### STRONGER TODAY. Brighter tomorrow.

ANNUAL REPORT 2015-2016





#### ABOUT FAMILY SERVICE

Family Service Association of Bucks County is a private, 501(c)(3) nonprofit social service organization with locations throughout Bucks County, Pennsylvania. For 63 years, we have been improving the lives of children and families, doing whatever it takes to help them overcome obstacles and reach their full potential.

We are a member of United Way of Bucks County and the Alliance for Strong Families and Communities, and we are fully accredited by the Council on Accreditation for Children and Family Services, Inc. We are also licensed by the State of Pennsylvania to provide mental health and drug and alcohol assessment and treatment services.

#### MISSION

We listen, care and help. Every day.

#### VISION

A community where anyone can achieve his or her full potential.

#### **BOARD OF DIRECTORS**

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### CHIEF EXECUTIVE OFFICER

Audrey J. Tucker

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# THANK YOU.

First and foremost, we thank you. This past year, you have continued to support our work in ways that are both remarkable and humbling, and we are so grateful for your extraordinary partnerships.



We work to empower children, combat homelessness, manage mental illness, educate parents and prevent suicide; but when you boil it down, what we really do is listen, care and help. Every day. Our aim is to create a stronger Bucks County where each community member is an engaged, contributing citizen. Thanks to you, we're able to improve our community—one family at a time.

During our 2015-2016 fiscal year, we took steps to live out our vision of a community where anyone can achieve his or her full potential. And we will continue to do so. Our programs are how we do our work, but they are not simply what we do. Our work is marked by innovation, data, quality, talent, partnerships and accountability. In this report, you will read about our organizational accomplishments as well as some of the stories and results of our ongoing work.

We know that the needs around us are great. Your support makes the work we do possible. As we continue to respond to the ever-changing needs of our community, that support becomes all the more critical. As donors, volunteers and friends, you are true partners in this work, and the stories we tell here are the outcomes of those invaluable partnerships.

On behalf of those we serve, and from all of us at Family Service, thank you.

Andrey J. Tucker

Audrey J. Tucker, MSW, LSW Chief Executive Officer

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Michael J. Mattie President, Board of Directors

# A YEAR IN REVIEW

During our 2015-2016 fiscal year, we focused on investing in our infrastructure, building new partnerships and expanding programs to meet the growing needs of our community.

#### SHELTER BATHROOM RENOVATIONS

After much planning and fundraising with the help of Buck Up Bucks County, Round Two, the Bucks County Emergency Homeless Shelter bathroom renovations were completed in August 2015. The new bathrooms feature additional bathtubs, commercial grade fixtures, easy-to-clean surfaces and ADA compliant showers. We could not have completed this project without the dedicated, generous team who donated their time and resources to make the new bathrooms at the shelter a reality. Calkins Media spread the word and provided daily updates via The Intelligencer and Bucks County Courier Times; Forrest Grove Enterprises, Inc. generously donated a project manager who oversaw the renovations; Milex Construction led the team that completed much of the construction work and donated months of their time to the project; and Worth & Company donated all of the plumbing fixtures. Thank you to everyone who helped make this project a success.

### OUT OF THE DARKNESS

In June 2016, we were proud to be a community partner for the first ever Out of the Darkness Walk in Bucks County. At the Lower Bucks County Technical High School in Levittown, we joined walkers, volunteers and donors who all helped make a difference by spreading awareness about suicide prevention and helping to change our culture's approach to mental health.



Community members tour the newly renovated shelter bathrooms during an open house

#### OFFICE EXPANSIONS IN CENTRAL AND UPPER BUCKS

In September 2015, we moved our Quakertown office into a larger space to allow for the expansion of services in upper Bucks County. We are now located at 200 Apple Street, Suite One in Quakertown. We also recently completed a renovation of our Doylestown office. We added three therapy rooms to accommodate the growing demand for outpatient mental health services.

### HIV/AIDS PROGRAM EXPANDS

Our HIV/AIDS Program expanded to include Anti-Retroviral Treatment and Access to Services (ARTAS), the Center for Disease Control and Prevention's linkage case management intervention. The goal of ARTAS is to connect those recently diagnosed with HIV to medical care soon after receiving their positive test result.



Left: Commissioner Diane Marseglia, Vince Volpe and Audrey J. Tucker; Right: Janet Hartman, Ben Ciliberto, Dominick Paciolla, Michael J. Mattie, Randolph Hanks and Ernie Nocito

### PARTNERING TO PREVENT SUICIDE

Last fall, we partnered with Bucks County Transport to post National Suicide Prevention Lifeline (1.800.273-TALK) signs on 105 of their vehicles. The nonprofit transit agency provides more than 2,000 rides across Bucks County each day. Thank you to Bucks County Transport for supporting our suicide prevention efforts and to our county for funding this initiative.

### COA REACCREDITATION

In December 2015, we achieved reaccreditation through 2019 from the Council on Accreditation (COA). COA is an independent nonprofit that partners with human service organizations to improve service delivery outcomes. Achieving reaccreditation was not easy. It took us over a year of hard work and dedication to achieve this goal. During that time, COA reviewed all aspects of our programs, services, management and administration. Although the formal reaccreditation process is over, our work is far from complete. COA reaccreditation is not an end result; it is a process by which we can consistently strive for and achieve new levels of excellence. This process has improved the way we deliver services to the community and has established strategies for continuous improvement in the years to come.

#### BUSINESSES SHOW SUPPORT VIA NEIGHBORHOOD ASSISTANCE

In 2015, we became the first Bucks County nonprofit to be awarded Neighborhood Assistance Program (NAP) tax credits. The NAP is a tax credit program in Pennsylvania that encourages businesses to invest in projects that benefit vulnerable populations. We were awarded \$50,000 in tax credits, which were purchased by four supportive local financial institutions: Customers Bank, BB&T, M&T Bank and Meridian Bank. These credits funded a brand new playground facility and parking lot at the Bucks County Emergency Homeless Shelter.

### AACES PROGRAM EXPANDS

We expanded the population we serve in our AACES program to include individuals with other disabling conditions besides Autism Spectrum Disorder. Formerly Autism Awareness, Community Education and Support, AACES now stands for Adolescent and Adult Competitive Employment and Socialization. We also broadened our scope of services thanks to a grant from the Office of Vocational Rehabilitation that allows us to work with students ages 17-21 with disabilities, providing transition services for employment and higher education.

# HONOREES

Each year, we recognize select community partners who work alongside us to help our community members achieve their full potential.

### CORPORATE CITIZEN OF THE YEAR

#### Johnson & Johnson

Johnson & Johnson challenges and inspires their employees to put the needs and well being of the people they serve first. They have been tremendous supporters of Family Service for decades. We are fortunate that their core values and investment in the community have provided our organization with more than \$200,000 in support since 2000.

