hundreds of children and their families, as well as our Drive for Youth Golf Outing and Cruise the Village evenings. First Federal believes in giving back to our community and encourages their employees to volunteer at community events on company time; several Bank employees have donated their time to making many of our local events and committees successful. First Federal is also an important collaborator in direct service to our Drive to Success clients, helping families with low cost loans and helping them become self-sufficient. We are pleased to recognize First Federal of Bucks County as our 2009 Corporate Citizen of the Year.

FAMILY BUILDER OF THE YEAR

United Way of Bucks County has been a strong partner of Family Service since we opened our doors in 1953. Through the years the United Way has always monitored what our community needed and encouraged their member agencies to provide the necessary services. By running successful employee giving campaigns throughout the County's businesses, the United Way ensures that there are funds available to support the most relevant human service initiatives. Through their diligence, United Way makes certain that donor-dollars are being invested in programs that are effectively achieving good outcomes. United Way is a vital community leader in Bucks and so deserving of being our 2009 Family Builder of the Year.

FAMILY OF THE YEAR

Dawn Bauhof exemplifies leadership within the recovery community. A client in our Behavioral Health Program, Dawn has acknowledged her substance abuse problem and stopped drinking and using drugs. Through our Tobacco Cessation program, she has quit smoking and is working with Family Service nurses to manage her diet in our Wellness program. Dawn volunteers her time in the community to helping others in their own recovery by facilitating support groups. Dawn is also a Recovery Coach and sponsor. Dawn encourages her peers to make the necessary changes in their lives so that they are moving forward and achieving their goals—whatever their goals may be. For her commitment to strengthening her own life, and for her efforts in helping others do the same, we are pleased to present Dawn with the 2009 Family of the Year Award.

PREVIOUS HONOREES

CORPORATE CITIZEN OF THE YEAR

Magellan Behavioral Health Services, 2008
Matrix Development Group, 2007
Univest Corporation, 2005
Charon Planning, 2004
Bucks County Courier Times, 2003
Jones Apparel Group, 2002
Kravco Company, 2001

FAMILY BUILDER OF THE YEAR

Russell Johnson, North Penn Community Health Foundation, 2008
Vincent J. Volpe, Bucks County Transport, Inc., 2007
Dr. Broadus Davis, Bristol Borough School District, 2005
Sally Fabian, Bucks County Health Improvement Partnership, 2004
Robert E. Cosner, Bucks County Children and Youth, 2003
Nancy Hunziker, Bucks County Head Start, 2002
William D. Ford, Bucks County Juvenile Probation Department, 2001

FAMILY OF THE YEAR

Tara and Austin Briel, 2008
Nicole Fairfield and Family, 2007
Penny Bullaro and Family, 2006
Rachel Callahan and Family, 2005
Monica Wooden, 2004
Linda Waters and Family, 2003
Cheryl Clark and Family, 2002
Francis Rearick and Family, 2001

LIFETIME ACHIEVEMENT AWARD

Meenan Oil Co., 2001

DEAR FRIENDS

Serving our neighbors in these trying times takes teamwork. Whether you are a dedicated staff member, agency partner, valued volunteer, or generous donor, you can take great satisfaction in knowing that together we strengthened 5,805 lives this past year. You have made a great impact.

We never cease to be impressed by our professional staff who treat clients with the utmost compassion while guiding them toward healthy changes and more productive lives. And our clients obviously appreciate staff efforts—just look at the sampling of thank you notes (later in this book) received from families we have helped.

One of the reasons Family Service is able to meet the diverse needs of the people in our community is because in addition to providing our own vital programs, we have developed many strong, supportive partnerships. Mindful of not overlapping services in our County, Family Service joins forces daily with other nonprofits and human service agencies to provide for the complex needs of society today.

Our wonderful volunteers truly help our organization as we serve your neighbors. From those working daily at our Déjà vu Thrift Shop, to the creative folks on our special event committees, to the dedicated office volunteers—our volunteers contribute their time and talents to help us meet local needs.

But we cannot provide vital services without the generous donations of people like you. We are fortunate to have the support of many individuals and businesses who believe in our mission.

Looking ahead, Family Service will continue to think and plan strategically, responding to the ever-changing needs of our community. We will remain committed to the emotional health of vulnerable men, women and children, and will always make sure our services are accessible to all who need them. We will meet people where they are—physically, emotionally and mentally.

