COMMUNITY IMPACT

2018-2019
ANNUAL REPORT
A YEAR IN REVIEW: SUCCESSES & PARTNERSHIPS

mental health & wellness • homeless services • family strengthening • substance use & recovery • suicide prevention

Stronger today. Brighter tomorrow.
A MESSAGE FROM OUR CEO

This past year has been a season of change. I am thankful for our staff, our Board of Directors, and the individual, corporate and community partners who have supported us in this journey.

During fiscal year 2018-2019, we took steps to live out our vision of a community where anyone can achieve his or her full potential. This past year has been spent empowering children, combating homelessness, treating mental illness and substance abuse, educating parents and grandparents, providing valuable support groups, helping those that are diagnosed with HIV live healthier lives, providing information and referral to community resources, and preventing suicide. We work is also filled with innovation, data collection, quality measures, leadership development, and community partnerships.

Our continuous goal is to create a stronger Bucks County where each community member is an engaged, contributing citizen. 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.

Dina Della Ducata, MS, PHR
Chief Executive Officer

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Dina Della Ducata, MS, PHR
Chief Executive Officer
During our 2018-2019 fiscal year, we focused on building new partnerships, investing in our infrastructure and expanding programs to meet the growing needs of our community.

HIGHLIGHTS
- Dina Della Ducata, MS, PHR was appointed as our new Chief Executive Officer to lead Family Service in December 2018
- On April 26, 2019, renamed headquarters in Langhorne to the Audrey J. Tucker Resource Center in honor of our late CEO who dedicated 40 years of her life to Family Service
- Expanded outpatient behavioral health and DUI services in our Quakertown office
- In partnership with Pennsylvania Family Support Alliance (PFSA) and Libertae, Inc., began Families in Recovery pilot program to strengthen parents and protect children affected by substance use disorder
- Launched Nurse Navigator Program to cohesively address clients’ physical and mental health problems to improve their overall health and long term outcomes
- Made renovations to the Bucks County Emergency Homeless Shelter; installed new windows, replaced flooring in dining area, upgraded an HVAC unit, and beautified the outside grounds
- Created support groups for people who are impacted by a friend or family member's substance use disorder
2019 HONOREES

MR. & MRS. DONALD J. HAYDEN, JR.
Brighter Tomorrow Award
This new award recognizes outstanding people who support our mission and help create a brighter tomorrow for those we serve. Marilyn and Donald Hayden have generously supported our programs and services since the 1990s. We are grateful for their dedication to Family Service.

MS. JOSEFINA LEON
Audrey J. Tucker Family of the Year Award
Each year, we recognize one family as our Audrey J. Tucker Family of the Year for their efforts to improve their overall well-being through our programs. Josefina Leon, a current counseling and supportive case management client, is a former shelter resident who has worked hard, overcome challenges, and made a better life for herself and for her son.

GIVING JOY EACH HOLIDAY SEASON
During the month of November, we collect new, unwrapped gifts for children and teens. In early December, we display all of the gifts donated by the community and invite clients with demonstrated need to “shop” for each child and teen within their family. During the 2018 holiday season, parents shopped for nearly 600 children at our Holiday Gift Shop.

SENDING STUDENTS BACK TO SCHOOL WITH PRIDE
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 generous donors and volunteers, we were able to provide 347 children with new backpacks filled with supplies for the start of the 2018-2019 school year.

FILLING THE PANTRY
In August 2018, 215 Mopar donated approximately 3,800 pounds of food to our Food Pantry. 215 Mopar is a family based auto club that regularly donates to the pantry. The group’s members rally together to help whenever there’s a community need.

BRIGHTENING UP THE SHELTER
In December 2018, Quality Services Plus, Inc. renovated the playroom and dining area at the Bucks County Emergency Homeless Shelter. Before this team worked their magic, the spaces were worn and dull. Now, thanks to Quality Services Plus, these areas are bright, vibrant and fun!
OUR DEDICATED TEAM MEMBERS

DIRECTORS, COORDINATORS AND SUPERVISORS

Nicki Bedessem, BS  
Director of Communications

Thomas A. Brantley, LPC, CCOD-D  
Clinical Supervisor of Intensive Outpatient Program

