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 66 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.
This past year has been a time of growth and change at Family Service. In one way or another, everyone in the nation was impacted by COVID-19. Many individuals lost their jobs, some experienced reduced hours, many lost loved ones, and others were infected but thankfully recovered. But the part of this virus none of us could escape was the increased sense of uncertainty, stress, and isolation brought about by COVID-19.

When our community needed us most, Family Service was there. We continued to provide essential services for vulnerable populations through both in-person and telehealth platforms. This was a new way of doing business, but our clients and staff appreciated the flexibility of video technology and telephone services to continue treatment. Virtual support groups were held, parenting classes continued, and our Food Pantry expanded its size and extended its hours to five days a week for those experiencing food insecurity.

Now, our Emergency Homeless Shelter is providing blended services at the shelter as well as from a local hotel to allow for social distancing and quarantine when needed. A year ago, none of us could have predicted what life would look like today. But Family Service was able to adapt and expand its reach so our mission to listen, care, and help everyday would continue without interruption.

As CEO and President of the Board of Directors, we would like to take the opportunity to thank you all for your support and partnerships over the last year. All of you are the driving force behind our ability to fulfill our mission, and your support helps ensure that we will continue to provide the level of service that the community has come to expect.

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

Julie Dees, MBA, LPC
Chief Executive Officer

Gary P. Lux, ChFC, CFP
President, Board of Directors
WHO WE SERVED

During 2020, we served 29,503 people across all of our programs. We served 8,830 clients in person or through virtual services, excluding callers whom we served solely through our Call Centers.

29,503

Through all of our programs and services, we helped brighten the lives of 29,503 people throughout Bucks County.

2,560

We served 1,797 clients in our Counseling and Psychiatry programs and 763 clients through our Center of Excellence and Blended Case Management programs.

427

We provided family strengthening services to 427 people through a variety of community-based programs.

4,291

4,291 people in 1,149 households received food from our Food Pantry. This marks a 326% increase over last year’s 1,007 people.

9,246

Our CONTACT Helpline listeners answered 9,246 calls from people who needed to talk with someone who cares.

229

HIV/AIDS Program staff served 184 Medical Case Management and Prevention clients and 45 Housing Opportunities for Persons with AIDS (HOPWA) clients.

4,933

Housing Link staff and volunteers connected 4,933 people to resources to answer or address their housing crises.

6,494

Our team answered 6,494 calls to the National Suicide Prevention Lifeline, an 84% increase over last year’s 3,523 calls.

46

46 teenagers utilized the Teen Center for emotional support.

352

352 people temporarily resided at the Bucks County Emergency Homeless Shelter, 111 of whom were children.

925

We had 925 participants in our Highway Safety program.

427

We provided family strengthening services to 427 people through a variety of community-based programs.
A YEAR IN REVIEW

During the spring of 2020, the COVID-19 pandemic required us to change the way we serve clients across many of our programs. We focused on modifying and expanding programs so we could continue to meet the ever-changing needs of our community.

NURSE NAVIGATOR PROGRAM COHESIVELY ADDRESSES PHYSICAL AND MENTAL HEALTH

People who are diagnosed with severe mental illness have higher mortality rates associated with physical illness such as heart disease or diabetes. Last year, we launched our Nurse Navigator Program that cohesively addresses physical and mental health conditions. Our goal is to improve the health and long term outcomes for these individuals.

Our Nurse Navigators work one-on-one with clients in this time limited, recovery-focused program. Nurse Navigation services are provided in three phases: outreach, engagement and assessment; implementation and monitoring of a wellness plan; and additional services on an as-needed basis.

CALL CENTER EXPANSION

The National Suicide Prevention Lifeline is a national network of over 180 local call centers, including ours, allowing the Lifeline to provide local resources with innovative best practices and quality care across the United States.

On October 15, 2019, Governor Tom Wolf announced that Pennsylvania had been awarded a $1.3 million grant to increase access to the National Suicide Prevention Lifeline by expanding state-based call grant to increase access to the National Suicide Prevention Lifeline.

On October 15, 2019, Governor Tom Wolf announced that Pennsylvania had been awarded a $1.3 million grant to increase access to the National Suicide Prevention Lifeline. The grant was issued by Vibrant Emotional Health, the nonprofit administrator of the National Suicide Prevention Lifeline. The grant was funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), and provides confidential, free, 24/7 support to people in crisis, considering suicide, or helping another person.