We are fortunate to have your support.

Thank you for believing in our vision of strong communities of healthy individuals, families, and children.



A handwritten signature in cursive script, reading "Francis J. Sullivan".

Francis J. Sullivan, Esq.
President, Board of Directors

A handwritten signature in cursive script, reading "Audrey J. Tucker".

Audrey J. Tucker, MSW, LSW
Chief Executive Officer



BOARD OF DIRECTORS

Board of Directors 2008-2009

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*Board members who are no longer current, but served during the 2008-2009 term.

** Current First Vice President.

+Member joined the board during FY 2009-2010.

MAKING AN IMPACT

Whichever role you play in Family Service Association, you can take great satisfaction knowing that together we touched 5,805 lives this year.

5,805

91% of Bucks County Housing Authority residents receiving our case management services maintained independent living.

66 The average number of clients seen each day in our Outpatient Behavioral Health program.

63% of parents in FAST said they now feel confident in their ability to recognize a problem with addiction in their child.

72% of teens at The Teen Center have learned to make safe decisions about sexual behavior.

171 The number of clients who received assistance in our Ways to Work program.

87% of clients in the HIV/AIDS program stayed compliant with their medical care.

89% of people who come for an initial assessment in our Outpatient Behavioral Health Program return to continue services with our staff.

98% of parents told us they have a better relationship with their children and family members because of the Parent Support Group.

8% The default rate on Ways to Work loans—3 points below the national average.

A survey conducted by the Pennsylvania Family Support Alliance showed our Parent Support Group scored **higher than the state average** in terms of parents:

- Getting support from other parents
- Learning more effective ways to discipline their children
- Learning ways to control emotions
- Reuniting families
- Making friends

2,000 new winter coats were distributed by FSA to children throughout the county.

22% of clients in our Outpatient Behavioral Health program are treated for both mental health and substance abuse disorders.

88% of teens who regularly visit The Teen Center say they don't use alcohol or drugs at all or even sometimes.

150 professionals were trained on children's health insurance in workshops sponsored by our Family Center and several agency partners.

94% of Parents as Teachers families were in stable living situations.

63% of parents said they found and accessed additional community support systems based on the information they learned in FAST.

100% of parents in the Parents as Teachers program reported that their child is connected with a medical provider.

2,117

The number of people who received services in our Outpatient Behavioral Health Program.

94% of families in Parents as Teachers experienced a significant decrease in risk factors for developing child abuse or neglect behaviors.

50% decline of behavior problems seen in school among the children in the FAST middle school program.

996 families received services offered by The Kelly Family Center.

91% of parents in the Parents as Teachers program demonstrated the ability to successfully cope with stressors and utilize effective, positive parenting skills.



Charlene regained control of her life.

Last summer, I thought I had control over my life. I had a good job, a great home and was the proud mother of Kyle, Ryan, and Carley. Every day I did what many single moms do—rushed to get my kids out the door, plowed through my work day, and then ran my children around for their after-school activities. I had a normal, healthy life.

But in August of 2008, life threw me a curve ball I wasn't expecting.

I lost my job. I had to support my family on unemployment compensation and without healthcare benefits. I was running out of ways to keep it all together. I was anxious, depressed, and couldn't sleep. I was also very concerned about how my

children felt, especially my 8 year old son, Ryan, who was already having difficulty adjusting to the new school year. When I started having panic attacks every day, I realized I needed expert help. I called Family Service for counseling.

After a few weeks of therapy, I found the courage to admit that I was once again bingeing and purging, something I had not done in over ten years. Breaking down in tears, I explained it was the only thing I could do that gave me a sense of control over my life. My psychiatrist prescribed medications to help with my anxiety, depression, and insomnia. We talked about ways I could better cope with my panic attacks.

Despite the help, I was still very stressed about being unemployed. I was referred by Family Service to Bucks County CareerLink, where I was able to improve my computer skills. I was also connected to the County Assistance Office where I applied for Medicaid benefits. In January, I found a new job in the billing department of a local hospital! Being back at work gave me a renewed sense of self-worth, and my depression began to subside. I stopped bingeing and purging, and my panic attacks stopped, too.

Meanwhile, I needed to help my son, Ryan. He wasn't making friends, and his school work was suffering. The Family Service counselor based in Ryan's school began to meet with him weekly. Ryan opened up to his counselor, telling her that he was scared for me and worried about what might happen to his family. He didn't want to tell me about his problems, because he didn't think I would listen. With his counselor's help, we began to talk about our feelings, and I learned ways to help Ryan cope. Ryan's grades have improved tremendously, and he has made two very close friends.

