

COMMUNITY IMPACT

ANNUAL REPORT 2016-2017



Stronger today. Brighter tomorrow.

ABOUT FAMILY SERVICE

Family Service Association of Bucks County is a nonprofit 501(c)(3) social service organization with locations throughout Bucks County, Pennsylvania. For 64 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. 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.

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A MESSAGE FROM LEADERSHIP

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, treat 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 2016-2017 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.



Audrey J. Tucker, MSW, LSW
Chief Executive Officer



Joseph C. Bondi, CMA
President, Board of Directors



WHO WE SERVED

During our 2016-2017 fiscal year, we served 26,213 people across all of our programs including those who called our Call Centers. We served 6,147 clients in person in our offices and at other locations throughout the community.



26,213

Through all of our programs and services, we helped brighten the lives of 26,213 people throughout Bucks County.

2,305

We served a total of 2,305 clients served in our Outpatient Behavioral Health programs. That's 2,069 Counseling and 236 Blended Case Management clients.



209

209 people participated in Adult and Adolescent Community Education and (AACES). 87 were Coffee House social clients and 122 were Job Coaching clients.



313

313 people temporarily resided at the Bucks County Emergency Homeless Shelter, 103 of which were children under the age of 18.

1,070

Our volunteer listeners answered 1,070 calls to the National Suicide Prevention Lifeline.

204

HIV/AIDS Program staff served 170 Medical Case Management and Prevention clients and 34 Housing Opportunities for Persons with AIDS (HOPWA) clients.



5,108

Call Center staff and volunteers responded to 5,108 Bucks County Housing Link calls from people experiencing a housing crisis.





and
Support
ization
lients.



781

Older Adult Programs
staff served 712
Case Management
clients, 65 Benefits
Navigation clients and
4 Guardianship clients.

459

Our team provided support services to 165 people through Nurturing Parenting, 173 through Parents as Teachers, 77 through LINKS Time Limited Family Reunification and 44 through Parent Support Group.



13,888

Our CONTACT Helpline
listeners answered
13,888 calls from people
who needed to talk to
someone who cares.

311

311 teenagers utilized
the Teen Center for
emotional support.



6,147

We served 6,147 clients in person in our offices and at other locations throughout the community. This figure excludes callers who we served solely through our Call Centers.

1,565

1,117 people received
food from our Food
Pantry; 448 received
diapers and supplies
from our Baby Pantry.

A YEAR IN REVIEW

During our 2016-2017 fiscal year, we focused on building new partnerships, investing in our infrastructure and expanding programs to meet the growing needs of our community.

FIGHTING THE OPIOID EPIDEMIC

Governor Tom Wolf's Administration implemented Centers of Excellence across Pennsylvania to combat the opioid epidemic by providing support for people with opioid use disorders. Our agency was appointed as one of those Centers of Excellence. On September 30, 2016, Governor Tom Wolf hosted a press conference at our Langhorne office to discuss the investments made in outreach and services, as well as new legislative priorities to continue the fight.

The goal of the Center of Excellence is to treat the entire person through a team-based approach by integrating behavioral health and primary care, and when appropriate, evidence-based medication assisted treatment. Our team provides Care Coordination for those with Opioid Use Disorders or for those who are actively using opioids. Care Coordinators provide a warm handoff from one level of care to another and ongoing support to ensure adherence.

NEW DUI PROGRAM

Our Driving Under the Influence (DUI) program provides the necessary services required after receiving a DUI offense. Program components include a Court Reporting Network (CRN) evaluation, a drug and alcohol assessment, highway safety school and outpatient therapy. Outpatient DUI Therapy helps clients evaluate their own patterns of alcohol and drug use and its impact on their lives. DUI services are offered in Doylestown, Langhorne and Quakertown.



Michael J. Mattie, Board Member, and Audrey J. Tucker, Chief Executive Officer are pictured with Governor Tom Wolf.

AACES PROGRAM EXPANDS

We broadened our Adolescent and Adult Competitive Employment and Socialization (AACES) scope of services thanks to a grant from the Office of Vocational Rehabilitation for Work-Based Learning Experiences (WBLE). This grant allows us to assist students with disabilities in obtaining competitive, integrated employment.

WBLE is for young adults ages 16 and older who would like to become a part of the workforce. Students are matched with an employer and work up to 90 hours in order to gain knowledge and develop the skills needed to obtain competitive employment in the community.

If you are interested in employing our AACES program participants, please email aaces@fsabc.org.



Pictured from left to right are Joe Schupp, Jim Collins, Randy Hanks, Rod Lynch and Dominick Paciolla representing Customers Bank; Murielle Kelly and Ben Ciliberto representing Family Service; Tim Wade and Cassandra Bell representing M&T Bank; David Grow and Mike Rainone representing BB&T; and Aliese Rosado and Chris Godshall representing Meridian Bank.

SHELTER IMPROVEMENTS

The Bucks County Emergency Homeless Shelter's new playground, along with a resurfaced parking lot and a new fenced-in basketball court, were made possible by the generosity of BB&T, Customers Bank, M&T Bank, Meridian Bank and Anna Marie and William Clark. Volunteers and staff completed demolition of the old playground as well as installation of the new playground. Additionally, Bristol Township awarded us a \$99,975 Community Development Block Grant to rehabilitate the HVAC system and dorms at the Bucks County Emergency Homeless Shelter. The shelter now has a fully updated HVAC system with gas fired furnaces and new air conditioning compressors that are able to adequately heat and cool the facility efficiently. Dorms received new LED lights, and ceiling tiles and grids were replaced as needed throughout the dorm and office areas. The floors in the dorms were stripped and sealed, walls were patched and repainted, and new clothing hooks were hung throughout the dorms to provide additional

storage for residents. All of these improvements have created a safer, more comfortable environment for the individuals and families who are temporarily residing at the shelter.

TELEPSYCHIATRY SERVICES

In partnership with InSight, a national telepsychiatry service provider organization, we launched an outpatient telepsychiatry program to increase efficiency and access to psychiatric care across all of our locations.

Telepsychiatry is the delivery of psychiatry through real time videoconferencing. It is proven to be an effective form of care delivery and a convenient, cost-effective way to expand skilled psychiatric support at times and locations that best meet clients' needs.

With the addition of telepsychiatry, our clients' wait time for psychiatric evaluations and care has been reduced substantially.

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

Penn Community Bank

Penn Community Bank has been a tremendous supporter of Family Service for nearly two decades. We are fortunate that, as both First Federal of Bucks County and Penn Community Bank, this community-centered bank has generously provided support since 2000.

Penn Community Bank served as our partner sponsor for our 2017 Drive for Youth Golf Outing. The bank also aids our agency with leadership and volunteers; William P. Larkin, Jr., CPA, who is vice chairman of the Penn Community Bank board of directors, also serves as the treasurer for our board, and several bank team members serve on our Drive for Youth committee that plans the outing each year.