Christine Cox, MBA, MPH, MSW  
Center of Excellence Program Manager

Michelle Evans, MS  
Director of Quality Improvement

Patricia A. Goldbauch, BA  
Intake and Assessment Manager

Sarah Kazimer, BA, CCOD  
Supportive Case Management Outreach Team Program Coordinator

Murialle Kelly, MPA  
Director of Housing Services

Gita Knuli-Aquilla, PsyD  
HIV/AIDS Program Coordinator

Kathleen Megahan, M.Ed.  
Family Strengthening Programs Coordinator

Courtney Miller, MA  
Systems Analyst

Heather Miller, MSW, LCSW  
Director of Clinical Services

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

Sandy Parrish  
Administrative Assistant/Facilities Coordinator

Maria Picciotti, MSW  
Director of Community Based Services

Jacqueline Russak, LCSW  
Clinical Supervisor of School-Based Counseling

Susan Schuckin, BA  
Case Management Supervisor, Bucks County Emergency Homeless Shelter

Dawn Trespalacios, MSAS  
DUI Program Manager

Leah Wooden-Harris, MBA, MSM  
Resident Life Services Supervisor, Bucks County Emergency Homeless Shelter

MILESTONE AWARD RECIPIENTS

Each year, we recognize Family Service staff members who have reached milestones of service to our organization. We thank you for your commitment to our mission and the work we serve throughout Bucks County.

20 YEARS OF SERVICE

Maria Berrocal, MSW  
Parent Educator

15 YEARS OF SERVICE

Jill Barnasevitch, RN  
Nurse Navigator

Sarah Kazimer, BA, CCOD  
Supportive Case Management Outreach Team Program Coordinator

Denise Misner  
Receptionist

Carol Moyer  
Senior Medical Records Specialist

5 YEARS OF SERVICE

Ricardo McCourtie  
Resident Life Associate, Bucks County Emergency Homeless Shelter

Deborah Perry-Neidhardt, MSW  
Call Center Assistant

10 YEARS OF SERVICE

Bridgette Wise  
Child Care Worker

"Thank you for your dedication to Family Service, and our clients. You truly make a difference in their lives each and every day, and you should be proud of what you have accomplished over the years!"  
- Dina Della Ducata, Family Service CEO

LEFT: Sarah Kazimer, Carol Moyer, Deborah Perry-Neidhardt and Ricardo McCourtie. TOP RIGHT: Maria Berrocal. BOTTOM RIGHT: Jill Barnasevitch, Denise Misner and Bridgette Wise are not pictured due to being unavailable for photos.

Dina Della Ducata, MS, PHR  
Chief Executive Officer

Nancie M. Miller  
Assistant to the Chief Executive Officer

SENIOR LEADERSHIP TEAM

Lisa M. Clayton, MS, LPC  
Innovation Officer

Tracee Delp, MS  
Human Resources Manager

Anne M. Estonov  
Chief Financial Officer

Daniel Miriongoff, MA  
Division Director, Community Programs

Marlene Piasciki, MSW  
Chief Operating Officer

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

Dialectical Behavior Therapy
An evidence-based treatment that combines basic strategies of behavior therapy with mindfulness practice

Nurse Navigator Program
Cohesively addressing physical and mental health problems to improve overall health and long term outcomes

Psychiatry
Wellness counseling and evaluation services

School-Based Counseling
Outpatient counseling for children directly in their school environment

Specialized Groups
Moral Reconation Therapy, Trauma Recovery and Empowerment Model (TREM) and Male TREM

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

Substance Use & Recovery

DUI Program
Evaluation, assessment, highway safety school, and therapy for those who have committed a DUI offense

Intensive Outpatient Drug and Alcohol Program
Individualized, strengths-based, trauma informed treatment for people with substance use disorders

Opoid Use Disorder Center of Excellence
Care coordination for those transitioning from one level of care to another and ongoing support to ensure treatment adherence

Tobacco Awareness
Assessment, treatment, and support solutions for a healthier lifestyle

Family Strengthening

Families in Recovery
Group sessions to help parents with substance use disorders learn healthy coping and parenting skills while balancing the needs of their recovery

Family Center
Activities that strengthen relationships and connect families with vital community resources

LINKS 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 communication problems following divorce or other conflicts

Parent Support Group
Weekly meetings to improve family relationships and make positive family changes

Parents as Teachers
Early childhood services that assist 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