I'm not sure I would have made it through such a hard time in my life, if not for Family Service. They kept my family from falling apart.

Charlene

Outpatient Behavioral Health Programs

Counseling & Psychiatry

Supportive Case-management Outreach Team

Wellness & Tobacco Cessation

Family Strengthening Programs

Drive to Success (formerly Ways to Work)

Families and Schools Together (FAST)

Kelly Family Center

LINKS Family Reunification

Parents As Teachers (PAT)

Parent Support Group

My mom was struggling to keep things together. She worked two part-time jobs and needed to use the bus to get there, because our car had died. So between her work hours and the travel time, I was left to watch my four-year-old sister Amy a lot. Making matters worse, my class work was getting harder. I have mild dyslexia, but I usually manage to do okay in school. Yet, I was struggling with the work and had no interest in my friends. The more upset I became about the situation, the more I wanted to be alone.

And I couldn't talk to my mom. In fact, I argued with her more than anything. With Mom working, so stressed all the time, and trying to take care of Amy, she didn't pay much attention to me...until my report card came home. She saw I was in danger of failing the semester. This brought on more fighting.

My mom was already getting help from the Family Service Parents as Teachers program. My mom was worried that Amy would have a learning disability too. The Parent Educators came to the house; they screened Amy for developmental delays and helped my mom understand why Amy was not talking as much as other four year olds. They also helped my mom enroll Amy in an early intervention program.

My mom often joked that she wished there was a program that could help her with her teenager. Her counselor suggested she go to a parent support group and talk with other parents of teens who were in similar situations. And when my mom said she had no way to get there, the Parent Educator told her about another Family Service program, Ways to Work, that could help her get a low-cost loan to get a car.

Things all of a sudden turned around for us! My mom managed to buy a car, and she started going to the Parent Support Group. She also found a better day time job and was able to stop working at night. This allowed my mom to be home with Amy at night. And, best of all, I had her there to help me with school work.

I was glad my mom went to the group, because she had other parents to talk to. We stopped fighting so much; Mom and I became friends again. We realized I might just need a tutor to help get me through school.

I am enjoying school again, although I still have to work hard in my classes. My mom even drove my date and me to the prom!

Our family is happier now, thanks to Family Service.

Laura



Leah gained the strength to battle AIDS.



I am not the typical “face of AIDS”. At least not according to what I hear people say. I am a professional woman in my mid-forties. I own my own business. I have been happily married to my husband, Jake, for fourteen years. We travel a lot and have an active social life. We live in a very nice, upscale neighborhood in Bucks County.

I was diagnosed with AIDS two years ago, when I was admitted to the hospital with pneumonia. After what seemed like an endless supply of tests, my doctor told me the devastating news. “How?” I wondered. “How could this happen to *me*?”

Over the past ten years, I had been in and out of doctors’ offices struggling with many illnesses, including Shingles and staph infections. But no one questioned the underlying reason for my illnesses. No one tested me for HIV. And certainly the thought never crossed *my* mind. After all, I wasn’t the type of person you think would have AIDS. At least, that *was* my belief.

As I learned more about this disease, the answer to how I contracted the disease began to emerge. Before I met my husband, I had been in a relationship for about a year with someone else. He passed away from what I was told then was pneumonia. I didn’t question anything at the time. But after I was diagnosed, I reached out to his family and learned that Kevin had abused drugs when he was younger; he had a past life I knew nothing about. I had thought it was safe to have unprotected sex with

him. I wish I had known then more about the disease I am fighting now.

I came to Family Service because I was battling with my insurance company over the cost of my medications. Although I had private health insurance, it wasn’t enough to cover the cost of my medications. My case manager in the HIV/AIDS program suggested I change insurance companies to find better prescription coverage, and she helped me with all the paperwork to do that. She also talked with me about how to tell my friends and extended family about my diagnosis. I was still in shock and so ashamed, but I learned that I didn’t have to be. I have educated myself, and I am now educating my friends and family. I encourage everyone I know—whether they think they are at risk or not—to get tested.

I now know that there is no typical “face of AIDS.” But I am glad I am now smarter and strong enough to fight this disease.