Part of Penn Community Bank's long-term mission is to partner with local organizations to act as a catalyst for positive growth in every market it serves. We are proud to partner with Penn Community Bank. Without the bank's consistent commitment to strengthening the lives of those it serves, we would not be able to provide ongoing support to shelter residents, teens at risk or families in need.

Penn Community Bank has changed the lives of generations and helped us build a stronger community. We are grateful for the bank's dedication to our work, and we are honored to recognize Penn Community Bank as our 2017 Corporate Citizen of the Year.

FAMILY BUILDER OF THE YEAR

The Cosack Team

The Cosack Team is a group of realtors affiliated with Berkshire Hathaway HomeServices Fox & Roach, REALTORS in Newtown. Members include Kim Cosack, Dale Cosack and Susan Salvato. Since 2012, The Cosack Team has generously supported Family Service and the Bucks County Emergency Homeless Shelter by making financial contributions and by giving their time.

The Cosack Team's contributions have funded a variety of services at the shelter including case management, job search and preparation, counseling, budget planning and transportation. Additionally, Kim, Dale and Susan host a food drive for the shelter each fall, and Dale has been a valued part of our volunteer workforce for years. Since 2012, Dale has contributed more than 1,800 hours of his time helping to prepare meals for children, families and individuals who are temporarily living at the shelter.

Kim, Dale and Susan put the needs and well being of our community members first, and for that, we are grateful. It is our pleasure to recognize The Cosack Team as our 2017 Family Builder of the Year for their dedication to and continued support of the Bucks County Emergency Homeless Shelter.

FAMILY OF THE YEAR

Heather Wilson

Heather Wilson came to Family Service in March 2017. She was referred to our LINKS Time Limited Family

Reunification program because her two young daughters had been removed from Heather's care due to her active substance use disorder.

Our LINKS Clinical Case Manager met regularly with Heather and provided her with education and support services. They worked together on her recovery goals with the hope that Heather could regain custody of her daughters. Our Clinical Case Manager also referred Heather to our Nurturing Parenting program, and Heather worked with a Parent Educator to improve her parenting skills and learn positive discipline strategies.

With an open mind and a desire to change, Heather worked hard, persevered and met her recovery goals. Heather regained custody of her daughters over the summer, and we are proud to honor her as our 2017 Family of the Year to celebrate her accomplishments.

PREVIOUS CORPORATE CITIZENS OF THE YEAR

Johnson & Johnson (2016), 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

Bucks County Department of Housing and Community Development, Bucks County Housing Group, Bucks County Opportunity Council and Keystone Opportunity Center (2016), 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

Marion Tanzillo (2016), 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)

EDUCATING PARENTS

Nurturing Parenting provides in-home parent education and case management services for families with children ages 0 to 14. The curriculum is designed to build nurturing skills as alternatives to negative parenting attitudes and practices.



Eva, age 4, loves dresses and Minnie Mouse. She just started preschool this fall. Kathleen, a single mom and person in recovery, recently completed our Nurturing Parenting program.

Kathleen, a single mom, was referred to our Nurturing Parenting program because she was struggling to discipline her two young children. Robert is six, and Eva is four. They are energetic and eager to please their mom, but Kathleen was spending a great deal of time yelling and making empty threats because she didn't know how to implement any other discipline techniques.

Kelly, a Family Service Parent Educator, began meeting with Kathleen on a weekly basis. After their initial meeting and assessment, Kelly customized the curriculum to build on Kathleen's strengths as a parent and to address her weaknesses. They focused on positive discipline methods and appropriate use of rewards, and Kelly stressed the importance of consistency with consequences.

Kathleen worked hard to implement the Nurturing Parenting methods within her family. She established daily routines so her children would know what to expect, and she began using reward charts to recognize positive behaviors. Kathleen gradually noticed differences in the way her children responded to her. They were finally starting to listen and comply with her requests.

After completing 30 weeks of parent education sessions, Kathleen became a mother who is calm, self aware and who thinks before she acts. As a result, her family is happier and enjoys spending quality time together, especially doing crafts and playing outdoors.

Nurturing Parenting is funded by Bucks County Children and Youth Social Services Agency, Pennsylvania Children's Trust Fund and United Way of Bucks County.



Robert, age 6, is a kindergartner who enjoys playing outside and watching movies with his mom and sister.

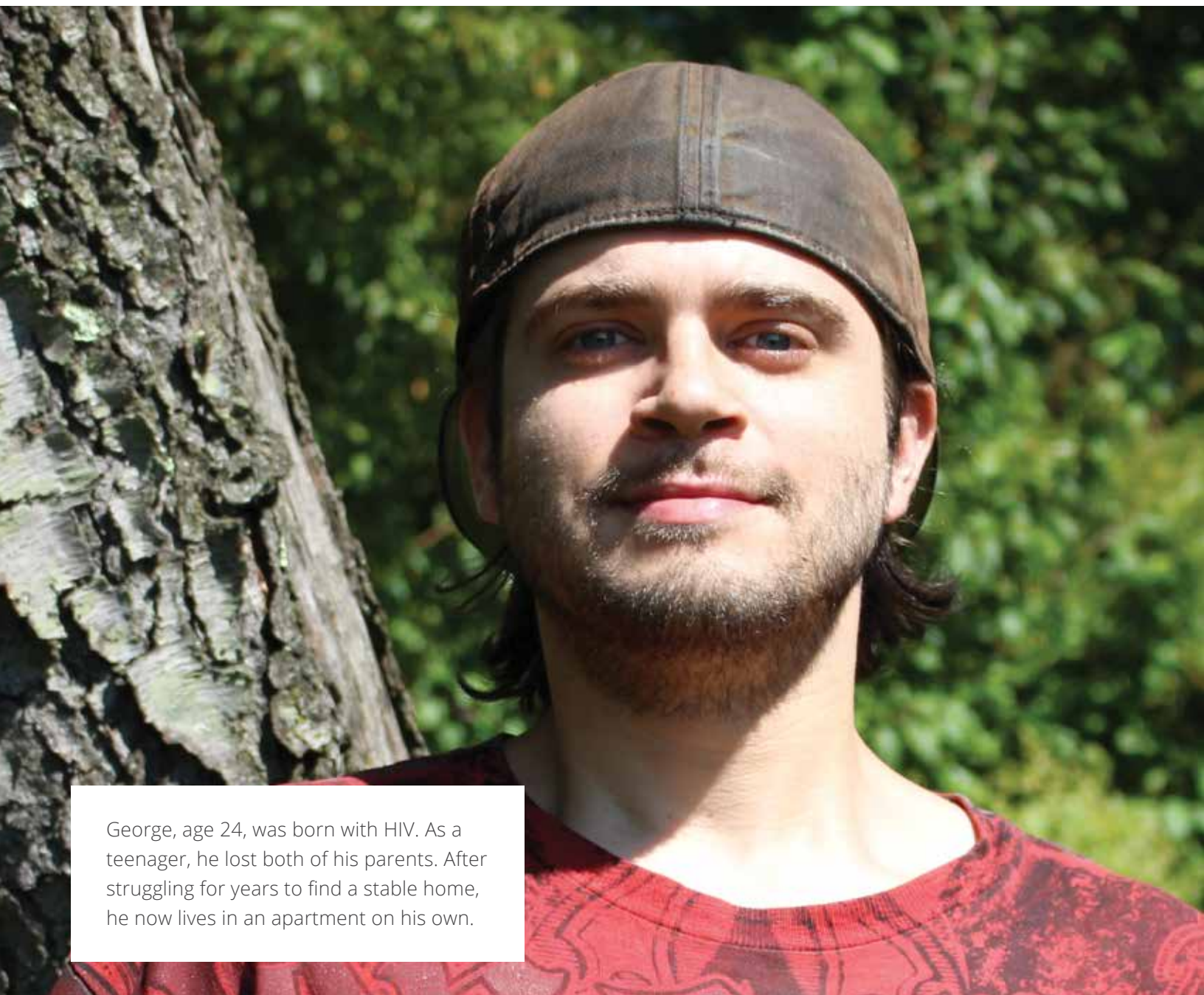
"Both this program and Kelly have been extremely helpful in guiding me as a single mom. It's very helpful having another mom to talk to and ask questions."