Our Call Center was one of three selected to partner with the Department of Human Services to form regional call centers to ensure that at least 70 percent of calls are answered in Pennsylvania, with the goal of increasing that percent to 90 within two years. Thanks to this grant, we hired additional staff, trained more volunteers, and became a 24/7 center, answering National Suicide Prevention Lifeline calls for 10 counties in Pennsylvania. Last year, our staff and volunteers answered 3,523 National Suicide Prevention Lifeline calls. Just one year later, that number increased by 84%, to 6,494 Lifeline calls answered. That’s a huge increase in lives saved.

FOOD PANTRY SEES 326% INCREASE IN PEOPLE SERVED

In 2019, we served 1,007 individuals through our Food Pantry. In 2020, when the COVID-19 pandemic began affecting the lives of so many, food insecurity increased as more and more people lost jobs or experienced a reduction of work hours.

As our community’s need for food increased, we ramped up our Food Pantry efforts to meet those needs. We even physically expanded the Pantry to be able to accommodate additional food donations, and we added a Pet Pantry to help out four-legged family members. In 2020, we served a record 4,291 people through the Food Pantry.

We couldn’t have continued to meet the needs of our community without our partner, the Bucks County Opportunity Council’s Food and Nutrition Network. A huge thanks also goes out to all of the individuals, corporations and community organizations who helped keep our Food Pantry stocked and ready.

NEW DUAL MODEL FOR THE EMERGENCY HOMELESS SHELTER

Designed with two main dorms, one for men and another for women and children, the Emergency Homeless Shelter was not set up for social distancing. Before COVID-19, the shelter was a temporary residence for approximately 75 people at any given time. Now, to keep both residents and staff safe, the shelter can accommodate 40 to 45 people depending on the configuration of cots in the dorms.

The number of people needing shelter has gone up during the coronavirus pandemic. With our waitlist growing and to better meet our community’s emergency shelter needs, we began leasing a block of 24 rooms at a local hotel to spread out clients for social distancing. While not ideal for delivery of case management, nursing, and other services, staff and residents have adapted to this dual shelter/hotel model for the safety of all involved.

VIRTUAL FAMILY NIGHTS

Traditionally held in-person at local schools, Family Nights give parents and children an opportunity to participate in a fun, educational night out in the community. With stay-at-home orders in effect, our team needed to come up with a new way to interact with families while still providing vital information and resources.

On May 19, 2020, we launched Virtual Family Nights using the Facebook LIVE! platform. This first virtual event, an online conversation about positive parenting during the pandemic, was a success, and our team began planning a series of events for the remainder of the school year. Additional topics included mental health, stress, literacy, virtual schooling, and more.

This Virtual Family Night model will continue until it is safe to resume in-person activities. We are proud to have a team that is innovative, creative, and willing to adapt to meet the needs of our clients.

INCREASE IN PEOPLE SERVED

FOOD PANTRY SEES 326% INCREASE IN PEOPLE SERVED

NEW DUAL MODEL FOR THE EMERGENCY HOMELESS SHELTER

VIRTUAL FAMILY NIGHTS

Food Pantry sees 326% increase in people served.

New dual model for the emergency homeless shelter.

Virtual Family Nights.
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 generous donors and volunteers, we were able to provide 304 children with new backpacks filled with supplies for the start of the 2020-2021 school year. Many of the backpacks included clothing and sneakers as well. That’s a lot of happy, confident kids this year, and we are so grateful for your support!

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 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 2020 holiday season, due to the pandemic, our staff members “shopped” for and distributed gifts to 675 children and teens through the Holiday Gift Shop. Thanks to the amazing generosity of our community, these children had a brighter holiday season!

HOMELESS SHELTER BENEFIT GOES VIRTUAL AND EXCEEDS FUNDRAISING GOAL

Each spring, we host our annual shelter benefit, a formal fundraiser with generous donors and sponsors who recognize the shelter’s role in providing a safe haven for its residents and helping them rebuild their lives. The shelter relies on this event to provide vitally important support for its operations and to ensure essential services for residents throughout the year. Due to COVID-19, it was necessary to cancel our in-person benefit and transform it into a virtual event. We set a lofty goal of $200,000 and kicked off this two-week fundraising campaign with a virtual Zoom event on June 11, 2020. This virtual benefit enabled those who believe in the importance of the shelter to demonstrate their support by making donations at various impact levels. The kickoff was a huge success, and we exceeded our goal by the end of the evening.