Leah

HIV/AIDS Programs

Medical Case Management

Bucks CARES

Care Outreach

Healthy Relationships

Older Adult Programs

Bucks County Housing Authority Case Management

Guardianship

SeniorReach

My cousin, Jack, lives in one of the senior housing units in Bucks County. He is a year older than I am—he just turned 90. It was a bit surprising to me that Jack made it to 90, because he had a really tough time in the past year or so. You see, Jack has severe Rheumatoid Arthritis that stiffens his joints, so he can't stand or sit very much; he lies down a lot. This problem made it very hard for him to do simple things like shower and use the bathroom. But Jack is a proud man and still tries to do what he can on his own. It is painful just to watch him get to the laundry room. He puts his walker at the bottom of the three steps, turns and goes down the steps backwards. When he's done, he puts his clean laundry on the seat of his walker and somehow manages to get it back up the steps to his apartment.

During my weekly visits to Jack's place, I could tell he was becoming depressed. He was convinced he was dying and was always telling me he was ready to go. He had some other health issues too, but we couldn't get Jack to the doctor because he could not get in and out of a car. Plus, he was convinced doctors would go to extremes to prolong his life; he didn't want that. I was scared for Jack and unsure about how I could help him.

One day Jack's plumbing backed up and made a mess. The maintenance people in the building came to help him, and so did the Family Service social worker. She saw how difficult life was for Jack. The social worker saw the piles of laundry that needed to be folded and put away. She saw the pile of dirty dishes. She heard his frustration and depressed attitude.

So the social worker spoke with us about services that could help make Jack's life more comfortable. Despite some resistance at first, Jack listened to her. She said she could help him, and she started to help in small ways. She found a home care aid to help Jack clean his apartment when I couldn't be there. Then, she brought a commode assist and a chair for the bath, so Jack would have an easier time in the bathroom. Jack seemed to like her. And I'm not sure how she did it, but she even found a doctor who came right to Jack's apartment to give him a check up! They did an x-ray of his hip right there in his home; now a therapist visits each week to give Jack some exercises to do to help his hip.

Life is easier for Jack—and for me, too. Now, he jokes with me when I go to see him. My visits are more of a social call than a need to take care of him. I'm so thankful Jack met people who cared enough to help make his 90th year a bit brighter and easier for him.

Sadie

*Jack accepted
help he needed.*



The Teen Center



All through elementary and middle school, I had a tight bunch of friends. We did everything together. But in ninth grade that started to change. Some of us were in different classes. We all made new friends, but some of those new friends were really different than us. Soon, my one friend Ted began drinking and cutting school. He started acting like we were not cool enough to be friends with him anymore. A few of the other guys were getting involved with some gangs. Our group became divided and somehow, things became pretty tense among everyone.

By our junior year, I was scared. The one place I found that I could talk about all of this was at The Teen Center. A few of us went there pretty much every week. The teens there were all different, yet we all seemed to be able to talk with each other and get along. So I asked the staff at The Teen Center if they would help me get my old friends together to talk about things. I just felt that if I didn't try to do something, the situation would get violent. I was told by the counselors that they would guide me on mediation techniques. I was okay with that, but I wanted to lead the mediation. So I had the guys meet me at the Teen Center one week. I was actually surprised at how easy it was to get them to agree to come. I asked them to talk about what they felt was going on. The staff encouraged everyone to be as honest with each other as they could be. We all talked.

Ted admitted he drank too much. Carl told us he was scared about the gang he joined and needed help getting out. Joe told us his parents had kicked him out. I didn't know things were this bad for my friends. The Teen Center staff offered to help Ted, Carl and Joe with their problems. And the guys said they trusted the staff enough to accept their help. By the end of the discussion we were laughing about the good times we used to have.