165

Our Parent Educators provided in-home parent education and case management services to 165 clients through Nurturing Parenting.

LINKING TO HOUSING & CARE

Our HIV/AIDS Program provides medical case management, prevention, linkage to medical care and support services to improve the quality of life for people with HIV/AIDS. Through HOPWA, we help clients find and maintain stable housing.



George, age 24, was born with HIV. As a teenager, he lost both of his parents. After struggling for years to find a stable home, he now lives in an apartment on his own.

In 1993, George was one of 1,630 infants born HIV-positive in the United States. Growing up HIV positive meant that George took a cocktail of medications every single day before he was even old enough to comprehend his diagnosis. When George was an adolescent, he came to understand that the array of medications had been keeping him alive.

At the age of 15, George experienced the devastating loss of his mother. One short year later, his world was forever changed once again when his father passed away. George went to live with his older brother, but his losses were great and depression ensued. George lost his purpose in life and stopped taking his life-saving antiretroviral drugs. Full blown AIDS ensued, and George found himself fighting for his life. For the next four years, George was in and out of the hospital, on and off his medications, and in and out of numerous homes of friends and family members. Angry and rebellious, George was never welcome in any one home for long.

Then, in December 2013, George went to stay with his grandmother. She helped him connect with our HIV/AIDS Program where he met his Medical Case Manager, Julie. Julie connected with George and encouraged him to stay on his medications. She referred him to counseling, and he attended sessions regularly. Julie also referred George to Housing Opportunities for Persons with AIDS (HOPWA). Our Housing Specialist, Mary Beth, helped George secure the apartment where he still lives today.

While George will never be over the loss of his parents, George has found a way to keep living—a desire to push on—and is happy to be living on his own.

Our HIV/AIDS Program is funded by the Aids Activities Coordinating Office.



George and his Medical Case Manager, Julie Pelham, review recent lab results and discuss housing paperwork.

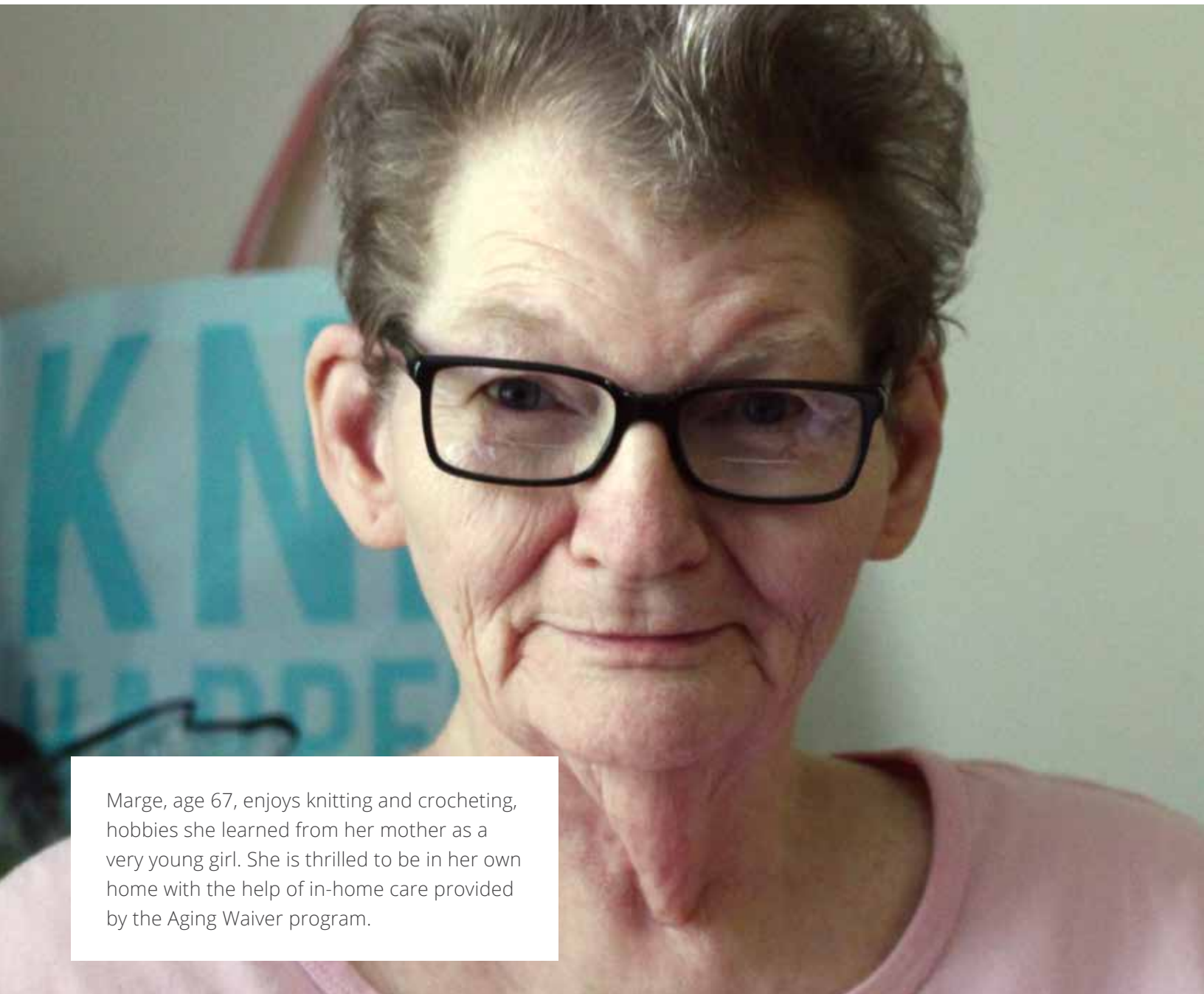
“Without help finding housing, honestly I think I would be dead. I wouldn’t have survived in a shelter or outside through the winter or without my meds.”