Johnson & Johnson's corporate contributions have funded a variety of services at the Bucks County Emergency Homeless Shelter including case management, job search and preparation, counseling, budget planning and transportation. They have also supported our programs and services that help children and families in our community reach their full potential.

Without Johnson & Johnson's consistent commitment to strengthening the lives they touch, we would not be able to provide ongoing support to those in greatest need. Their generous contributions have changed the lives of generations and helped us build a stronger community. We are grateful for Johnson & Johnson's dedication to our work, and we are honored to recognize them as our 2016 Corporate Citizen of the Year.

### FAMILY BUILDERS OF THE YEAR

#### Bucks County Department of Housing and Community Development, Bucks County Housing Group, Bucks County Opportunity Council and Keystone Opportunity Center

Four years ago, a group of organizations came together to talk about how to help people who are homeless or soon to be homeless in Bucks County. At a critical time in their lives, these vulnerable households faced the daunting task of calling many public and private agencies to ask for help. And agencies, only some of which were involved in the housing system, were receiving calls from desperate people who they could not help.

While each organization in the planning group offered a different service and had a different perspective on how to help those experiencing a housing crisis, they agreed to put their differences aside to develop a plan for a central point of information, assessment and referral services for all Bucks County residents. They also agreed that the plan would not be designed to meet the needs of any single organization. Instead, the plan would streamline the process of obtaining housing services, develop a shared definition of services to be offered and ensure that those with the highest level of need would receive the most intensive level of care. By recognizing those being served as their shared clients, these organizations broke down barriers to communication and implemented an effective use of resources. As with any new program, a small group emerged as the champions for this new approach. Together, Bucks County Department of Housing and Community Development, Bucks County Housing Group, Bucks County Opportunity Council and Keystone Opportunity Center partnered with Family Service to become the leadership team for the Bucks County Housing Link. They committed their time and talents to test the new program and evaluate what worked.

Today Housing Link is recognized as a valuable resource and a model for effective collaboration that leads to real change. We are proud to have served with these organizations as part of the Housing Link leadership team. It is our pleasure to recognize them as our 2016 Family Builders of the Year for working hard and taking risks to build a new service that changes lives.

### FAMILY OF THE YEAR

#### Marion Tanzillo

Each year, we select one individual or family who came to us with a challenge and made a strong commitment to strengthening their lives through participation in one of our programs. This family is recognized as our Family of the Year because of their dedication to improving their overall well being and maximizing their independence.

Marion came to Family Service four years ago and has worked very hard in her recovery and mental health treatment ever since. She has overcome many challenges and, because of her dedication to recovery and treatment, has remained substance free for the last four and a half years. Marion continues to be an active Narcotics Anonymous member, completing her step work and even running a group. Marion has made a great deal of progress over the years, and we are pleased to recognize her as our 2016 Family of the Year.

#### PREVIOUS CORPORATE CITIZENS OF THE YEAR

Calkins Media; Forrest Grove Enterprises, Inc.; Milex Construction and Worth & Company, Inc. (2015), Bucks County Technology Park (2014), Calkins Media, Comcast, The Huffman Group and Cheryl & Tom Schrier (2013), Comcast (2012), Renaissance Benefit Advisors (2011), Peddler's Village (2010), First Federal of Bucks County (2009), 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)

#### PREVIOUS FAMILY BUILDERS OF THE YEAR

Makefield Women's Association (2015), Soroptimist International of Indian Rock (2014), Foundations Community Partnership (2013), St. Mary Medical Center (2012), Bucks County Housing Authority (2011), Pennsylvania Association of School Retirees, Bucks Chapter (2010), United Way of Bucks County (2009), North Penn Community Health Foundation (2008), Bucks County Transport, Inc. (2007), Bristol Borough School District (2005), Bucks County Health Improvement Partnership (2004), Bucks County Children and Youth Social Services (2003), Bucks County Head Start (2002), Bucks County Juvenile Probation Department (2001)

### PREVIOUS FAMILIES OF THE YEAR

Nicole Eckenrode (2015), Zaida Baig (2014), Edward Dixon (2013), David and Kim Andress (2012), Mike Babij (2011), The Madison Family (2010), Dawn Bauhof (2009), Tara and Austin Briel (2008), Nicole Fairfield and Family (2007), Rachel Callahan and Family (2005), Monica Wooden (2004), Linda Waters and Family (2003), Cheryl Clark and Family (2002), Francis Rearick and Family (2001)



# REUNITING Families

More than 300 Bucks County children are in foster care.<sup>1</sup>

<sup>1</sup> Pennsylvania Partnerships for Children, "Foster Care - September 30 Snapshot by Age Group," KIDSCOUNT Data Center, 2016, accessed October 24, 2016, http://datacenter.kidscount.org/data/ tables/8561-foster-care--september-30-snapshot-by-age-group.



Jack was referred to our LINKS Time-Limited Family Reunification program by Bucks County Children and Youth Social Services. He had recently been released from jail after serving a 10-month sentence, and his three young children were in foster care due to abuse by their mother. Jack had many challenges to overcome in order to be reunified with his children.

Jack did not have a home, insurance, transportation or a job. With support from his LINKS Case Manager, Jack obtained health insurance and began receiving food stamps. He moved in with family members and submitted an application for Section 8 housing. Jack also began receiving services through our Parents as Teachers and Outpatient Counseling programs.

Jack's Case Manager transported him to visit his children and assisted him in finding employment. She also helped Jack obtain furniture and create safe living spaces for his children in his new apartment. His Case Manager assisted with budgeting and money management, and our pantry supplied diapers and food. Thanks to your support, Jack's children ended their 12-month stay in foster care, and the family was successfully reunited. 75

We served 75 parents whose children had been removed from their homes and placed in foster care.

#### LINKS TIME-LIMITED FAMILY REUNIFICATION

We work with parents to reunify families within the first 15 months of a child being placed in foster care through provision of clinical case management, mental health counseling and parent education. We also connect parents with other community resources that can support them in maintaining long-term stability and preventing re-placement of their children.



# PREPARING FOR Employment

Across all levels of education, people with a disability are much less likely to be employed than their counterparts without a disability.<sup>2</sup>

<sup>2</sup> United States Department of Labor, Bureau of Labor Statistics, "Persons with a Disability: Labor Force Characteristics - 2015," news release, June 21, 2016, accessed October 21, 2016, http://www.bls.gov/news.release/archives/dissup\_04242013.pdf.