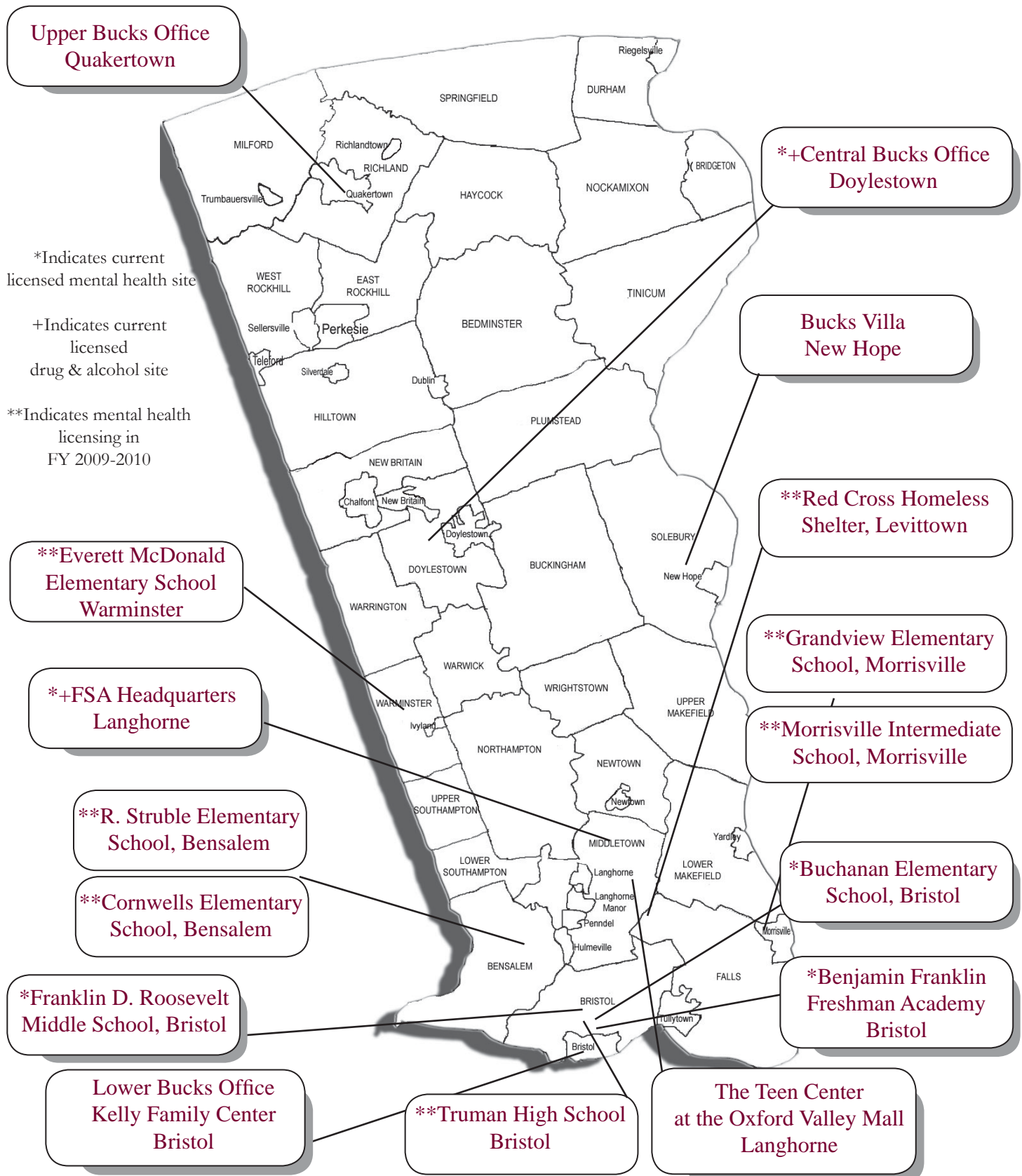
The Teen Center and the support of trained staff made my efforts safe and private. I knew my friends felt their feelings and privacy were respected. Since then, Ted has been going to see an Outpatient Behavioral Health therapist in the Family Service office building. Carl comes to the Teen Center all the time; he doesn't hang out with the gang at all anymore. Joe and his parents are reconnected and working things out with a family therapist.

The staff told me that I did a good job with the group; they even referred me to a teen mediation program where I can learn more about doing this kind of thing. I think teens in my community need more people like the staff at The Teen Center. They helped me get my friends back.

Jon

**Family Service Association strengthens the lives of Bucks residents in their homes,
in schools, in their communities, and in our offices.**

Family Service operates out of several offices, community-based sites, and licensed mental health sites throughout Bucks County.