94%

32 out of 34 Housing Opportunities for Persons with AIDS (HOPWA) participants have maintained housing through this program for at least a year.

PROTECTING OLDER ADULTS

Bucks County Housing Authority (BCHA) Case Management provides information and referrals for older and disabled residents of BCHA managed housing sites. If desired, we work with other community agencies to help people stay in their homes.



Marge, age 67, enjoys knitting and crocheting, hobbies she learned from her mother as a very young girl. She is thrilled to be in her own home with the help of in-home care provided by the Aging Waiver program.

Marge and her husband, Steve, have been living in subsidized housing for a number of years. Unfortunately, in the past year, both have had new challenges with declines in their physical health. Based on their limited functioning caused by health issues, both Marge and Steve met the criteria for nursing home care. They were no longer able to take care of themselves or maintain their apartment. Their landlord referred Marge and Steve to their BCHA Case Manager, Shari, for supportive services, so that he would not have to cite them for lease violations related to the condition of their apartment.

Shari met with Marge and Steve to assess their needs. She learned that the couple wanted to remain living at home if at all possible, so she began working with them on applications for the Aging Waiver program that would provide home health aides to assist with activities of daily living such as shopping, cooking, cleaning and bathing. While this application was in process, Marge had a medical emergency, was hospitalized and was sent to a short term rehabilitation facility. Knowing that there were no services in place yet for Steve who was temporarily living alone, Shari worked to expedite his application so that he could receive services as quickly as possible. Shari also referred Steve to services for grocery and meal delivery, and an in-home physician so that his basic needs could still be met while Marge was away.

Shari's intervention averted a crisis for Steve and Marge. Marge is now home and both she and Steve have a home health aide seven days a week. They are able to remain living safely and independently with in-home services that Shari helped them obtain.

BCHA Case Management is funded by the Bucks County Housing Authority and The Pew Charitable Trusts.



Steve, age 74, is a retired police officer who used to lead Pow Wows for his River Tennessee Chickamauga tribe. He enjoys making Native American chokers and dream catchers.

"Shari helped bring care into our home so we can stay here rather than having to move into a nursing home to receive care."

712

Our Case Managers helped 712 older and disabled adults access food, medical care, insurance, utility assistance, home health care, debt management services and transportation.

PREPARING FOR EMPLOYMENT

Our Adolescent and Adult Competitive Employment and Socialization (AACES) program helps people with disabilities lead more independent lives by providing job coaching and socialization opportunities.



With help from his Job Coach, Jimmie, age 33, gained employment at Sparkle Car Wash. He says it's the "best job ever" because he loves interacting with people and cars all day long.

When Jimmie first came to AACES, he had trouble with social interactions. He had a difficult time making friends, and he struggled when speaking with women, often making ill-timed comments. Jimmie had recently lost his retail job due to untactful interactions with customers.

Jimmie began attending the AACES Coffee House socialization group on a weekly basis. He met others with similar struggles, and he gradually learned how to interact appropriately with his peers. After making a few friends and hearing about their employment experiences, Jimmie expressed an interest in finding a new job. He met with AACES team members and enrolled in the Family Service Job Coaching program.

Jimmie met regularly with his Job Coach, Jen, to discuss his interests and abilities and to search for open positions. Jimmie has always loved cars, so when Jen came across an opening at Sparkle Soft Cloth Car Wash in Newtown, it seemed like a perfect fit. With Jen's help, Jimmie prepared for and succeeded in his interview, and he was offered the job at Sparkle. He now works four days a week washing car windows alongside other employees. His supervisor, James, says that Jimmie works hard, does a good job and seems to enjoy the work. "We're glad Jimmie is happy here," shared James. "We all get smiles on our faces as soon as we see him."

Jimmie has become friends with some of his coworkers. He is proud of his work and his accomplishments, and he's not shy about it. Jimmie currently lives with his aunt and uncle, but he hopes to find a roommate one day and to move into a new place. For now, though, Jimmie's focus remains on his job.

AACES Job Coaching is funded by the Pennsylvania Department of Labor and Industry, Office of Vocational Rehabilitation.



Jimmie (far right) is proudly pictured with the managers of Sparkle Soft Cloth Car Wash in Newtown, PA.

"Having a Job Coach changed my life. It was the best thing for me. Whenever I see Jen, I thank her for what she's done for me."

122

Our AACES team provided job coaching services for 122 people with disabilities. That's a 165% increase from last year's 46 participants.

PROVIDING EMOTIONAL SUPPORT

Our CONTACT Helpline (215.355.6000) offers confidential telephone services for individuals who are contemplating suicide, struggling with life's challenges or in need of someone to listen.



Laurie has been calling the CONTACT Helpline for 30 years. She relies on this service for emotional support between therapy sessions.

At the age of 21, Laurie was a young, first-time mom. Friends and family members were constantly dropping by to visit the baby, yet Laurie still felt alone and isolated. She was depressed and suicidal, feeling like she had no support system around her and wondering how she and her daughter were going to make it in this world.

One visitor noticed that Laurie was not doing well. She told Laurie about the CONTACT Helpline, gave her the number and urged her call right away. Laurie made the call later that day, was connected with the help she needed and has been utilizing the Helpline ever since.

Laurie struggles with mental health issues and sees her therapist on a regular basis; however, sometimes things come up in between appointments, and Laurie needs to talk about them. Over the years, Laurie has come to rely on the consistent emotional support she receives from the Helpline listeners. "They always make me feel special," shares Laurie. "They are very nurturing, loving and compassionate." Since Laurie is a regular caller, the Helpline listeners have come to know her very well. They are able to identify when she is going through difficult times, and they reach out to Laurie during those times and follow up with additional support to keep her safe.

Though Laurie struggles with mental health issues on a daily basis, she has vowed to never give up on herself. Her plan is to continue to rise and to be the best she can be. Laurie is even considering becoming a Peer Support Specialist so she can help others who are dealing with similar challenges.

The CONTACT Helpline is funded by St. Mary Medical Center Mission Committee, Bucks County Department of Human Services, United Way of Bucks County, Keith Thomas Perrymore Fund, WaWa Foundation, Provident Bank Foundation and donations from other supporters.