When Sarah graduated from high school at age 21, she was faced with the challenge of transitioning from a protective special education environment to the more challenging adult world. Knowing employment would be her best option, Sarah and her family turned to the Office of Vocational Rehabilitation who referred her to our Adolescent and Adult Competitive Employment and Socialization (AACES) program.

Sarah's AACES Job Coach assessed her strengths and challenges and developed an individualized plan to help her meet her employment goals. With her Job Coach's support and assistance, Sarah applied for a position at a local convenience store, was interviewed and was offered a job stocking the store's shelves and keeping the space tidy.

With her Job Coach by her side, Sarah is learning to stay on task and to recognize the nuances of engaging with customers, supervisors and peers. She is proud of the successes she is experiencing at work, and she is happy to be earning her own money to save and spend. Thanks to your support, Sarah is now able to contribute to her community and looks forward to a bright future.

# 90%

90% of all job coaching clients who have been receiving services for 6 months or more have been placed in competitive employment.

#### ADOLESCENT AND ADULT COMPETITIVE EMPLOYMENT AND SOCIALIZATION (AACES)

AACES is a group of programs designed to increase independence and decrease isolation among young people with disabilities. Through Transition Services, a component of AACES, we help youth ages 17-21 who are in need of assistance to transition successfully into competitive employment or higher education.



# PROTECTING OLDER ADULTS

Older Americans lose an estimated \$2.9 billion annually to financial exploitation, and it's estimated that for each case that is reported, 43 others go unrecognized.<sup>3</sup>

<sup>3</sup>Jenefer Duane, "Spotlight on Scams That Target Older Adults," Information for Consumers, June 13, 2013, accessed October 24, 2016, http://www.consumerfinance.gov/about-us/blog/spotlight-onscams-that-target-older-adults/.



Martin is retired and lives in an apartment managed by Bucks County Housing Authority (BCHA). He received a call informing him that he had won a sweepstakes. In his excitement, Martin sent a check to pay the taxes on his winnings prior to receiving them. Unfortunately the sweepstakes was not legitimate, and scammers now had access to his bank account. When Martin noticed an unexpected withdrawal from his account, he assumed he had subscribed to some sort of publication that he had forgotten about. When withdrawals continued, Martin discovered he was the victim of a scam.

Unsure of what to do next, Martin turned to his BCHA Case Manager. She educated Martin about common scams and how to avoid them, and she helped him close his bank account and open a new one, change his phone number and register on Do Not Call lists.

Martin's Case Manager also learned that he was having trouble paying his bills, so she enlisted Martin's grandson to help make payments and monitor his accounts. Thanks to your help, Martin has a Case Manager who helps him create plans, manage his finances and protect his assets from scammers.

# 686

Our Case Managers helped 686 older and disabled adults access food, medical care, insurance, utility assistance, home health care, debt management services and transportation.

#### BUCKS COUNTY HOUSING AUTHORITY CASE MANAGEMENT

We provide case management, information and referrals for low-to-moderate income older and disabled residents of Bucks County Housing Authority (BCHA) managed housing sites. We partner with BCHA to meet the growing needs of older and disabled adults who are at high risk of losing their independence.



# COMBATTING Homelessness

More than 500 people are homeless in Bucks County, and approximately 40 percent are children.<sup>4</sup>

<sup>4</sup> Data Management Sub-Committee, "2016 Point in Time Count Summary Report," Housing Continuum of Care of Bucks County, March 2016, , accessed October 20, 2016, http://www.hcocbc.com/ data-management.



Emma, six months pregnant, arrived at the Bucks County Emergency Homeless Shelter with her husband, Frank, and their three young children. Both parents had lost their jobs and, unable to pay rent, the family had been evicted from their home.

At the shelter, the family's Case Manager helped them create a plan to address their challenges. The Case Manager ensured that the two older children were able to attend school in the district where they had been residents, and she helped enroll the youngest child in Head Start. Emergency assistance for car repairs and reinstated insurance allowed Frank to find a job fairly quickly. A shelter Budget Advisor helped create a realistic budget for the family, and they opened a savings account and began setting money aside. Shortly thereafter, Emma and Frank were approved for Rapid Re-Housing, which provides financial assistance to help homeless families attain housing.

Thanks to your support of the shelter, Emma and Frank found a house for rent, within their budget, that meets the needs of their growing family. They were able to celebrate the birth of their new child in their own home.

### 317

We served 317 people at the Bucks County Emergency Homeless Shelter, 125 of which were children under the age of 18.

#### BUCKS COUNTY EMERGENCY HOMELESS SHELTER

The shelter is a temporary residence for individuals and families who have lost safe and stable housing. It operates 24 hours a day, 365 days a year, serving approximately 70 people at any given time. Typically, about one third of the residents are children. On-site services include case management, job search and preparation, budget planning, health evaluations, outpatient counseling and transportation.



# LINKING TO Care & Housing

Approximately 900 people in Bucks County are living with a diagnosis of HIV/AIDS.<sup>7</sup>

<sup>7</sup> AIDSVu, "Persons Living with an HIV/AIDS Diagnosis," Map of Pennsylvania by County, 2013, accessed October 24, 2016, http://aidsvu.org/map/?state=PA.



With assistance from his Medical Case Manager (MCM) and support group services through our HIV/AIDS Program, Robert was living a satisfying life filled with volunteering and community outreach. Then, while visiting a friend out-of-state, Robert took a bad fall, the result of brittle bones, and sustained multiple injuries.

After many surgeries and months in a faraway hospital, Robert contacted his MCM for support. He had been told he would not walk again, and he was struggling with thoughts of suicide. Robert's MCM stepped in to encourage and support him long distance. Upon his eventual return home, Robert found it very difficult to continue living in his second floor apartment, as climbing stairs was nearly impossible for him.

Through the support of our Housing Opportunities for Persons with AIDS program (HOPWA), Robert was able to secure both an accessible apartment and financial assistance for moving. Now able to walk and care for himself again, Robert continues to receive support from our HIV/AIDS Program. Thanks to you, Robert has hope for the future, and he is slowly returning to his life of community service.

### 93%

27 out of 29 Housing Opportunities for Persons with AIDS program (HOPWA) participants currently have a housing plan in place.

#### HIV/AIDS PROGRAM

We improve the quality of life for people living with HIV/AIDS by connecting them to a range of needed services including medical care, mental health services, supportive services and groups.

Through Housing Opportunities for Persons with AIDS program (HOPWA), a related program, our Housing Specialist helps people locate and sustain their own housing within the community.



# EMPOWERING Youth

Approximately 20% of teens will experience depression before they reach adulthood. Additionally, depressed teens usually have a smaller social circle and take advantage of fewer career and educational opportunities.<sup>8</sup>

<sup>8</sup> "Teen Depression," I Need a LightHouse: A Depression and Suicide Education Awareness Program, 2015, accessed October 27, 2016, https://www.ineedalighthouse.org/depression-suicide/ teen-depression/.