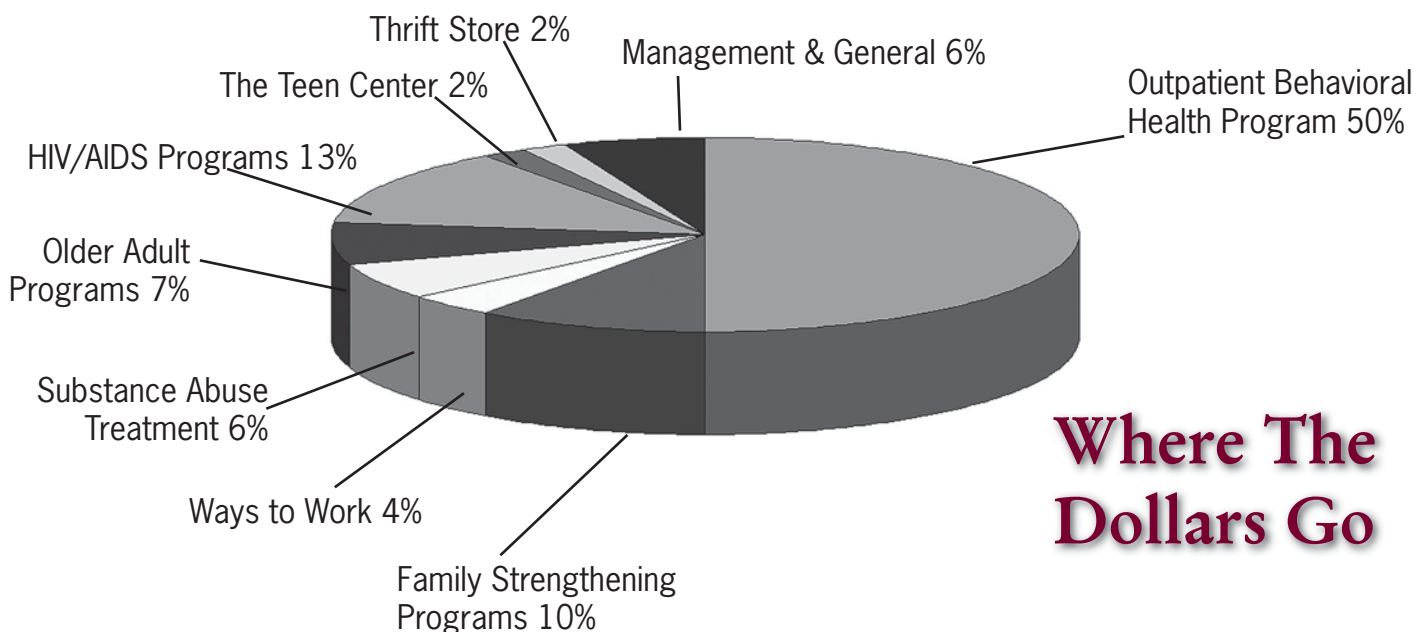
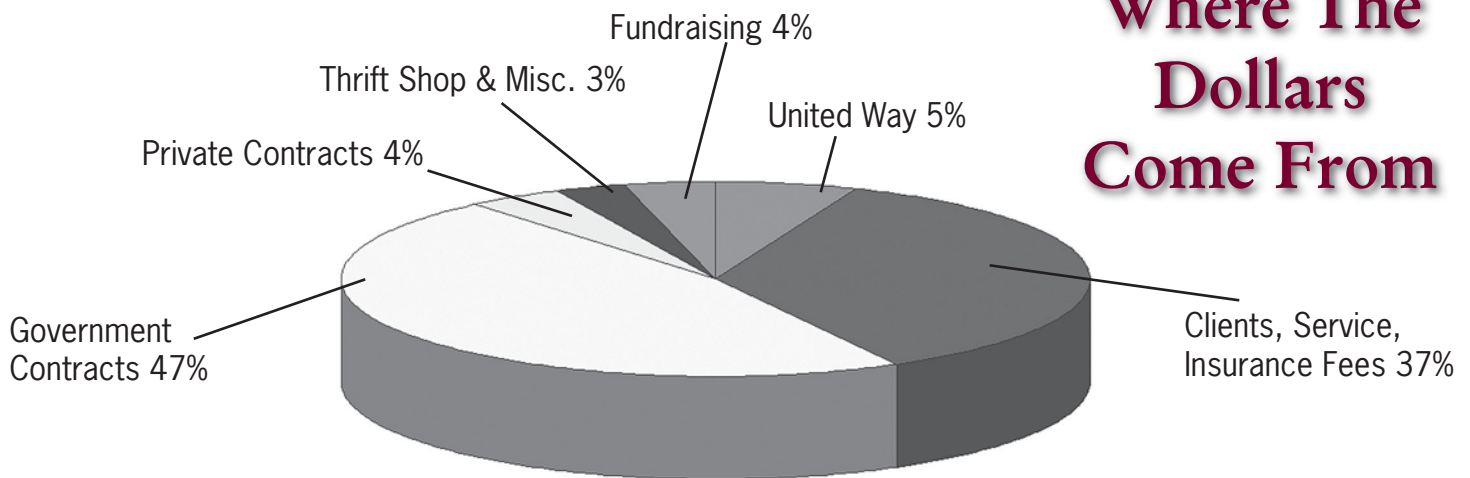
FINANCIAL SUMMARY