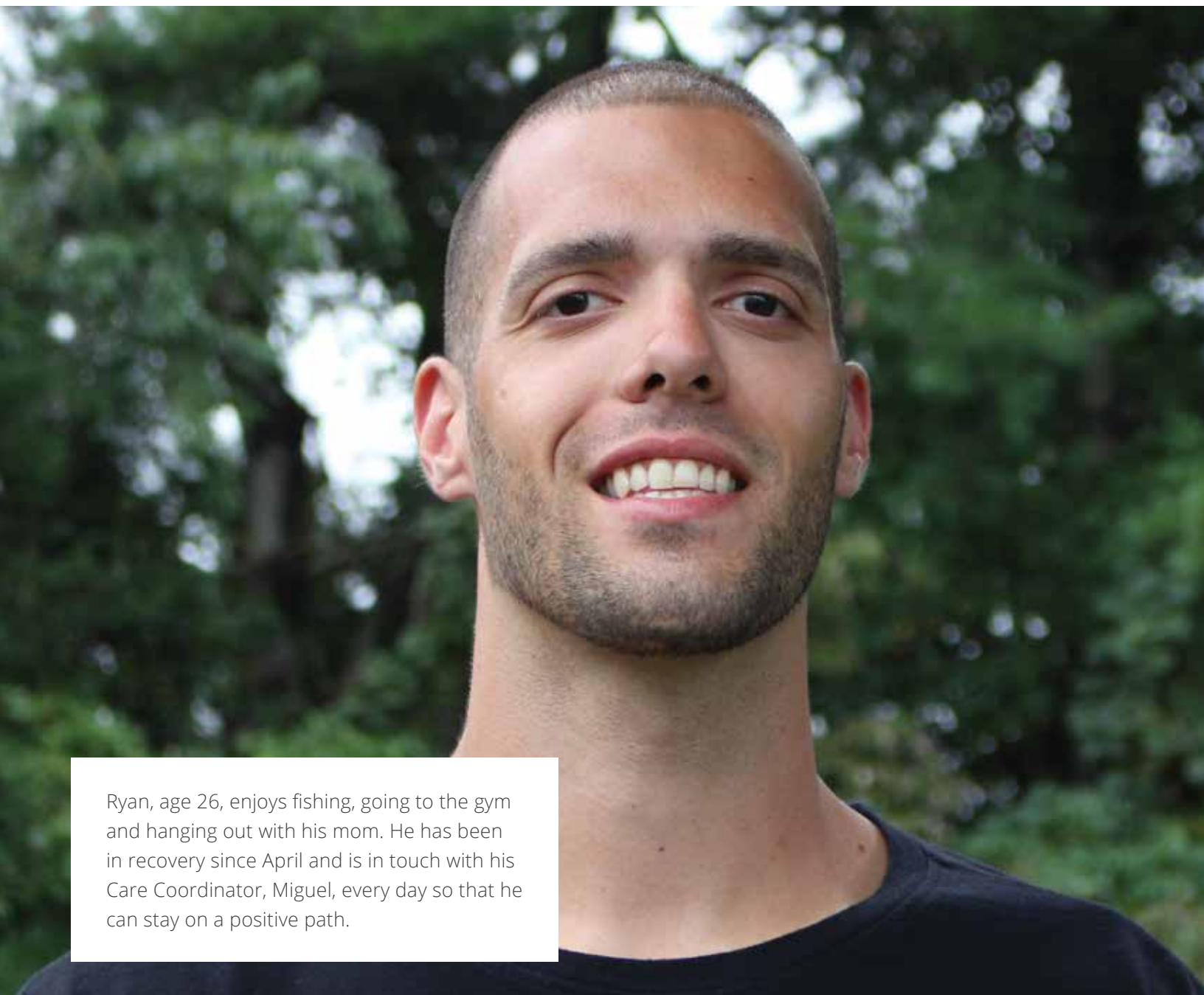
"CONTACT has been there for me. [The Helpline listeners] have helped me through a lot of crises. I know I can always count on them for support."

13,888

Our CONTACT Helpline listeners answered 13,888 calls from people who needed to talk to someone who cares.

SUPPORTING RECOVERY

Care Coordination for Opioid Use Disorders, also known as our Center of Excellence, provides a warm handoff from one level of care to another and ongoing support to ensure adherence.



Ryan, age 26, enjoys fishing, going to the gym and hanging out with his mom. He has been in recovery since April and is in touch with his Care Coordinator, Miguel, every day so that he can stay on a positive path.

“The first time I used a drug was when I smoked pot in 9th grade,” shared Ryan. From that point on, he used drugs and alcohol recreationally through 11th grade. Senior year, Ryan changed schools and started hanging with a different crowd. He began taking Percocet, but it was expensive, so he switched to heroin. Addiction followed.

Shortly thereafter, Ryan ended up in a detoxification and rehabilitation facility. After three days in rehab, Ryan thought he had things under control, and he convinced his mom to let him come home. He was clean for three weeks. Ryan dropped out of high school and spent the next seven years in and out of both rehab and jail.

In April, Ryan’s mom found out about Family Service’s new Care Coordination program for people with Opioid Use Disorders. She called one of our Care Coordinators, Miguel, who went to meet with Ryan at his treatment center. Ryan had started medication-assisted treatment, but he needed to find a spot in a recovery house. Miguel made some calls and found a place for Ryan.

Miguel and Ryan looked into longterm treatment options, worked through probation issues and recognized all of the supports in Ryan’s life—his mom, his sister, a few close friends, everyone in his recovery house. Ryan and Miguel maintain regular communication. Through Care Coordination, Ryan has much-needed structure in his life, and he is held accountable for his actions.

Ryan looks forward to his future. He would like to go back to school, have a career, start a landscaping business and, someday, have a family of his own.

Care Coordination for Opioid Use Disorders is funded by the Pennsylvania Department of Human Services.



Miguel and Ryan review paperwork while catching up. Ryan shares that he is excited about becoming an uncle, as his sister is expecting her first child.

“This program has given me the tools to live a sober lifestyle and to be happy every day. I have the opportunity to do things I’ve always wanted to do but addiction got in the way.”

37

Our Care Coordinators served 37 people with an Opioid Use Disorder or who were actively using opioids.

EMPOWERING YOUTH

School-Based Counseling enables children to receive counseling directly in the school they attend each day. Family counseling is also provided and encouraged. We offer this service in 22 schools across 7 school districts in Bucks County.



Olivia came to Family Service for counseling as a result of her disruptive behavior at home and at school, and her inability to maintain healthy relationships with her peers and with family members. Her parents knew she could benefit from counseling, but they were having trouble bringing Olivia to her appointments at our office on a regular basis. As a result, Olivia's therapist referred her to School-Based Counseling since this service is offered in the school she attends each day.

School-Based Counseling proved to be a more convenient and accessible option for Olivia and her family. Olivia began to meet regularly with one of our School-Based Counselors in her familiar middle school setting. Initially she was very guarded in conversation. As she became comfortable with her new therapist, Olivia was able to open up about the trauma caused by the early childhood abuse by her biological parents, which had led to her removal from the home and subsequent adoption as a young child.

With the help of counseling sessions throughout the school year, Olivia was able to increase her focus and attention at school. Her impulsive and disruptive behaviors diminished. With her mother as an active participant in Olivia's treatment, Olivia's relationship with family members improved. She was able to make friends at school and to successfully participate in her school's extracurricular activities. Olivia was able to heal from many of her trauma-related symptoms. She also applied to and was accepted into the high school of her choice where she is now a freshman.