A heartfelt thanks goes out to everyone who supported the 2020 Virtual Benefit for the Emergency Homeless Shelter! Over 385 donors (an all-time high) stepped forward to help us raise more than $250,000 (another all-time high), which went directly to helping our homeless residents continue to receive the critical services they need and deserve.
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 127 full time and part time staff members and utilize the services of 4 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.

OUR DEDICATED 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 127 full time and part time staff members and utilize the services of 4 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.

OUR TEAM

SENIOR LEADERSHIP TEAM

Julie Dees, MBA, LPC
Chief Executive Officer

Nancie M. Miller
Director of Human Resources / Assistant to the Chief Executive Officer

Lisa M. Clayton, LPC, CAADC
Chief Operating Officer

Anne M. Estelow
Chief Financial Officer

Michelle Evans, MS
Director of Quality Improvement

Larissa Fallon, BA
Director of Development

Murielle Kelly, MPA
Director of Housing Services

COORDINATORS & SUPERVISORS

Christine Cox, MBA, MPH, MSW
Outpatient Clinical Manager

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

Sarah Kazimer, BA, CCDP
Blended Case Management Coordinator

Gita Krull-Aquila, PsyD
HIV/AIDS Program Coordinator

Kathleen Megahan, M.Ed.
Family Strengthening Programs Coordinator

Courtney Miller, MA
Systems Analyst

Regina Moriarty, BA
Volunteer Coordinator

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

Sandy Parrish
Administrative Coordinator

Marlene Piasecki, MSW
Grants and Special Projects

Janice Roberts, MA, LPC
Clinical Supervisor of Behavioral Health

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

John Seay
Controller

Julia Silvestri, LSW
Call Center Coordinator

Kimberly Strong, BS
Development Coordinator

Dawn Trespalacios, MSAJS
Forensic Services Manager

Lisa Tucholski, MS
Integrated Care Manager

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

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

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

Psychiatry
Psychiatric mental health and substance use evaluations followed by regularly scheduled medication checks for individuals of all ages

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

Opioid Use Disorder Center of Excellence
Community-based certified recovery and case management services, as well as connections to treatment and resources, for individuals with a history of or current opioid and other substance use

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

Food Pantry
Healthy food on a monthly basis for those in Bucks County who are experiencing food insecurity

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 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

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 Federally supported program that helps people with HIV/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

SUPPORT FOR OLDER ADULTS

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

Case Management at Bucks County Housing Authority (BCHA) Senior Housing
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

Langhorne Office
4 Cornerstone Drive, Langhorne, PA 19047

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

COMMUNITY SITES

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

Teen Center / Coffee House
Oxford Valley Mall, Suite 012
2300 East Lincoln Highway, Langhorne, PA 19047

CALL CENTERS

Langhorne Call Center
4 Cornerstone Drive, Langhorne, PA 19047

Wynnewood Call Center
100 East Lancaster Ave., Wynnewood, PA 19096

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

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
Neshaminy High School

Pennsbury School District
Penn Valley Elementary School
Pennwood Middle School

Quakertown School District
Quakertown Community High School
Quakertown Elementary School
The 6th Grade Center
Strayer Middle School
Each year, we recognize select community partners who work alongside us to help our community members achieve their full potential.

**BRIGHTER TOMORROW AWARD**

**Bernard (Ben) Ciliberto**

The Brighter Tomorrow award recognizes an outstanding person who supports our mission and helps create a brighter tomorrow for those we serve. Ben Ciliberto joined our Board of Directors in 2013 and hit the ground running. He served on our Development committee and helped secure more than $300,000 in funding through the Neighborhood Assistance Program. Though he has retired from the Board, Ben continues to serve on our Drive for Youth Golf Outing planning committee and is an incredible steward of our mission. We are grateful for his dedication to Family Service.