Family Service remains well positioned to serve individuals and families.
More than \$.90 of every dollar goes directly to client services.

Fiscal Year 2008-2009

Total Funding: \$5,371,532

Where The Dollars Come From



Where The Dollars Go

An audited financial statement is available upon request.

THANKS...in our own words

Excerpts from letters received from people whose lives you helped change this past year.

Thank
you!

To thank you for
calling me yesterday and
talking to me and listening
to me.

Thank you for your help, your
patience in dealing with my
problem.

Thank you for
your help through my many
problems. Your encouragement
and confidence in me has
been very beneficial.



Thank
you
very
much.

Thank you SOO MUCH FOR TRYING
to help us. I JUST WANT to keep
my kids healthy and safe.

You have impressed me with
your knowledge & kindness.

WITH
Gratitude

THANK
-you

Thankyou so much for helping me with
my housing. It means every thing
to me.

Volunteers make a tremendous difference in our ability to help our community!

Family Service volunteers serve on special events and board committees, as well as assist with administrative tasks, thrift shop sales, public relations, and building improvements.

Thank you to our wonderful volunteers!

*Peggy Acker
Automotive Training Center
Joseph Barbagallo
Dan Bates
Michael Berwind
Bea Borges
Michael Borski, Sr.
Diana Bullard
Jessica Carroll
Jane Checchio
Vivian Coleman
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Council Rock Key Club
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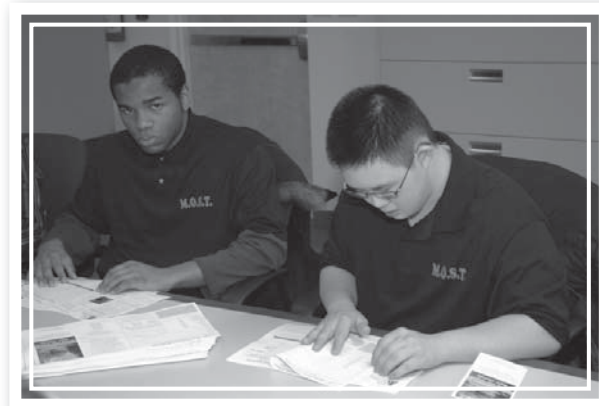
Students from the Automotive Training Center delivered 2,000 new coats from Operation Warm.



The painting team from Fulton Bank took time this past Spring to spruce up our Langhorne offices.



Employees of Gilbreth Packaging brightened up our children's play therapy room with fresh paint.



Volunteers from the **M**ore **O**pportunities for **S**tudent **T**raining team of Pennsbury School District assisted with mailings and administrative tasks once a week during the school year.



Volunteers stuffed over 300 backpacks for children during our Back to School Clothing Drive.



Volunteers served a Thanksgiving dinner to families at a monthly Family Night in Bristol Borough last November.

Thank you to our generous donors

for their support of

A Celebration of Family & Community Annual Luncheon

Building Control Systems & Services, Inc.

Mayor Joseph DiGirolamo

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Donald & Marilyn Hayden

Edwin & Cynthia Johnson

David R. Johnson

Michael & Susan Wert

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CHARITABLE GIVING

Thank you!

It is through the kindness of many generous individuals and organizations that we are able to continue our mission. We are grateful for every gift. Together we have a greater impact!

*We have made every attempt to recognize all our generous donors, grants, and contracts during the past fiscal year. Some donors are not listed because they have asked to remain anonymous. If your name should appear and does not, please contact our Director of Development at 215.757.6916 ext. 208. Thank you for your support.