School-Based Counseling is funded by Bucks County Children and Youth Social Services Agency and the Lauren Nicole Young Memorial Fund.



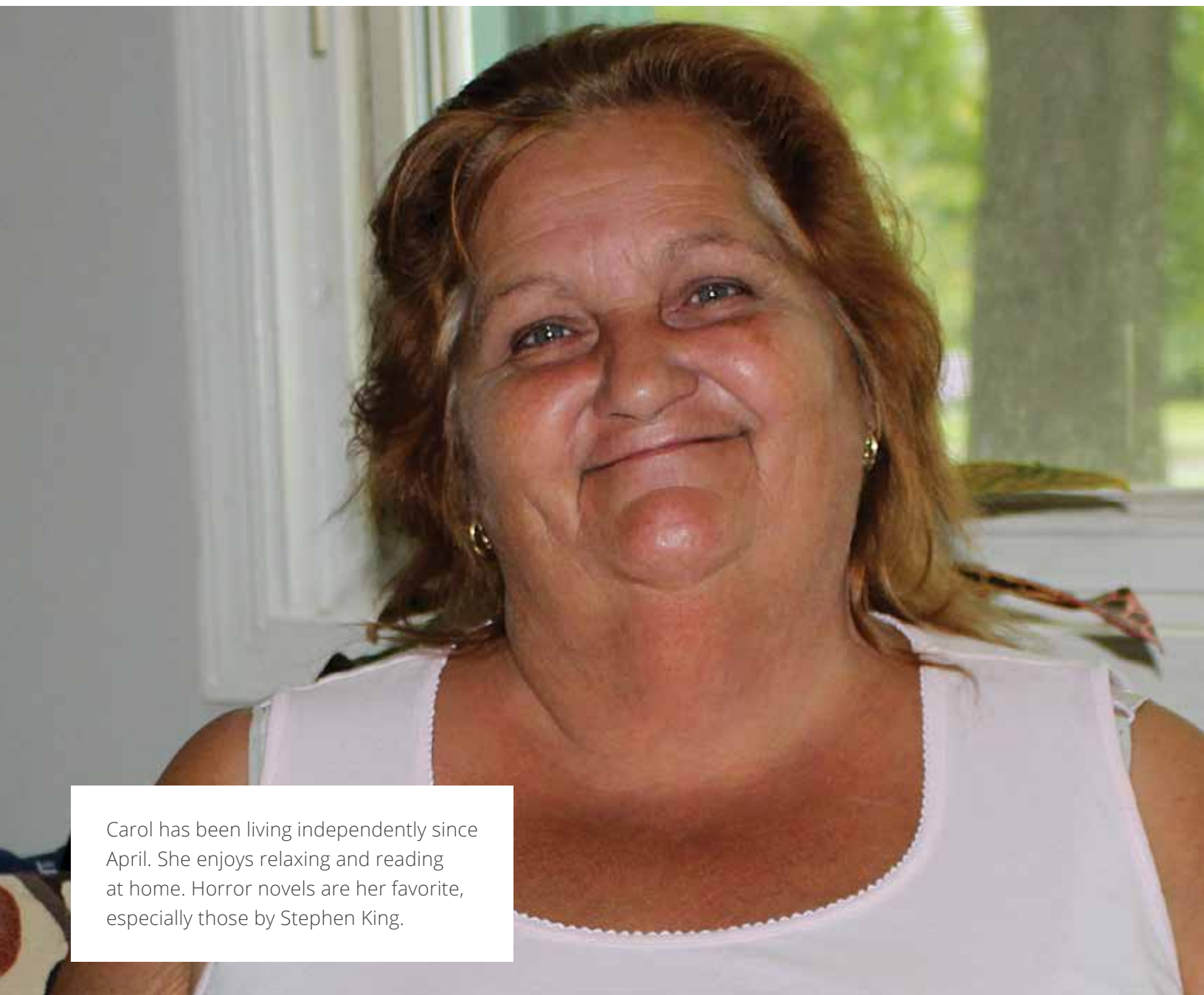
School-based services enable our clinicians to communicate directly with each child's teachers and other support staff to effectively coordinate care.

3,706

Our School-Based Counselors provided 3,706 sessions in 22 schools across 7 school districts in Bucks County. That's a 13% increase from last year's 3,270 in-school counseling sessions.

COMBATTING HOMELESSNESS

The Bucks County Emergency Homeless Shelter is a temporary residence for families and individuals who have lost safe and stable housing. On-site services include case management, counseling, budgeting, job search resources and health evaluations.



Carol has been living independently since April. She enjoys relaxing and reading at home. Horror novels are her favorite, especially those by Stephen King.

Carol was working full time as a nurse. She was teaching part time in the evenings and was under a lot of stress. Unfortunately, she suffered multiple strokes and never regained her strength to return to work. Without having learned the discipline of saving, Carol quickly found herself unable to pay her bills. Subsequently, her house foreclosed and she became homeless. With no where else to go, Carol began living out of her Jeep.

After spending a few months in her car, Carol met some other homeless individuals who had set up a camp in the woods. They invited her to join them, and they offered her a small tent. "It was desperately cold. I had a sleeping bag and a bench, but little else. Even the other homeless people in the camp felt sorry for me and gave me blankets so I wouldn't freeze," shared Carol. She lived in the tent for three months until she learned about the Bucks County Emergency Homeless Shelter.

At the shelter, Carol was finally warm and safe. She was assigned a Case Manager, Sharlyne, who helped her set goals and encouraged her to work hard to achieve them. Carol learned how to save money, and she secured permanent housing. Sharlyne also connected Carol with a local community resource for payee services to help her manage her monthly bills.

Thanks to intensive Case Management services at the Bucks County Emergency Homeless Shelter, Carol is living in her own apartment and no longer worries about having a warm place to call home.

Major funders (\$15,000+) of the Bucks County Emergency Homeless Shelter include Bucks County Children and Youth Social Services Agency, Bucks County Community Development Block Grant, Bucks County Department of Housing and Community Development, Customers Bank, National Penn, St. Mary Medical Center Mission Committee, United Way of Bucks County, W.W. Smith Charitable Trust and William Penn Bank Community Foundation.



Carol dotes on her dog and companion, Chewy, who she took in from a friend who could no longer care for him.

"Living in the shelter was difficult, but it was also life-saving. Before moving into the shelter, I was living in a tent. I thought I was going to freeze to death."

313

We served 313 people at the Bucks County Emergency Homeless Shelter, 103 of which were children under the age of 18.