**AUDREY J. TUCKER FAMILY OF THE YEAR AWARD**

**Crystal Reinhart**

Each year, we recognize one individual or family as our Audrey J. Tucker Family of the Year for their efforts to improve their overall well being through our programs. Crystal Reinhart, a current participant in our Nurturing Parenting program, is a former LINKS Family Reunification client who has worked hard, overcome challenges, and made a better life for herself and for her daughter. Read “Reuniting Families,” Crystal’s story, on pages 18 and 19 of this report.
REUNITING FAMILIES

LINKS Family Reunification assists and supports parents in addressing goals outlined by Bucks County Children and Youth Social Services Agency in working toward reunification with their children who are in foster care.

In February 2018, Crystal was struggling with her mental health and had a run-in with the law. As a result, Bucks County Children and Youth Social Service Agency stepped in and placed Crystal’s 8-year-old daughter in foster care. Children and Youth referred Crystal to our LINKS Family Reunification and Nurturing Parenting programs for help. She was also connected with our mental health and substance use treatment services.

For months, Crystal struggled with priorities and didn’t progress. Our Family Strengthening team was concerned and knew something needed to change. They arranged a meeting with Crystal and her entire treatment team so they could form one plan to help her get back on track. After that meeting, Crystal began Trauma Focused Cognitive Behavior Therapy, which is an extension of our Nurturing Parenting program. That’s when Crystal began to change her life for the better.

With the help of this therapy, conducted virtually because of COVID-19, Crystal became engaged in treatment. She worked through her own issues, finally shifting focus from herself to her daughter. As her priorities evolved, Crystal became an active, engaged parent who planned activities for visits with her daughter. Crystal’s goal was to become a more effective mother and to regain custody of her daughter.

Over time, and with help from Family Service, Crystal went from a challenging, uncooperative client to an understanding mother who puts her daughter first. In September 2020, after a great deal of hard work and perseverance, Crystal was reunified with her daughter. The pair couldn’t be happier to be back together, and while Crystal has much to learn about parenting a preteen, she looks forward to additional Nurturing Parenting lessons to help guide her.

Crystal Reinhart, a former LINKS client and our 2020 Audrey J. Tucker Family of the Year Award recipient, was successfully reunified with her daughter after spending two and a half difficult years apart.

Our Clinical Case Managers served 54 parents whose children had been removed from their homes and placed in foster care.
After graduating from college, Austin struggled to find steady employment. He had an apartment in Philadelphia and was working part time in food service, but when his roommate moved out, he couldn't afford the rent on his own. Austin had always been close with his mom, so when she welcomed him back into his childhood home in Levittown with open arms, he gratefully accepted the offer.

Austin and his mom were happy to have each other's company, and they got along well for the most part. Austin continued to work part time, though he found a position with more regular hours in the retail industry. He had reconnected with a couple of friends from high school, and he had fallen into a steady routine of work and socializing. He spent less time at home, and more time out with friends.

One night, Austin returned home very late and went to bed as usual. When he awoke the next morning, he discovered that his mom had passed away in her sleep. Without having had any prior symptoms, she had gone into sudden cardiac arrest. Austin was devastated, and he felt guilty for not having been there for her in recent months. His grief was overwhelming, and he turned to prescription opioids to dull the pain. The pills were left over from his mother's back surgery a year ago and seemed to be there for the taking.

Austin was actively using on a daily basis for weeks. A friend of his realized what was going on and referred Austin to our Center of Excellence for help.

Austin was assigned a care coordinator who checked in with him weekly. After several months of support, Austin began to trust his care coordinator and was finally willing to try inpatient treatment. Austin's care coordinator found him a spot at a hospital about an hour away. He began treatment and his Family Service care coordinator remained in contact with the hospital's team to stay up-to-date on Austin's status. Upon discharge from the hospital, Austin returned to a recovery house located in Bucks County.

Austin's care coordinator helped him secure funding assistance through a Recovery House Scholarship Program and also connected him with a temp agency. Just one week later, Austin obtained employment at a local shipping warehouse and has continued to hold a job while maintaining sobriety for 9 months now. Though most in-person support groups were placed on hold due to the COVID-19 pandemic, Austin still attends online support groups and continues to work with his care coordinator twice a month for added support to help maintain sobriety. Austin has been through a lot over the past year, but he knows his mom would be proud of where he is today and the hard work he has put in to get here.