Sadie came to our School-Based Counseling program while struggling with a very complicated family situation. Her mother was in a long-term care facility due to a traumatic brain injury, and her father was dealing with substance abuse. Midway through her senior year of high school, Sadie was having a very hard time with the stress and challenges that come with confronting postgraduation planning without support from home.

Our School-Based Counselor found Sadie to be profoundly depressed. The Counselor worked with her to develop a crisis plan and a contract for safety. She was referred for a psychiatric evaluation and started taking an antidepressant. Sadie began attending regular counseling sessions, sometimes several times a week.

Through counseling, Sadie recognized one of her strengths to be self-advocacy. She had been denied university admission and, with encouragement from her Counselor, Sadie called the admissions office to request reconsideration. She pulled her grades up, sent a new essay and letter of recommendation and was admitted to the university. Thanks to you, Sadie is now attending college and has regained a sense of hope for her future.

# 3,270

Our School-Based Counselors provided 3,270 sessions in 22 schools across 7 school districts in Bucks County. That's a 19% increase from last year's 2,750 in-school counseling sessions.

#### SCHOOL-BASED COUNSELING

Many families have difficulties attending a traditional outpatient clinic. Our school-based services enable children to receive counseling directly in the school they attend each day. Our clinicians communicate directly with children's families, teachers and other support staff in order to effectively coordinate care and maximize the benefits from counseling. Family counseling is also provided and encouraged.



# PREVENTING Suicide

Nationally, suicide is the third leading cause of death for youth ages 11-24; but in Bucks County, suicide is the second leading cause of death for this age group.<sup>6</sup>

<sup>6</sup> School District Support, "Bucks County Youth Suicide Prevention Task Force," Office of Safe and Drug Free Schools and Communities, 2016, accessed October 24, 2016.



A young teenage boy recently called the National Suicide Prevention Lifeline and spoke with one of our Contact Helpline volunteer listeners. The boy told our listener that he was home alone and that recently he had been thinking a lot about cutting and suicide. The caller had shared this with a friend, but the friend didn't seem to care. The boy now planned to leave a note for his parents and find a place to kill himself.

Our volunteer listener learned that the boy had good relationships with his parents and that he was regularly seeing a mental health professional. The listener helped the boy recognize that there are people in his life who care and suggested that perhaps his friend cares but simply didn't know how to respond. The volunteer encouraged the boy to call his mother, who immediately returned home.

Later that week, the boy called the Lifeline again, this time to thank the volunteer for caring about him and for taking the time to talk. Thanks to you, this boy and many others are still alive today because they are able to speak with trained volunteers via the Contact Helpline and the National Suicide Prevention Lifeline.

# 100%

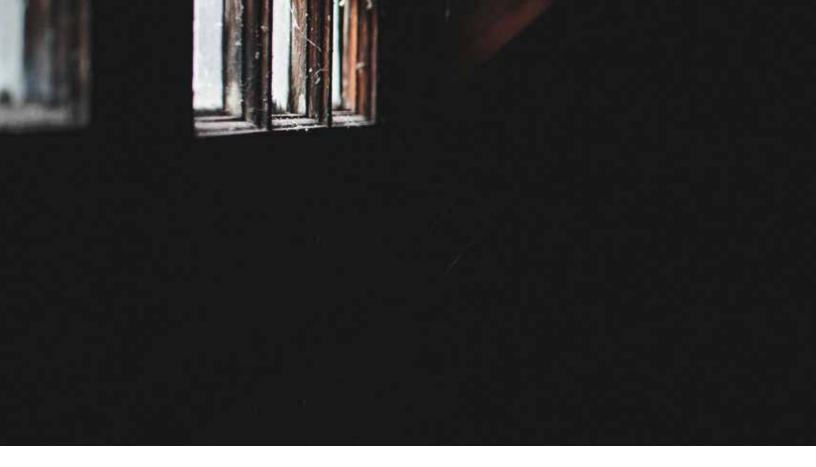
100% of people who called the National Suicide Prevention Lifeline remained safe after speaking with one of our volunteer listeners.

#### CONTACT HELPLINE (215.355.6000)

We provide confidential telephone services for individuals who are contemplating suicide, struggling with life's challenges or in need of someone to listen.

#### NATIONAL SUICIDE PREVENTION LIFELINE (1.800.273.TALK)

We answer calls on this 24-hour suicide prevention hotline available to anyone in suicidal crisis or distress.



# SUPPORTING RECOVERY

Approximately 45% of Americans seeking treatment for a substance use disorder have been diagnosed as having co-occurring mental health and substance use disorders.<sup>5</sup>

<sup>5</sup> Substance Abuse and Mental Health Services Administration, "Behavioral Health Treatments and Services," U.S. Department of Health and Human Services, October 19, 2015, accessed October 24, 2016, http://www.samhsa.gov/treatment#co-occurring.



Marion came to Family Service several years ago for help with recovery from her addiction to alcohol and drugs. She was struggling not only with addiction, but also faced mental health challenges. Once connected with our organization, Marion was fortunate to receive an array of services to help her, including Supportive Case Management, Outpatient Counseling and Psychiatry.

Marion approached her recovery with enthusiasm and hard work. She has maintained her recovery from addiction and even initiated a new Narcotics Anonymous group. She has faithfully continued treatment to address her mental health needs and has shown dramatic improvement. Now able to manage her affairs on her own, Marion and her Case Manager began to address her ongoing housing challenges.

Marion's Case Manager assisted her in applying for Section 8 housing, and she recently received a voucher allowing her to move into her own apartment. Thanks to your help, Marion's life is back on track. She is living a drug and alcohol free life in her own home, and she continues to work hard to maintain her health and independence.

### 90%

193 out of 214 Supportive Case Management Outreach Team participants were able to obtain or maintain stable housing.

#### SUPPORTIVE CASE MANAGEMENT OUTREACH TEAM (SCOT)

Our SCOT program provides people with assistance in achieving their recovery goals. We help participants manage their psychiatric symptoms and reduce their substance use so they can meet their daily needs and enjoy a higher quality of life in the community. Services are provided with a multi-disciplinary, recovery-oriented team approach.