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 154 full time and part time staff members and utilize the services of 6 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*

N. Elaine Sheemerhirn, CPA, MBA, *Chief Financial Officer*

Joanne Boggett, BA, *Chief Development Officer*

Nancie M. Miller, *Chief Human Resources Executive*

Nicki Bedesem, BS, *Director of Communications*

Lisa M. Clayton, MS, LPC, *Director of Clinical Services*

Deborah Fusco, RN, CTTS, *Director of Nursing Services*

Murielle Kelly, MPA, *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

Nancy Altimari, *Support Staff Supervisor/Office Manager*

Thomas A. Brantley, LPC, CCDP-D, *SCOT Program Coordinator*

Michelle Evans, BA, *Program Planning Coordinator*

Remi Freeman, LCSW, MSW, *Clinical Supervisor of Behavioral Health and School Based Services*

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

Shannon Hays, MA, LPC, NCC, CAADC, *Center of Excellence Program Manager*

Laura Hough, MA, *AACES Coordinator*

Gita Krull-Aquila, PsyD, *HIV/AIDS Program Coordinator*

Courtney Miller, MA, *Systems Analyst*

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

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

Sandy Parrish, *Administrative Assistant/Facilities Coordinator*

Maria Picciotti, MSW, *Call Center Coordinator*

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

Ivana Romeo, MA, LPC, NCC, *Clinical Supervisor of Behavioral Health*

Jennifer Santiago, MA, Ed.S, *Family Support Programs Coordinator*

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

Deborah L. Strouse, LCSW, MSW, CAADC, *Clinical Supervisor of Behavioral Health*

Nathan Townsend, *Bucks Villa Residential Manager*

Dawn Trespalacios, MSJIS, *DUI Program Manager*

PROGRAMS



MENTAL HEALTH & WELLNESS

Blended Case Management

Recovery assistance for people with a mental health disorder or co-occurring mental health and substance use disorders

Counseling

Outpatient therapy for children, families, adults and couples

Peer Support Whole Health Groups

Support groups that create weekly action plans to help participants accomplish goals that are crucial to their overall success

School-Based Counseling

Outpatient counseling services for children directly in their school environment

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

ADDICTION & RECOVERY SERVICES

Care Coordination for Opioid Use Disorders

A warm handoff from one level of care to another and ongoing support to ensure adherence

DUI Program

Evaluation, assessment, highway safety school and outpatient therapy for those who have received a DUI offense

Tobacco Awareness

Assessment, treatment and support solutions for a healthier lifestyle

HOMELESS SERVICES

Bucks County Emergency Homeless Shelter

A temporary residence for those who have lost safe and stable housing

Bucks County Housing Link (1.800.810.4434)

Telephone resource for those experiencing a housing crisis

FAMILY STRENGTHENING

Family Center

Activities that strengthen relationships and connect families with vital resources

LINKS Time-Limited Family Reunification

Education and support services to enable reunification of parents and their children who are in foster care

Nurturing Parenting

In-home parent education and case management services designed to build nurturing skills as alternatives to negative parenting practices

Parenting Together

Co-parenting classes for parents experiencing problems with communication

Parent Support Group

Weekly meetings to improve family relationships and make positive family changes

Parents as Teachers

Early childhood services that assist families with parenting, promote child health and development and prevent child abuse

HIV/AIDS SERVICES

Bucks Villa

A group home in New Hope, PA for people who are HIV positive or living with AIDS

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 people with AIDS find and maintain stable housing

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

JOB COACHING

Adolescent and Adult Competitive Employment and Socialization (AACES)

Job coaching and socialization opportunities for people with disabilities

SUPPORT FOR OLDER ADULTS

Benefits Navigation for Older Adults

Free assistance applying for public benefits to improve financial stability

Bucks County Area Agency on Aging Case Management

Supportive case management, information and referrals for older adults living throughout Bucks County

Bucks County Housing Authority (BCHA) Case Management

Supportive case management, information and referrals for older/disabled residents of BCHA housing sites

Guardianship for Adults

A team that makes medical and personal care decisions for incapacitated adults

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

Teen Center

Oxford Valley Mall, 2300 East Lincoln Highway

Langhorne, PA 19047

CALL CENTERS

Langhorne Call Center

4 Cornerstone Drive, Langhorne, PA 19047

Main Line Call Center

Wynnewood, PA

Richboro Call Center

Richboro, PA

SCHOOL SITES

Bensalem School District

Cornwells Elementary School

Bristol Township School District

Armstrong Middle School

Brookwood Elementary School

Franklin D. Roosevelt Middle School

Keystone Elementary School

Mill Creek Elementary School

Truman High School

Centennial School District

Log College Middle School

McDonald Elementary School

William Tennent High School

Morrisville School District

Grandview Elementary School

Morrisville High School

Morrisville Intermediate School

Neshaminy School District

Herbert Hoover Elementary School

Neshaminy High School

Pennsbury School District

Penn Valley Elementary School

Pennwood Middle School

Quakertown School District

Neidig Elementary School

Quakertown Community High School

Quakertown Elementary School

Quakertown Freshman Center

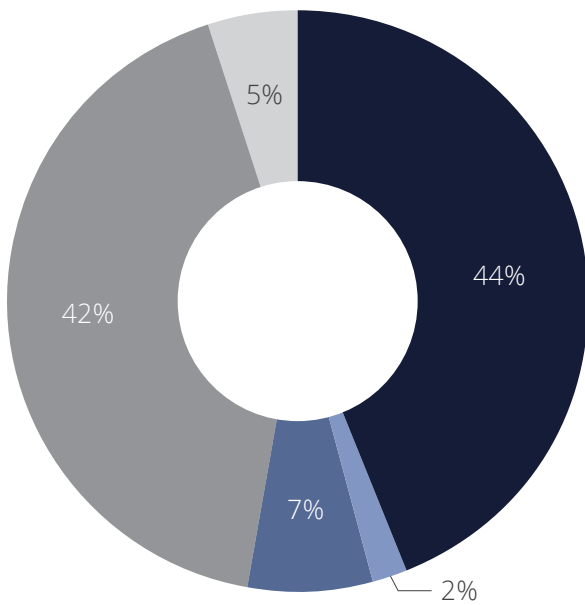
Strayer Middle School

FINANCIAL SUMMARY

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



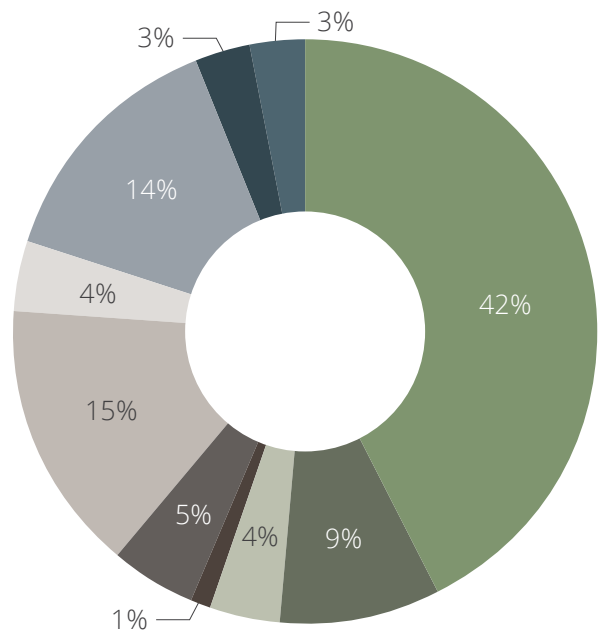
REVENUE



Grants & Contracts	44%
United Way of Bucks County	2%
Donations	7%
Client Services & Insurance Fees	42%
340B Program	5%

Total Operating Revenue **\$9,190,336**

EXPENSES



Counseling	42%
Parent Education & Support	9%
Call Center	4%
Teen Center	1%
AACES	5%
HIV/AIDS Program	15%
Older Adult Programs	4%
Emergency Homeless Shelter	14%
Management & General Admin.	3%
Development & Fundraising	3%

GRANTS & CONTRACTS

44% of our revenue comes from government contracts and grants from private foundations and partner organizations.