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)
Single point of entry for those experiencing a housing crisis

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
A federally supported program that helps people with AIDS find and maintain stable housing

Socialization Opportunities

Coffee House
Organized activities, group discussions, and casual conversations to help people with disabilities gain social comfort and make connections with others

Support for Older Adults

Bucks County Area Agency on Aging Case Management
Case management, information, and referrals for older adults living throughout Bucks County

Information and Referral at Bucks County Housing Authority Housing
Information and referrals for older or disabled residents of BCHA-managed housing sites

Guardianship for Adults
A team that makes medical and personal care decisions for incapacitated adults
After years of suffering from abuse at the hand of her husband, Josie decided enough was enough. She took her boys, fled Puerto Rico and came to Pennsylvania. After a long and grueling custody battle, Josie gained sole custody of her sons and started a new life with them in Bucks County.

For years, Josie, a single mom of three, worked full time while raising her children. Her two eldest sons grew up and moved out on their own. In 2014, Josie lost her job, and she and her youngest son became homeless. They ended up at the Bucks County Emergency Homeless Shelter for a short time. There, Josie's case manager saw that her past was troubling her, and Josie was connected with our mental health and supportive case management services.

Over the last five years, Josie has overcome quite a number of obstacles, including major depression and anxiety. She meets regularly with her psychiatrist, therapist and case manager to set and attain mental health goals. In addition, our nurse visits Josie in her home to address her physical health challenges.

Today, thanks to support from her service providers, Josie is stable and independent.

“Your goal right now is to learn to forgive myself and to make sure that my boys turn out to be the men that they deserve to be,” shares Josie. Though it’s not always easy, she continues to persevere. Josie wakes up each day with a smile on her face and a desire to live life to its fullest with her family by her side.

“You can’t take away the scars on my body, but...I can be strong. I’m grateful because I’m here, and I can help others.” - Josie
Francis and Doyle both immigrated from Liberia to escape civil war and with hope for a better life. They prioritized learning English and furthering their education to maximize opportunities here. Francis became a Certified Nursing Assistant, Doyle earned his GED from Bucks County Community College, and then they moved to Atlanta so Doyle could pursue a college degree in education. During their years there, Francis and Doyle had two sons, Bryan and David. After Doyle graduated, the family returned to Bucks County to be closer to relatives, and they welcomed their daughter, Bel, into their family. Shortly thereafter, Francis obtained employment at a senior care facility, but Doyle struggled to find a full time teaching position. After months of living on Francis’ salary alone, the family could not afford their rent. They moved into a hotel temporarily and turned to the Bucks County Emergency Homeless Shelter for help. Once in the shelter, the family’s case manager helped enroll the boys in summer camp and submit applications for childcare so that Doyle could soon work full time, as well. Francis and Doyle were very diligent and motivated. They set up a budget with their case manager and, before long, they had saved enough money for a security deposit and rent. Francis and Doyle began their search for housing and found a place that they would be able to afford long-term. After just 55 days at the shelter, this family of five moved into their own home and became, once again, self-sufficient.

Kevin was going through difficult times before he came to Family Service. He was in recovery, and his marriage was falling apart. Kevin was struggling to communicate with and appropriately discipline his two young daughters. He had an open case with Bucks County Children and Youth Social Services Agency due to a prior incident, and our Nurturing Parenting program was recommended as part of his plan. Once Kevin started Nurturing Parenting classes, his life took a turn for the better. Kevin’s parent educator came to his home once a week to share skills including making good decisions, handling feelings, taking charge of behavior, developing empathy, and ways to handle stress. “I dedicated that one hour a week to learning how to become a better parent,” said Kevin. “It was about learning what I can and can’t control.” Together, Kevin and his parent educator established routines and set realistic goals. Each week, he would implement a new technique with his daughters. Over time, Kevin saw positive changes in their interactions. “I realized that kids’ actions and behaviors change with every situation. What matters most is how, as a parent, respond to those behaviors,” said Kevin.

Now, Kevin prides himself on keeping an open line of communication with his daughters. He is aware of their body language and emotions, and he responds appropriately. Kevin plans to use the same parenting strategies in the future with his new baby boy, as well. Kevin and his children enjoy playing outside, reading and simply being together as a family.