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Deacons
Janet C. Price
Public Health Management Corp.
Frances Raiford
Dean Rakoskie
Reed & Steinbach
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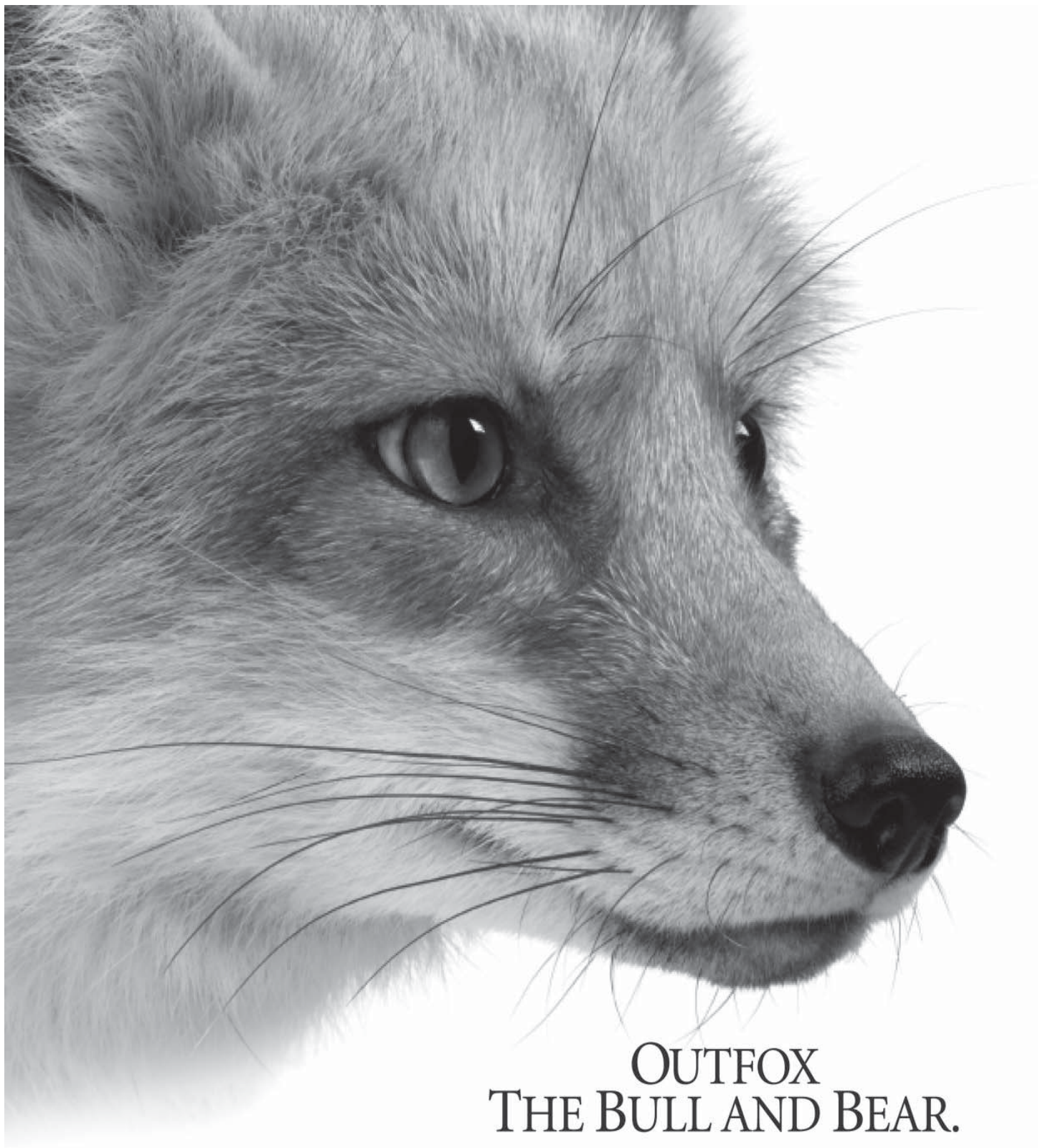
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708 N. Shady Retreat Rd. #1B
Doylestown, PA 18901
Phone: (215) 345-0550

Kelly Family Center
Canal's End Plaza, Ste. 201G
Bristol, PA 19007
Phone: (215) 781-6602

The Teen Center at the Oxford Valley Mall
Langhorne, PA 19047
Phone: (215) 757-7823

Upper Bucks Office
312 W. Broad Street
Quakertown, PA 18951
Phone: (215) 538-1616