Please note: All names and other identifying factors have been changed to protect the identity of our client and his family.
Dominique always envisioned herself having a “perfect” family. Her relationship started off well, and she had three beautiful children, Ja’Naiya, Jules, and Layla. Never had Dominique imagined they would become victims of domestic violence, but after four painful and emotionally draining years, Dominique and her children sought refuge at her grandmother’s house.

That safe haven lasted only a short while. Dominique’s grandmom fell ill, and having Dominique’s family in her home became too much. Ja’Naiya suffers from anxiety, Jules is autistic, and Layla is a typical outgoing three-year-old. “Our family can be a lot for people,” says Dominique. For the next year, Dominique and her children moved frequently among the homes of friends and family members. Dominique realized that she couldn’t continue on in this manner. She needed help, so she reached out to the Bucks County Opportunity Council which helped connect her to our Emergency Homeless Shelter. “At first I was scared. I wasn’t expecting everyone to be in one room.” Dominique worried that her family would, once again, be too much for those around her, but staff and residents were understanding and helpful.

Grateful to have a safe place for her family, Dominique began working with her case manager and focusing on her goals: securing childcare and preschool, furthering her own education, seeking employment, and finding a permanent home. After five months and a great deal of hard work and determination, Dominique progressed toward her goals. She and her children moved out of the shelter into a home of their own. Dominique’s experience at the shelter was empowering. She realized that she’s on her own now and she’s okay with that. “My perfect family is me and my three kids,” she says.
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.
GRANTS & CONTRACTS

44% of our 2020 revenue came from government contracts and grants from private foundations and partner organizations.

AIDS Activities Coordinating Office
Archdiocese of Philadelphia
BB&T
Bucks County Correctional Facility
Bensalem Township
Bensalem Township Community Development Block Grant
Bristol Township
Bucks County Area Agency on Aging
Bucks County Behavioral Health System
Bucks County Children and Youth Social Services Agency
Bucks County Community Development Block Grant
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 Human Services
Bucks County Opportunity Council
Bucks County Redevelopment Authority
Bucks County Suicide Prevention Task Force
Children's Trust Fund
City of Philadelphia/Office of Housing and Community Development
Clarence W. Winter Charitable Trust
Early Learning Resource Center Region 16
Foundations Community Partnership
Friends of Bristol
Grundy Foundation
Janssen Pharmaceutical
M & T Charitable Foundation
Magellan
National Suicide Prevention Lifeline
Neshaminy Manor
Neshaminy Pharmacy – 340B
PECO/Exelon Foundation
Penn Medicine
Pennsylvania Department of Community and Economic Development
Pennsylvania Department of Human Services, Office of the Budget
Pennsylvania Department of Human Services, Office of Child Development and Early Learning
Pennsylvania Family Support Alliance
Pennsylvania Housing Affordability and Rehabilitation Enhancement Fund
Pennsylvania Housing Finance Agency – Home4Good
Philadelphia Foundation
Philadelphia Foundation, Nancy B. McKean Fund
St. Mary Medical Center Mission Committee
TD Bank Foundation
The Bristol Township School District
The Pew Charitable Trusts
Thomas Jefferson University Today Inc.
U.S. Department of Health and Human Services
U.S. Department of Housing and Urban Development
U.S. District Court, Eastern District of Pennsylvania, Probation Office
United Way of Bucks County
Vibrant Lifeline Evaluation
Vibrant Veterans Amendment
Wells Fargo
William Penn Bank Foundation

2019 Photo: Ron Bernstein, former Executive Director of Foundations Community Partnership, presents a check to Marlene Plasecki of Family Service. These funds are a grant for technology upgrades.
SUPPORTERS

We gratefully acknowledge and honor the many individuals and organizations that supported us throughout 2020. 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.