“Combatting Homelessness”

“Empowering Parents”

COMMUNITY IMPACT

ANNUAL REPORT 2018-2019

FAMILY SERVICE

COMMUNITY IMPACT
### Financial Summary

**Total Operating Revenue** $9,013,539

#### Revenue Breakdown
- Client Services & Insurance Fees: 51%
- Grants & Contracts: 38%
- Donations: 6%
- 340B Program: 3%
- United Way of Bucks County: 1%
- Other: 1%

#### Expenses Breakdown
- Client Services & Insurance Fees: 51%
- Mental Health & Wellness: 41%
- Financial: 38%
- Donations: 6%
- 340B Program: 3%
- United Way of Bucks County: 1%
- Other: 1%

#### More Than $9 Million
- Total operating revenue for our 2018-2019 fiscal year

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### Grants and Contracts

- AIDS Activities Coordinating Office
- Archdiocese of Philadelphia
- Bensalem Township
- Better Health Initiative
- Bucks County Department of Housing and Community Development
- Bucks County Department of Human Services
- Bucks County Department of Mental Health/Developmental Programs
- Bucks County Drug and Alcohol Commission
- Bucks County Housing Authority
- Bucks County Opportunity Council
- Bucks County Suicide Prevention Task Force
- Children’s Trust Fund
- City of Philadelphia Office of Housing and Community Development
- FHT Middle
- Foundation Community for Youth
- The Jordon-Chamber Foundation
- Kennedale Family Foundation
- Jewish Housing Network
- John F. Cottone Trust
- Knepper Family Foundation
- The Stettler Family Foundation
- U.S. Department of Housing and Urban Development
- U.S. Department of Veterans Affairs
- U.S. Department of Workforce Development
- Veterans Affairs
- Wells Fargo Foundation
- William Penn Bank Community Foundation
- Women’s Fund
- Wawa Foundation
- Women’s Health Foundation
- Women’s Fund for Community Development
- Women’s Fund
- Women’s Fund Community Foundation
- Women’s Fund
- W. M. Smith Charitable Trust
- W. W. Smith Charitable Trust

### Special Events

#### Top Left: Quality Services Plus, Inc. is presented with the Susan N. Altomari Champion for Youth Award at the 2019 Drive for Youth Golf Outing.

#### Bottom Left: Members of the Penn Community Bank team with Dina Della Ducata, Family Service CEO, at the 2019 Drive for Youth Golf Outing at Jericho National Golf Club. Penn Community Bank is the outing’s lead sponsor.

#### Top Right: Bernie Handler, Shelter Benefit committee chairperson, with her husband, Jay, and fellow committee member Barbara Fiocca.

#### Bottom Right: Congressman Brian Fitzpatrick presents a flag to Dina Della Ducata at the 2019 Bucks County Emergency Homeless Shelter Benefit.
THANK YOU FOR TRULY CHANGING LIVES!

At Family Service, we welcome all types of support. We truly appreciate the generous network of donors who help make our successes possible. When you make a monetary or in-kind donation to us, you make a direct impact on the lives of children, adults and families in need in our community.

FOR TRULY CHANGING LIVES!

THANK YOU

TOGETHER WE ARE MAKING A DIFFERENCE by improving mental health and wellness, combating homelessness, empowering parents, preventing suicide, and supporting recovery.

$540,812 IN MONETARY DONATIONS to our organization during our 2018-2019 fiscal year.

263 IN-KIND DONORS made 181 delivery of items to help us better serve our clients by meeting their basic needs.

779 MONETARY DONORS made 1,377 contributions in support of our programs and services.

$25,000+
- Mr. and Mrs. Donald Hayden, Jr.
- John and Charlotte Rust
- Johnson & Johnson
- M&G

$10,000 - $24,999
- Mr. Joseph Borelli
- Judith Baron
- Mr. and Mrs. Robert D. Broz
- Mr. and Mrs. William E. Clark
- Customers Bank
- Mr. and Mrs. William E. Coke

$5,000 - $9,999
- Mr. and Mrs. Alexander Rabinow
- Mr. Bernard Ciliberto
- Dr. and Mrs. James M. Baniewicz
- Ms. Barbara J. Fiocca

$1,000 - $4,999
- Mr. and Mrs. Mark S. Cappuccio, Esq.
- Mr. and Mrs. Joseph Bondi
- Mr. and Mrs. Gary P. Lux

$25,000+
- Mr. and Mrs. Michael D. Cocolis
- Mr. and Mrs. Gerald L. Cutler
- Mr. and Mrs. Henry D. Duffin
- Mr. and Mrs. William Glaab

$10,000 - $24,999
- Mr. and Mrs. Michael B. Cokely
- Mr. and Mrs. George Rhoads
- Mr. and Mrs. Donald J. Hayden, Jr.