# PROGRAMS

### AACES PROGRAM

Adolescent and Adult Competitive Employment and Socialization: Job coaching, transition services and socialization opportunities for people with disabilities

### COUNSELING

Comprehensive outpatient mental health services including counseling, nursing, drug and alcohol addiction treatment, psychiatric evaluations, school-based therapy and peer support groups

**Supportive Case Management**: Recovery assistance for people with a mental health or mental health/substance abuse diagnoses

### HIV/AIDS PROGRAM

Case management, prevention, linkage to medical care and support services to improve the quality of life for people living with HIV/AIDS Housing Opportunities for Persons With AIDS (HOPWA): A Federal program that helps eligible people living with AIDS find and maintain stable housing

**Bucks Villa**: A group home in New Hope, Pennsylvania for people who are HIV positive or living with AIDS

### HOMELESS SERVICES

#### Bucks County Emergency Homeless Shelter:

A temporary residence for individuals and families who have lost safe and stable housing

#### Bucks County Housing Link (1.800.810.4434):

Telephone resource for those experiencing a housing crisis

### OLDER ADULT PROGRAMS

#### Bucks County Area Agency on Aging Case

**Management**: Information and referrals for older adults living throughout Bucks County



#### **Bucks County Housing Authority (BCHA) Case Management**: Information and referrals for older/ disabled residents of BCHA managed housing sites

**Guardianship for Adults**: A team that serves as Guardian of the Person and makes medical and personal care decisions for incapacitated adults

#### PARENT EDUCATION & SUPPORT

**Family Center**: Family-friendly activities and services that strengthen family relationships and connect families with vital resources

#### LINKS Time-Limited Family Reunification:

Reunification of parents and their children who are in foster care

**Nurturing Parenting**: In-home parent education, counseling and case management services designed to build nurturing skills as alternatives to negative parenting practices

**Parent Support Group**: Weekly meetings to improve family relationships and help parents make positive family changes

**Parents as Teachers**: Early childhood services that assist families with parenting, promote child health and development and prevent child abuse

#### SUICIDE PREVENTION

**Contact Helpline (215.355.6000)**: Confidential telephone services for individuals who are contemplating suicide, struggling with life's challenges or in need of someone to listen

#### National Suicide Prevention Lifeline (1.800.273.TALK): A 24-hour, confidential suicide

prevention hotline available to anyone in suicidal crisis or emotional distress

### TEEN CENTER

A confidential place where teens can talk about problems and get support from caring professionals and others who are going through similar struggles.



# LOCATIONS

#### OFFICES

**Bristol Office** 2 Canal's End Road, Suite 201G, Bristol, PA 19007

#### **Doylestown Office**

Georgetown Commons, Suite 1 708 North Shady Retreat Road, Doylestown, PA 18901

Langhorne Office 4 Cornerstone Drive, Langhorne, PA 19047

#### **Quakertown Office** 200 Apple Street, Suite 1, Quakertown, PA 18951

### COMMUNITY SITES

Adolescent and Adult Competitive Employment and Socialization (AACES) Oxford Valley Mall, Suite 012

2300 East Lincoln Highway, Langhorne, PA 19047

**Bucks County Emergency Homeless Shelter** 7 Library Way, Levittown, PA 19055

**Bucks County Family Center** 2 Canal's End Road, Suite 201G, Bristol, PA 19007

Call Center 853 2nd Street Pike, Richboro, PA 18954

**Teen Center** Oxford Valley Mall, 2300 East Lincoln Highway Langhorne, PA 19047



### SCHOOL SITES

#### **Bensalem School District**

Cornwells Elementary School and R. Struble Elementary School

#### **Bristol Township School District**

Armstrong Middle School, Brookwood Elementary School, Franklin D. Roosevelt Middle School, Keystone Elementary School and Truman High School

#### **Centennial School District**

Log College Middle School, McDonald Elementary School and William Tennent High School

#### Morrisville School District

Grandview Elementary School, Morrisville High School and Morrisville Intermediate School

#### **Neshaminy School District**

Herbert Hoover Elementary School and Neshaminy High School

#### Pennsbury School District

Penn Valley Elementary School and Pennwood Middle School

#### **Quakertown School District**

Neidig Elementary School, Quakertown Community High School, Quakertown Elementary School, Quakertown Freshman Center and Strayer Middle School



# FINANCIAL Summary

Today, we remain well-positioned to serve individuals and families for many years to come. We are proud to say that \$0.90 of every dollar goes directly to client services.



#### REVENUE

Total Operating Revenue	\$7,287,345	
Other	\$291,494	4%
Client Services & Insurance Fees	\$3,206,432	44%
Donations	\$510,114	7%
United Way of Bucks County	\$218,620	3%
Grants & Contracts	\$3,060,685	42%

#### EXPENSES

Counseling	\$3,084,933	43%
Parent Education & Support	\$645,684	9%
Call Center	\$286,971	4%
Teen Center	\$71,743	1%
AACES	\$215,228	3%
HIV/AIDS Program	\$789,169	11%
Older Adult Programs	\$215,228	3%
Emergency Homeless Shelter	\$1,147,882	16%
Management & General Admin.	\$502,198	7%
Development & Fundraising	\$215,228	3%
Total Operating Expenses	\$7,174,263	
Net Operating Results	\$113,082	



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42% of our revenue comes from government contracts and grants from private foundations and partner organizations.



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Bucks County Children and Youth Social Services Agency

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Bucks County Department of Mental Health/ Developmental Programs

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Volunteers make a tremendous difference in our ability to help the community. Our volunteers serve on special events and board committees, assist with administrative tasks, help operate the Bucks County Emergency Homeless Shelter, assist with public relations, make improvements to our facilities, answer Contact Helpline and Bucks County Housing Link calls and much more.

Our 298 volunteers are comprised of 152 regular volunteers (monthly or weekly), 39 frequent volunteers (4 to 11 times annually) and 107 occasional volunteers (1 to 3 times annually).

These dedicated volunteers contributed a total of 11,514 hours of service during our 2015-2016 fiscal year. That's equal to 480 days, 16 months or 1-1/3 years of volunteering! We're so grateful for the generosity these champions exhibit, abundantly sharing their time and talents when it's needed most.

# \$156,985

Based on average salaries for comparable paid positions in the greater Philadelphia region, 11,514 hours of service is valued at \$156,985.

#### YOU CAN MAKE A DIFFERENCE

Join our volunteer workforce and help us make a difference in our community. We will work with you to find the best match between your interests and our needs. Orientation and training are provided. Contact Ellen Vinson, Director of Volunteer Services, at evinson@ fsabc.org or 215.757.6916, ext. 202 to learn more.