$100,000 - $150,000
Anonymous

$25,000 - $49,999
Donald and Marilyn Hayden
Johnson & Johnson

$10,000 - $24,999
William and Anna Marie Clark
Foundations Community Partnership
Fen & Reach/Trident Charities
Jennifer and Sean Handler
Kampi Components Company, Inc.
NFP Executive Benefits
NJM Insurance Group
Penn Community Bank
Quality Resourcing Services
Robert Wood Johnson Foundation
Gregory and Kristi Rogerson

$5,000 - $9,999
Scott Adler
Joseph and Catherine Bondi
Darren J. Check
Bernard Ciriberti
Michael and Patricia D’Arcangelo
Clifford and Linda Davis
Alice and Stephen Gens
Alex and Patricia Gorsky

Home Builders Association of Bucks and Montgomery Counties
Dan and Margaret Lawler
Lightening the Load
Neshaminy Electrical Contractors, Inc.
Newtown Presbyterian Church
The M & T Charitable Foundation
Margaret Y. Ultman
United Way of Bucks County
Deborah and Dale Van Aken
Wells Fargo Foundation
Max R. Vaffe and Joan C. Amantne

$1,000 - $4,999
Addisonville Reformed Church
Advertising Specialty Institute
Chichi Ahia
Louis J. Altomari
American Heritage Federal Credit Union
Timothy M. Andrews
Claire M. Arnold
Arthur J. Gallagher & Company Bancroft
James and Donna Baniewicz
Nicki and Dan Bedesem
Scott Belveal
Elizabeth and Robert Bieunas
Bucks County Opportunity Council
Bucks County School Counselors’ Association
BNH
John Ciriberti
Lisa Ciriberti
Laura Clayton McDonnell
CLC Contractors
Clean Wise Supplies LLC
Susan Cohen
Stephen C. Croasdale
Edward D’Arcena
Daiichi Sankyo, Inc.
Augustus Davis
Lorne Davis
Dina and Salvatore Della Durata
Paul DiCicco
Earle M. Jorgensen Company
Richard Edwards
Exchange Club of Newtown
First Platinum Abstract, LLC
Pat and Ann Flanagan
FMA Professional Resources
Carolyn and Jeffrey Fogel
Sonja Foster-Storm
Matthew and Elizabeth Fredericksen
Julie H. Fuoco
Gamry Instruments, Inc.
Lauren and Patrick Giallella
Bill Glab
Glenmede
Joan D. Gluck
Heather and Neil Gottlieb
Grundy Foundation
Edwin Halsch
Karen and James Hanyk
William A. Heineman
Fred and Betty Hensenthaler
Hill Wallack LLP
Anne S. Irwin
Marion L. Kauffman
Rebecca and Kevin Kerchner
Kiwanis Club of Washington Crossing-Yardley, Inc.
Elise Kristensen
William P. Larkin
Anna and Edward Legoff
Robert and Louanne Lemke
Beth and Michael Lichtman
LM Construction, INC.
Claire Lonegan
Lutheran Church of the Resurrection
Gary and Darla Lux
Barbara and Rick Lyons
John and Meg Mahony
Makefield Women’s Association
Richard Marin
Michael and Lisa Mattie
Michael McGuire
MediraRx
Melissa and Ross Miller
Margaret and Raymond Mohr
Peggy A. Moore
Morristown United Methodist Church