AIDS Activities Coordinating Office	Genuardi Family Foundation
Alice L. Johnson Charitable Trust	Janssen Pharmaceutical
Archdiocese of Philadelphia	Keith Thomas Perrymore Fund
Bristol Township Community Development Block Grant	Pennsylvania Department of Community and Economic Development
Bucks County Area Agency on Aging	Pennsylvania Department of Labor & Industry, Office of Vocational Rehabilitation
Bucks County Behavioral Health System	Pennsylvania Department of Human Services
Bucks County Children and Youth Social Services Agency	The Pew Charitable Trusts
Bucks County Community Development Block Grant	Provident Bank Foundation
Bucks County Department of Housing and Community Development	St. Mary Medical Center Mission Committee
Bucks County Department of Human Services	Sam's Club
Bucks County Department of Mental Health/ Developmental Programs	Scholler Foundation
Bucks County Housing Authority	United Way of Bucks County
Bucks County Opportunity Council	U.S. District Court, Eastern District of Pennsylvania, Probation Office
Children's Trust Fund	U.S. Department of Housing and Urban Development
City of Philadelphia/Office of Housing and Community Development	Wawa Foundation
FACT Bucks County	William Penn Bank Community Foundation
Food Lion Feeds Charitable Foundation	W.W. Smith Charitable Trust
Foundations Community Partnership	

SUPPORTERS

We gratefully acknowledge and honor the many individuals and organizations that supported us throughout our 2016-2017 fiscal year. On behalf of our board, staff and program participants, please accept our profound thanks for the many gifts and continued support that have helped us respond to the ever-changing needs of our community.



Members of HBA of Bucks and Montgomery Charitable Foundation stand with Ben Ciliberto, Family Service Board Member, in front of a brand new shed at the Bucks County Emergency Homeless Shelter that was donated by the group.

\$20,000 - \$50,000

BB&T

Customers Bank

Johnson & Johnson

NFP

Penn Community Bank

\$10,000 - \$19,999

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 contact Joanne Bogrett, Chief Advancement
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 ext. 211 so that we can correct our error.
 Thank you.*

VOLUNTEERS

We gratefully acknowledge and honor the many volunteers who have supported us throughout our 2016-2017 fiscal year. On behalf of our board, staff and program participants, please accept our profound thanks for the many talents and continued support that have helped us respond to the ever-changing needs of our community.



Sue is a longtime volunteer at the Bucks County Emergency Homeless Shelter. She has worked in the atrium, kitchen and now the pantry. She loves to organize, so the pantry is a great fit for her.

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 425 volunteers are comprised of 133 regular volunteers (monthly or weekly), 71 frequent volunteers (4 to 11 times annually) and 221 occasional volunteers (1 to 3 times annually).

These dedicated volunteers contributed a total of 12,126 hours of service during our 2016-2017 fiscal year. That's equal to 505 days, 17 months or 1.4 years of volunteering! We're so grateful for the generosity these champions exhibit, abundantly sharing their time and talents when it's needed most.

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.



Sue Dhoble restocks and organizes the pantry during her weekly shift at the Bucks County Emergency Homeless Shelter.

"I volunteer to give back and to try and make a difference in the community in a small way."

\$164,774

Based on average salaries for comparable paid positions in the greater Philadelphia region, 12,126 hours of service is valued at \$164,774.

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Pictured above (clockwise from upper left) are volunteers Dotti Brady, Kitchen Assistant; Sid Clearfield, Quality Improvement Assistant; Joyce Heineman, Office Assistant; Michael Sharer, Hospitality Assistant and Driver; Joe Gross, Food Pantry Assistant; Arsenia Gross, Office and Housing Link Assistant; and Mike Kellar, CONTACT Helpline Listener.

COMMUNITY INVOLVEMENT

We are proud to partner with individuals, corporations and organizations within our community to increase awareness of those in need and to generate support for our programs and services.

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 345 children with new backpacks filled with supplies for the start of the 2016-2017 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!



Volunteers Linda Davis, Alexandra Cerrito, Lou Altomari, Cathy Bondi and Deb Shields assemble backpacks for our 2016 Back to School Drive.

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.

During the 2016 holiday season, nearly 375 families shopped for more than 1,200 individuals. Additionally, 50 people volunteered a total of 254 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!





Left: Michael J. Mattie, Joanne Boggett and Audrey J. Tucker pictured with Todd Hurley of Penn Community Bank at the Drive for Youth Golf Outing.; Right: Bill Smith admires his Susan N. Altomari Champion for Youth award with his wife, Patty.

BUCKS COUNTY EMERGENCY HOMELESS SHELTER BENEFIT

The Bucks County Emergency Homeless Shelter Benefit was held on Saturday, April 1, 2017 at Hotel du Village in New Hope, Pennsylvania. 156 guests attended this sold out event. Attendees enjoyed a unique dinner club experience featuring cocktails, hors d'oeuvres, an exquisitely crafted farm-to-table three course meal and live music from The Straight Ahead Big Band featuring Shantel Hubert.

The event was a huge success, raising more than \$130,000 for the Bucks County Emergency Homeless Shelter. Proceeds from the event help residents move from homelessness toward independence and a brighter, more stable future.

DRIVE FOR YOUTH GOLF OUTING

Thank you to all of our golfers, sponsors and advertisers who supported our 18th annual Drive for Youth Golf Outing on June 5, 2017 at Jericho National Golf Club in New Hope, Pennsylvania. It was a beautiful day for golf, and the event was a huge success, raising more than \$70,000 for children and families in need.

Over the past 17 years, the golf outing has raised more than \$800,000 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 challenges receive the services and support they need. Contributions help prevent suicide, resolve problems with teens, shelter children and families, educate parents and provide in-school counseling for children.

BILL SMITH NAMED CHAMPION FOR YOUTH

The Susan N. Altomari Champion for Youth Award recognizes an individual who positively impacts the lives of youth in Bucks County through Family Service. We were thrilled to honor Bill Smith for his generous contributions to our Holiday Gift Drive over the past eleven years.

Bill has made a tremendous difference in the lives of children and families in need by organizing and hosting a toy drive each holiday season at Central Bucks High School East. The thousands of gifts that he and his students have contributed to our Holiday Gift Drive over the years have brightened the holidays for thousands of Bucks County residents in need.



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