#### VOLUNTEERS

Kristin Abbe Lou Altomari Saud Alyahya Donna Amerald Donna Armstrong Momsey Artis Amanda Ault Neil Babcox Lisa Balent Dustin Barnes Christina Bean Sara Benowitz Terri Bentley Steve Berkley Anne Berlin Sal Bevivino Susan Bieber Liz Bielunas Esther Bleier Lindsey Blender Carl Blosser Cathy Bondi loe Bondi Donna Bonfrancesco Michael Borski Rose Bradley Dorothy Brady Arpavi Brahmbhatt Carolyn Brown Katelyn Burke Denise Burnett Carol Calvello Wanda Campbell Donna Campoli Patrick Cannon Mark Cappuccio Cecelia Cardano Cheri Carter Kasey Cauto

Frank Cavaliere Millie Cavaliere Alexandra Cerrito Joanne Charpentier Fran Ciaccia Bernard Ciliberto William Clark Chari Cohen Linda Collins Michael Colluccio Dale Cosack Carol Costello Jennifer Couchoud Chris Cridge Susan Cridge Gil Crisenbery Shawn Curnew Mary Jo D'Agostino Pete D'Agostino Sandy D'Amelio Lynn Darling Laurie Darragh Cliff Davis Linda Davis Shiela Dawe Dawn Day Michelle Dello Buono Denise Dempsey Sue Dhoble Bridget Dickey Polly DiCocco Kathleen D'orazio Kathleen Dorrian Joannne Dorsey Robert Duaime Gerry Dugan Lindita Duraj Amy Ellsworth Nina Engelhard Sue Erdossy Myesha Eutsey

Dennis Faucher Sara Fedele David Feeney Daniel Feinberg Brendan Fenton Spencer Field Leona Fierszt Ann Marie Fiorello Geoff Fitzgibbons Jenny Fleming Carolyn Fogel Nicolas Foraker Maria Fritzsche Alice Gens Deep Gohel Pat Golden Arlene Goldstein Erika Gonzalez Pam Good Mark Goodman Martha Gopal Jared Gorlick Bernie Griga Evelyn Griga Arsenia Gross Joseph Gross John Grove Anna Mae Guille Emily Gutekunst Bonnie Halbreiner Marilyn Halpern Sheldon Halpern Bernie Handler Marie Hanna Karen Hanyok Rich Hart James Harven Kaitlin Harvey Orette Harvey Ava Haurin Rebecca Hayden

Geeta Heble Joyce Heineman Michele Herzog Fred Hessenthaler Joe Hochreiter Linda Idleberg Gloria Inlander Pete Ireland Carol Irvine Margaret-Ellen Johnson Mary Ann Kafer Amanda Kafes Marty Kalbach Deda Kavanagh Henry Kearney Michael Kellar Cathy Kelly Janet Kelly Rich Kelly Gail Kibler Sara Kniaz Richard Knight Nancy Koppelman Bill Larkin Pattie Ann Larkin Paul Larsen Anna Lehman Charlene Lindsey Lorraine Lins Beth List Diane Logan Ellen Luck Mary Lutzker Gary Lux Tom Maclin James MacMain Nancy Maher Mike Marcus Leonard Marsh Kim Marshall lanine Mascari

Amber Masgai Sheila Masterson Elaine Matthews Lisa Mattie Michael Mattie Sophia Mattie Melissa Maurer Judy Mazess Andy McAloon Mary McCole Tom McDonald Susan McGrann Michael McGuire Marie McLaughlin Sarah Meerschaert Daphne Melekos Amy Meola Eileen Mesure Tasha Miles Justin Miller Lynda Mintz Samantha Mish Carolyn Mitchener Margaret Mohr Vincent Montoya Ethel M. Moyer Suzanne Mullin Rita Mullowney Gene Murtha Carol Norris David Ohman Denise Oldenhoff Kelly O'Malley Norma Osterhout Vuthy Ou Ann Pastorella Grishma Patel Bob Paul Harry Pecci Isaac Perera Jane Perkinson

Ioanne Peterson Olivia Pfender Brad Phillips Donna Pianoforte Cathy Picciotti Dorothy Pizzica Beth Ann Pollack Sheldon Post Elisa Potero Aysel Poyrazli Melanie Pulsinelli Ed Pustay Jim Quinn Paulette Ramsay Bill Reed Jason Reichman Betsy Rendell Sydney Richter Brian Rodgers Nancy Ross Hallie Rubin Kelli Rue Anna Rusden Charlene Sarge Ruth Scherr Abigail Schmid Camille Schrier Cheryl Schrier Tom Schrier Jordyn Schubert Eric Schumann Kim Schumann Gwen Scott-Hodges Marco Scotti David Seibert Craig Sheffler-Collins Deb Shields Ellen Sieber-McMaster Steve Siegel Teri Siegel Lori Silverstein

Robert Sims Steve Small Laura Smith Sue Smith Michael Sneed Anna Snyder Judi Snyder Nathan Snyder Patricia Snyder Tina Snyder Rob Sparks Melissa Stewart Hannah Stewartson Phiroza Stoneback Elliot Strom Susan Strom Nicki Suchora Frank Sullivan Sue Sutch Tara Sutton Brittany Swafford Nicki Swafford Jessica Sweeney Natalie Taptykoff Eloise Tatro Subrenie Thomas-Smith Karen Thompson Brian Tierney Joseph Trachy Dakeisha Tyson Ed Urban Debbie Van Aken Phyllis Van Thuyne Alice Velacherry Rocco Vergoglini Kelly Vittore Andy Walck Leon Ward Cristiane Weiler Renee Weintraub-Kalandar Eileen Weiser

Cynthia Wesley Jane White Sean Whittaker Debra Williams Maria Wilson Susan Winerip Justin Wong Harry Woodruff Tracey Wright Elizabeth Young Olenka Zajac Carly Zeitzer Fallyn Zeitzer

We are deeply grateful to all of our volunteers, and we apologize if we inadvertently omitted your name or have listed it incorrectly. Please contact Ellen Vinson, Director of Volunteer Services, at evinson@ fsabc.org or 215.757.6916, ext. 202 so that we can correct our error. Thank you.



# OUR TEAM

At Family Service, the voices and needs of our clients are our foremost concern. To ensure that the services we provide are results-oriented and of the highest quality, we employ 124 full time and part time staff members and utilize the services of 27 independent contractors. We host interns from local colleges and universities, and we rely on hundreds of volunteers each year. To all who do this work, thank you.