Employees of Reedman-Toll Subaru in Langhorne deliver a generous donation of 80 cozy blankets for the residents at the Bucks County Emergency Homeless Shelter. Thank you, Reedman-Toll Subaru, for helping shelter residents stay warm over the winter.
**North and Southampton**
Reformed Church
James O'Connor
P.J. McCafferty, Inc.
PARK Casino
Patrick J. Pawlizek
PayPal Charitable Giving Fund
Pennbury Education Association
Pennbury Education Support Professional Association
Pennbury Lions Club
Peregrine Surgical Ltd.
Toni Pergolin
Everett and Denise Petticord
Braul and Marian Phillips
Raymond James
George Rhoads
Mary Rhodes
Hal and Donna Robbins
Robert F. Hunskiwer Foundation
Anne Robertson
Peter Rotella
Tamora Construction Company
TeamLogic IT
The Benevolence Community Impact Fund
The Blackbaud Giving Fund
The Bucks County Centennial
The Fallen Angels Foundation
The Presbyterian Congregation of Newtown PA
Tiernan Business Networks
Philip Timm
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Stephen L. Whaley
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Scott Blanche
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Heather Berretta
Nancy and Bill Binder
Bonargo Insurance Associates, Inc.
HONORARY GIFTS
In honor of all the families suffering from the financial effects of COVID-19
Rita Morrin
In honor of Dan’s Bell
Sharon Haydu
In honor of Drew Bergman
Suzannah Coleman
In honor of Mike & Sara Bostani
Laura Slagter
In honor of Gail Boye
Joy Gergersen
In honor of Shielo Callahan and Peter Kenran
Laura Taylor
In honor of Cathy Carden
Loretta Hussey
In honor of Ron Ciliberto
Richard Edwards
In honor of Marie Ciliberto
John Ciliberto
In honor of Tara Callan
Arish Desai
In honor of Suzanne and Bill Demert
Ginny Kremer
In honor of Cliff and Linda Davis
Laura Blisn
In honor of Rosalyne Davis Simmons
Bruce Dworzin
In honor of Dina Delo Duruta Maria Kiesling
Jo Williamson
In honor of Meg Duncan Helen Dunican
In honor of Kelly Efing Larry Yelson
In honor of Addison Evers Paul Eisser
In honor of Files Law Virtual 5A Anthony and Nancy Greco
In honor of Frank & Patrica Fortino
Susan Fortino-Robinson
In honor of Representative John Galloway
Colleen Brodbeck
In honor of Peter and Leslie Guth Wendy Regan
In honor of Bernadette Handler Jennifer and Sean Handler
In honor of Bernie & Jay Handler John and Denise Edelblut
In honor of Loretto Lucas Jaylyn and Harper Lucas
In honor of Zane Moore & The Team at YMCA of Bucks County
Debbie Sonuque
In honor of Joanne and Patrick Nalls
Michelle Carnagio
In honor of Bina and Eric Nester
Zachary Nester
In honor of Bob and Kay Nobel
Tara Nobel
In honor of Stephanie Poyarko’s birthday
Her CIU sisters
In honor of Christine Silverman Richard Gorelick
In honor of Tyler Slaughter
Casey Jones
In honor of St. Mary Medical Center Cath & EP Lab Colleagues
Stacey Prociuk
In honor of Tim Moda
Joanne Coreless
In honor of the Wysoki Family
Janice Baladya

IN-KIND GIFTS
Debbie Adams
Valerie Alberto
Ancient Order of Hibernians
Timothy M. Andrews
Angel Paws
Kyra Arthur
Kristina Barker
Nancy Grillo
Nancy Barry
Barbara Kohler
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Mike Lally
Deborah Langer
Louie LaPalombara
Nancy Lawson
Kerry LaDonni
Donald R. Leonard
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Connie Lieberich
Life Support International
Suzanne Loomis
Sister at St. Christopher School
St. Gregory's Malankara Orthodox Church
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We are deeply grateful to all of our supporters, and we apologize if we inadvertently omitted your name or have listed it incorrectly. Please contact Lauris Felton, Director of Development, at 215.757.6916, ext. 223 or ljfallon@fsabc.org so that we can correct our error. Thank you.
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 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 260 volunteers are comprised of 118 regular volunteers (monthly or weekly), 65 frequent volunteers (4 to 11 times annually) and 77 occasional volunteers (1 to 3 times annually).

These dedicated volunteers contributed a total of 8,590 hours of service during 2020. That's equal to 358 days, 12 months or nearly one year 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 Regina Moriarty, Volunteer Coordinator, at 215.757.6916, ext. 202 or rmoriarty@fsabc.org to learn more.

Based on average salaries for comparable paid positions in the greater Philadelphia region, 8,590 hours of service is valued at $233,648.

Members of The Father’s Club of Conwell-Egan Catholic High School volunteered at the homeless shelter to clean and organize the storage sheds. They also donated lunches and snacks for residents.

Berkshire Hathaway HomeServices Fox & Roach Yardley team members spent their Community Cares Day sprucing up the Emergency Homeless Shelter. They tackled landscaping projects, power washed the exterior of the building, applied a fresh coat of paint on interior walls, and sorted and organized food donations in the pantry.