$5,000 - $9,999
- Mr. and Mrs. Howard Friedman
- Mr. and Mrs. Alan Gold
- Mr. and Mrs. Robert Applebaum

$1,000 - $4,999
- Mr. and Mrs. John Edelblut
- Mr. and Mrs. Judy Edelblut
- Mr. and Mrs. John Edelblut

IN-KIND DONORS

1,042 DONORS CONTRIBUTED TO OUR SUCCESS This includes individuals, foundations, businesses and community organizations who made monetary and in-kind donations.

TOP:
- Ron Bernstein, Executive Director of Family Service
- Ms. Marlene Piasecki, Family Service Chief Operating Officer
- Matthew J. Frederickson, Community Partnership, pictured with Maryann Pincus, Family Service Executive Director
- Meaghan Antolino, Comcast School Programs program director, pictured with Heidi Hennig, Family Service Executive Director
- Bob Borski, Executive Director of the Central Bucks West School Student Council, pictured with Heidi Hennig, Family Service Executive Director
- April Lawrence, Coordinator of the Family Service 2020-21 School Year Student Volunteer Program

BOTTOM:
- NFP
- Van Aken
- Ms. Julie Panzner
- Mr. and Mrs. Robert H. Lemke III
- Ms. Angela Morrison
- Ms. Peggy McElroy
- Mr. and Mrs. Robert H. Lemke III
- Ms. Angela Morrison
- Ms. Peggy McElroy
- The Rotelle Companies
- The Cosack Team
- Mr. and Mrs. John Edelblut
- Mr. and Mrs. Henry D. Duffin

ANNUAL REPORT 2018-2019   FAMILY SERVICE
Volunteers make a tremendous opportunity 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 data analysis, make improvements to our facilities, answer Contact Helpline and Bucks County Housing Link calls and much more.

15,679 HOURS OF SERVICE

equal to 653 days, 22 months or 1.8 years of volunteering!

$234,699 MONETARY VALUE

based on average salaries for comparable paid positions in the greater Philadelphia region

9% INCREASE IN VOLUNTEER HOURS

over last year’s 14,357 hours

Volunteers

$537 DEDICATED VOLUNTEERS

including 185 regular, 55 frequent and 317 occasional volunteers

JOIN US

and make a difference

We welcome you with pride to find the best match between your interests and our needs. Orientation and training are provided. Email us at volunteer@fsabc.org to learn more.

“Volunteers play an integral part in our organization. With their help and support, we are able to provide valuable added services to the individuals we serve. We are grateful for all their volunteer work.”

- Dino Della Ducat, Family Service CEO

“Care coordination is an immensely helpful tool in recovery, and we are proud to partner with Family Service to help, address the Opioid epidemic in Bucks County.”

- John Howell, TODAY, Inc.
restocks gifts at our Holiday Gift Shop.

...supported our programs during
dedicated volunteers

TOP:
Advertising Specialty Institute (ASI) employees paint the...
YOU CAN HELP

At Family Service, we welcome all types of support. We truly appreciate our generous network of donors, volunteers, advocates and community partners who make our successes possible. There are many ways you can get involved and make an impact on the lives of those who need it the most.

DONATE
Make a monetary or in-kind donation. When you make a monetary donation to Family Service, you make a direct impact on the lives of children, adults and families in need in our community. We turn your gifts into opportunities for people to make healthy choices, achieve personal goals and eventually reach their potential. Donate online at www.fsabc.org/donate or contact us at 215.757.6916, ext. 218 or events@fsabc.org to learn more.

VOLUNTEER
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. For more information on ways to get involved, please contact us at 215.757.6916, ext. 202 or volunteer@fsabc.org.
OUR MISSION

WE LISTEN, CARE AND HELP. EVERY DAY.

You make it possible for us to do so. Thank you for your support.