#### LEADERSHIP TEAM

Audrey J. Tucker, MSW, LSW, *Chief Executive Officer* Marlene Piasecki, MSW, *Chief Operating Officer* Joanne Bogrett, *Chief Advancement Officer* Nancie M. Miller, *Chief Human Resources Executive* Nicki Bedesem, *Director of Communications* Lisa M. Clayton, LPC, *Director of Clinical Services* Deborah Fusco, RN, CTTS, *Director of Nursing Services* Murielle Kelly, *Director of Housing Services* Heather Miller, MSW, LCSW, *Director of Quality Improvement* Daniel Miringoff, MA, *Director of Community Based Services* Ellen L. Vinson, PhD, *Director of Volunteer Services* 

#### COORDINATORS & SUPERVISORS

Shana Almeida, MA, LPC, *Clinical Supervisor of Behavioral Health* 

Thomas A. Brantley, LPC, CCDP-D, SCOT Program Coordinator Donna Carter, Support Staff Supervisor/Office Manager Michelle Evans, BA, Program Planning Coordinator

Patricia A. Goldbach, BA, *Housing Link Intake and* Assessment Manager

Laura Hough, AACES Coordinator

Gita Krull, PsyD, HIV/AIDS Program Coordinator

Ernie Nocito, Director of Development

Bernadette O'Connor, MA, *Older Adult Programs Coordinator* 

Gerri Parrish, MA, LPC, CCDP-D, *Clinical Supervisor of Behavioral Health* 

Maria Picciotti, MSW, Call Center Coordinator

Luz M. Rivera, MPA, *Resident Life Services Supervisor, Bucks County Emergency Homeless Shelter* 

Jennifer Santiago, Family Support Programs Coordinator

Susan Schukin, *Case Management Supervisor, Bucks County Emergency Homeless Shelter* 

Deborah L. Strouse, *Clinical Supervisor of Behavioral Health* 

Nathan Townsend, Bucks Villa Residential Manager

# COMMUNITY Involvement

Members of our community find creative ways to support Family Service and help their fellow citizens in need.

#### O'NEIL DONATES HOPE TRUCK

O'Neil Buick GMC of Warminster generously donated a box truck to Family Service. The Hope Truck is being used to transport donations of food and other items to the Bucks County Emergency Homeless Shelter and to our other program locations. We are thankful for Geoff Fitzgibbons for recognizing that a large vehicle would make it possible to accept donations in greater quantity than had previously been possible. He reached out to his friend Mike O'Neil, owner of O'Neil Buick GMC, and proposed the donation of a truck. O'Neil enthusiastically supported the idea and, along with his son Kevin, purchased and reconditioned a white Isuzu box truck and donated it to us. Fitzgibbons then contacted Bob Shaw, owner of Bob Shaw Signs in Doylestown, to request his support in applying artwork to the plain white truck. With Shaw's contribution, the Hope Truck was ready to begin its work. After only a few months of use, the vehicle is already a great asset to our organization and the families we serve.

#### HOLIDAYS AT THE SHELTER

Every year, Makefield Women's Association (MWA) members come to the Bucks County Emergency Homeless Shelter to help celebrate a variety of holidays with the residents. Last spring, they brought the Easter Bunny who handed out baskets of goodies to all of the children temporarily residing at the shelter. Thank you, MWA, for brightening up the holidays for our residents.



Left: George Coyle (driver), Ernie Nocito, Kevin O'Neil, Bob Shaw, Mike O'Neil, Michael J. Mattie and Geoff Fitzgibbons with the Hope Truck; Right: Denise from Makefield Women's Assn.



Left: Heather, Maria, Francis and Fran "Buddy" Young make School-Based Counseling donation in memory of Lauren Nicole Young; Right: Hayley, Mikey and Tessa Hink host Limeaid stand

#### SCHOOL-BASED COUNSELING RECEIVES MEMORIAL GIFT

The Young Family delivered a \$15,000 gift on behalf of the Lauren Nicole Young Memorial Fund in support of our School-Based Counseling program. We have partnerships with 22 schools across 7 school districts to provide counseling to children and adolescents directly in the schools they attend each day. This generous gift provides middle and high school students with mental health counseling and substance abuse treatment in an effort to reduce drug and alcohol abuse and prevent possible deaths from occurring.

#### LIMEAID STAND RAISES FUNDS FOR CHILDREN IN NEED

Hayley, Mikey and Tessa Hink of Doylestown hosted a Limeaid stand outside of B&B Beverages on Sawmill Road. They offered Limeaid and baked goods in exchange for donations to benefit Family Service. In just three hours, the Hinks raised \$527.53 to help children in need. Thank you to the Hink family for sharing their time, talents and energy to help others in our community.

Learn more about Limeaid at www.fsabc.org/limeaid.

#### BAKE SALE BENEFITS HOMELESS

A huge thank you goes out to Linda Schwartz and Marybeth Hanson for hosting a bake sale and raising \$1,175 for the Bucks County Emergency Homeless Shelter. It was an amazing event with beautiful, tasty desserts and some incredibly generous people.

#### PARTNERSHIP WITH SNIPES

Snipes Farm & Education Center in Morrisville is a wonderful partner of the Bucks County Emergency Homeless Shelter. During the harvest season, they regularly donate fresh produce for meals at the shelter, and they also provide summer camp scholarships for children and families in need.



Melanie Douty-Snipes, Victoria Lautsbaugh, Susan Snipes-Wells and Jonathan Snipes

# SPECIAL EVENTS

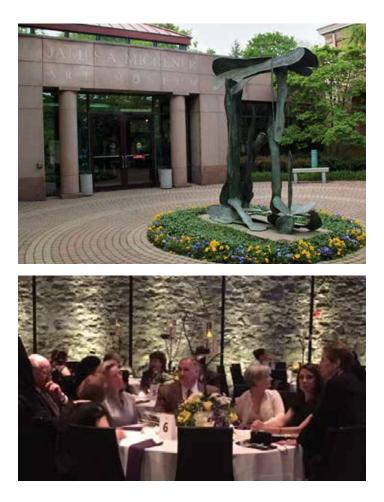
We host two major fundraising events each year to increase community awareness and generate support for our programs and services.

#### BUCKS COUNTY EMERGENCY HOMELESS SHELTER BENEFIT

The Bucks County Emergency Homeless Shelter Benefit was held on Saturday, April 9, 2016 at Michener Art Museum in Doylestown, Pennsylvania. 150 guests attended this sold out event. Attendees enjoyed open galleries, live music from Straight Ahead Jazz Quintet, cocktails, hors d'oeuvres and a live auction.

The event was a huge success, raising nearly \$115,000 for the Bucks County Emergency Homeless Shelter. The shelter, a program of Family Service, is a temporary residence for families and individuals who have lost safe housing. Proceeds from the event help residents move from homelessness toward independence and a brighter, more stable future. Thank you to all of you who attended or supported the benefit.