Volunteers are essential to our organization. We would not be able to accomplish what we do without their dedication and hard work.
VOLUNTEERS

Lou Altomari
Juan Amador
Robin Appleton
Momsey Aris
Kaila Bangualian
James Baron
Ronan Barrett
Sally Basdeo
Victoria Becker
Nadine Beers
Liz Bielunas
Dave Bender
Drew Bergman
Laura Bender
Joe Bondi
Michael Borski
Brittany Boykins
Jean Boyle
Tammy Bryan
Denise Burnett
Kathy Bushnell
Carol Calvello
Mark Cappuccio
Christine Carter
Valerie Castelli
Svetlana Chernih
Ben Ciliberto
William Clark
Diana Collinelli
Michael Colluccio
Karim Compagnone
Cindy Coppola
Richard Coppola
Dale Cosack
Lynn Coulter
Susan Cridge
Shawn Curnew
Cliff Davis
Christopher DeBlass
Cole Decker
Jacquelyn DeCola
Minelly Delcastillo
Denise Jorgenson
Sue Dohble
Kathleen D’Orazio
Rasheia Dozier
Gerald Dugan
Joan Dolce Dunn
Lindita Duraj
Crystal Ehly
Al EI
Amy Ellsworth
Dennis Faucher
Jim Fife
Jack Firmino
Carolyn Fogel
Rebecca Fonesca
Sonja Foster-Storch
Philip Frank
Breana Frazier
Matthew Frederickson
Denise Gallman
Chennig Gao
Ryan Gaughan
Dana Gaumond
Isabella Gaumond
Sophia Gaumond
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Pat Golden
Janet Gonzalez
Pam Good
Mark Goodman
Martha Gopal
Desiree Guerrero
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Bernadette Handler
Andie Harrison
Sean Hartman
James Harven
Aiden Healy
Joyce Heineman
Susan Herman
Fred Hessenthaler
Diane Hewitt
Lee Hewitt
Tammy Hiler
Andy Hirsh
Marc Hulin
Sue Hurst
Carla Ifield
Gilda Ifield
Lily Ifield
Gloria Inlander
Peter Ireland
Bryan Jacobs
Juan Jimenez
Miriam Johnson
Shannon Johnson
Melissa Jones
Denise Jorgenson
Derek Junod
Rosemary Karabinos
Henry Kearney
Michael Kellar
Margaret Kelly
Rich Kelly
Peter Kenny
Robert Keyes
Julia Kingsley
Gary Kleitman
Richard Knight
Keith Kranz
Lianabel Krispel
Marilyn LaRosa
Paul Larsen
Daniel Lawlor
Jacqueline Leifholtz
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Beth List
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Gary Lux
Robert MacDonald
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Monica Makovicz
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Meghan Martino
Margo Matthews
Michael Mattie
Julie Matzke
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Janine Mayhew
Will Mayhew
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Sam Metz
Tasha Miles
Margaret Mingione
Rick Mingione
Margaret Mohr
Tyler Mohroman
Justin Montalvo
Brendan Moriarty
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Megan Moriarty
Rachel Morris
Liz Morrison
Deen Mufti
Gerard Mullin
Matt Mullin
Shane Mullin
Suzanne Mullin
Natalia Munive
Anna Murphy
Sharon Musser
Joanne Nails
Madeline Nardone
Beth Nelson
Michael Newman
Virgina Noblet
Carol Norris-Smith
John Nunez
Jack O'Connor
David Ohman
Tamara Olivo
Mary Ellen Sibley
Julia Silvestri
Rob Sims
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Jacqueline Pearce
Cassandra Sloley
Steve Small
Donna Pianoforte
Sheldon Post
Ed Pustay
Georgiana Ramella
Paulette Ramsay
Emily Reiser
Karyn Repole
Judith Richards
Rachael Ritts
Brian Rodgers
Leigh Ann Rodgers
John Rodia
Brittany Rogers
Jodi Rosati
Chris Rowland
Tammie Sadow
Ruth Scherr
Elaine Schilf
Stacy Schroeder
Gwen Scott-Hodges
Mo Senbel
Cathy Serrmarini
Sahaj Shah
William Shwartz
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Julia Silvestri
Rob Sims
Jennifer Slattery
Cassandra Sloley
Steve Small
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Laura Soroge
Shabsi Sorscher
Rob Sparks
Becky Spinelli
Hannah Stackawitz
Kimberly Steele
Joseph Stoll
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Amanda Strong
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Pictured above (clockwise from upper left) are volunteers Jeff Macdonell, Special Projects; Donna Pianoforte, Accounting Assistant; Leon Ward, Driver; Lorraine Jolly, Special Projects; Jennifer Tome, Special Projects; and Congressman Brian Fitzpatrick, Food Pantry.
WE LISTEN, CARE AND HELP. EVERY DAY.

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