Our generous event sponsors included Johnson & Johnson (Health & Social Work Services); Marie and Al Brown and Penn Community Bank (Meals); Betsy and Doug Rendall, Triumph Physical Therapy and the Van Aken Family (Cots & Linens); Cathy and Joe Bondi, Comcast and Parx Casino (Budget Counseling); Building Control Systems & Services, ESH Foundation, Gens & Associates and Magellan Behavioral Health (Transportation); and Anna Marie and William Clark, First Platinum Abstract, Joseph Hochreiter, Jr. and Eileen Wachtman, Johnson Kendall Johnson, Meridian Bank, TayganPoint Consulting Group, Audrey and Tom Tucker and the Van Aken Family (Household Supplies). We would also like to thank the following Bucks County Emergency Homeless Shelter Benefit committee members, without whom this event would not be possible: Betsy N. Rendall, Chair; Liz Bielunas; Clifford M. Davis; Sheila E. Dawe; Carolyn Fogel; Alice Cahill Gens; Bernie Handler; Karen Hanyok; Joseph J. Hochreiter, Jr. and Lorraine H. Lins.





Left: Foursome from sponsor NFP Executive Benefits includes Lenny Kirkuff, Jen Dorfmeister, Brian Rodgers and Bob Leeper; Right: Deb Shields and Michael J. Mattie

#### DRIVE FOR YOUTH GOLF OUTING

Thank you to all of our golfers, sponsors and advertisers who supported our 17<sup>th</sup> annual Drive for Youth Golf Outing on June 6, 2016 at Jericho National Golf Club in New Hope, Pennsylvania. It was a beautiful day for golf, and the event was a huge success, raising over \$61,000.

Over the past 17 years, the golf outing has raised over \$730,000 for programs and services that directly benefit children and families in our community.

Proceeds from the Drive for Youth Golf Outing help ensure that children, teens and their families facing significant, sometimes unimaginable, challenges receive the services and support they need. Your contributions help prevent suicide, resolve problems with teens, shelter children and families, educate parents and provide counseling for children directly in their school environments.

We would like to recognize our generous event sponsors including NFP (Children's Greatest Needs); Johnson & Johnson, Neshaminy Electrical Contractors, Inc. and Penn Community Bank (Emergency Shelter); Magellan Behavioral Health (School-Based Counseling); The Altomari Family and Bucks County Technology Park (Suicide Prevention); BB&T, Cydney and Ben Ciliberto, ESH Foundation, Becky and Kevin Kerchner, Penn Mutual and The Rotelle Companies (Family Reunification).

We'd also like to thank the following Drive for Youth Golf Outing committee members, without whom this event would not be possible: Co-chairs Louis J. Altomari and Francis J. Sullivan, Esq.; Michael J. Borski; Ben Ciliberto; Gerald F. Dugan; David W. Gill; Bonnie Halbreiner; Tom Maclin; Melissa Maurer; Michael T. McGuire; David R. Ohman; Jessica J. Sweeney and Natalie Taptykoff.

#### Susan N. Altomari Champion for Youth Award

The Susan N. Altomari Champion for Youth Award recognizes an individual who positively impacts the lives of youth in Bucks County through Family Service. This year, we were pleased to honor Deb Shields for her generous contributions to the Bucks County Emergency Homeless Shelter. Deb recognizes that birthdays and birthday parties are important milestones for children, and she understands that those without permanent housing often miss out on these special celebrations. As a result, she formed Bucks Birthday Buddies, a group of dedicated volunteers that hosts monthly birthday parties for children at the shelter. These fun-filled events provide an escape from the realities of shelter life for the children and parents residing there.

# **DONATION** DRIVES

We host two major donation drives each year to meet the high volume of need during the back to school and holiday seasons. Thank you to everyone who gave generously to help children and families in need during these difficult times.

## SENDING STUDENTS BACK TO SCHOOL WITH PRIDE

The back to school season can be difficult for children and families in need, so each summer we host a Back to School Drive to help send kids back to school with confidence. All donated items go to Family Service clients or children of clients between the ages of 4 and 18 years old, with demonstrated need. Thanks to the support of generous donors and volunteers, we were able to provide 319 children with new backpacks filled with supplies for the start of the 2015-2016 school year. Many of the backpacks included back to school outfits and sneakers, as well. That's a lot of happy, confident kids this year, and we are so grateful for your support!

Back to School Drive information is available in June of each year. Email to backtoschool@fsabc.org or call 215.757.6916, ext. 218 if you would like to receive more information about the program.



Members of the Bucks County chapter of the Pennsylvania Association of School Retirees dropped off nearly 100 backpacks filled with clothing, shoes and supplies



Pictured from left to right are volunteer gift wrappers Sophia, Abigail, Ava, Emily, Jenny, Katelyn and Laurie

#### GIVING JOY EACH HOLIDAY SEASON

Year round, thousands of individuals and families turn to us for help with a variety of needs. During the holiday season, needs are greater and these same people turn to us to help make their holidays a little brighter.

During the month of November, we collect new, unwrapped gifts for people of all ages. In early December, we display all of the gifts donated by the community and invite individuals with demonstrated need to "shop" for each member of their family.

We would like to thank all of the individuals, families and organizations who supported our Holiday Gift Drive by donating gifts or by volunteering. During the 2015 holiday season, nearly 350 families shopped for more than 1,250 individuals. Additionally, 57 people volunteered a total of 230 hours to sort, carry, stock, check-in, check-out, wrap gifts and assist shoppers. Thanks to the amazing generosity of our community, many Bucks County residents in need had a brighter holiday season!

Detailed information about the Holiday Gift Drive is available in October of each year. Email sfischer@fsabc.org or call 215.757.6916, ext. 218 if you would like to receive more information about the program.





Mr. Bill Smith and Central Bucks High School East students delivered hundreds of toys



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## Congratulations to Family Service and Its 2016 Honorees

for helping to improve the quality of life for the people of Bucks County

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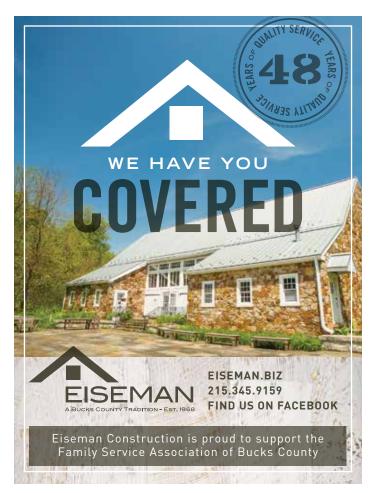
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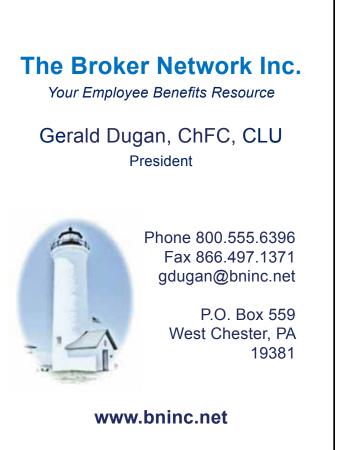
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