

# STRONGER TODAY. BRIGHTER TOMORROW.

ANNUAL REPORT 2020



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.

Family Service Association of Bucks County  
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Langhorne, PA 19047

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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.*



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.



4,291

4,291 people in 1,140 households received food from our Food Pantry. This marks a 326% increase over last year's 1,007 people.



352

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



427

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



9,246

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

925

We had 925 participants in our Highway Safety program.



46

46 teenagers utilized the Teen Center for emotional support.

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.





# 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 centers. The grant was issued by Vibrant Emotional Health, the nonprofit administrator of the National Suicide Prevention Lifeline. The Lifeline is funded



Family Service cards promote the National Suicide Prevention Lifeline, a 24-hour, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress.

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.



When Advertising Specialty Institute's 450 employees began working from home during the COVID-19 outbreak, perishable food items from ASI's on-site cafeteria were packed up and donated to our Food Pantry.

## 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.



# 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!



Local Girl Scout Troop 21737 volunteered to sponsor children and stuff backpacks for our annual Back to School Drive. They went above and beyond by decorating special delivery boxes, too!

## 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!



The McCarthy family delivers donations for our 2020 Holiday Gift Shop. Grace (center) is an 11-year-old Girl Scout who organized the gift collection as part of her service project.



Family Service staff and Emergency Homeless Shelter residents send a warm thank you to those who supported the Virtual Shelter Benefit.

## 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.



Virtual Shelter Benefit kickoff event took place via Zoom on June 11, 2020. More than 100 supporters showed up to support the shelter.



# 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.*



## 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

## 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 (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 2<sup>nd</sup> 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 6<sup>th</sup> Grade Center  
Strayer Middle School



# STAFF MILESTONES

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 those we serve throughout Bucks County.



## 15 YEARS OF SERVICE

Michelle Evans, MS  
*Director of Quality Improvement*

Kristi Storie  
*Senior Billing Associate*

## 10 YEARS OF SERVICE

Sandy Parrish  
*Administrative Coordinator*

## 5 YEARS OF SERVICE

Thomas Brantley  
*Senior Clinician*

Diane Morrell  
*Certified Peer Specialist*

Leslie Ramos  
*Medical Case Manager, HIV/AIDS Program*

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

# HONOREES

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.*



Top: Ben Ciliberto, former Board member and 2020 Brighter Tomorrow Award recipient; Bottom: Crystal Reinhart, former LINKS Family Reunification client and Audrey J. Tucker Family of the Year Award recipient, pictured with her daughter



# 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.*

54

Our Clinical Case Managers served 54 parents whose children had been removed from their homes and placed in foster care.



# SUPPORTING RECOVERY

*Our Opioid Use Disorder Center of Excellence provides care coordination for those transitioning from one level of care to another and ongoing support to promote treatment adherence.*



*Please note: All names and other identifying factors have been changed to protect the identity of our client and his family.*

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.

595

Our Center of Excellence care coordinators served 595 people with an Opioid Use Disorder or who were actively using opioids.



# 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.*



Dominique, a single mother and temporary resident at the shelter, is pictured outside of the playroom with her three children, Layla, age 3, and twin 4-year-olds Ja’Naiya and Jules.

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.



The Bucks County Emergency Homeless Shelter, located in Levittown, is a temporary residence for families such as Dominique’s.

*“I’m glad I came here. Without this shelter, I don’t know where I’d be right now..It’s just about me and my kids from now on.”*

352

We served 352 people at the shelter, 111 of them children under the age of 18.

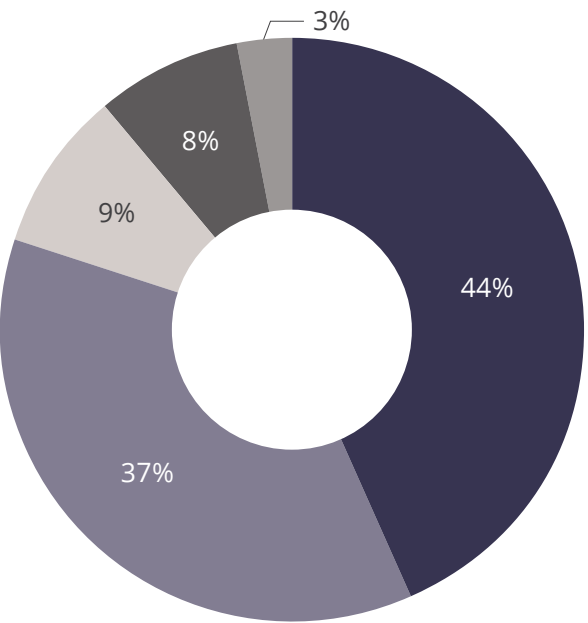


# FINANCIAL SUMMARY

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.

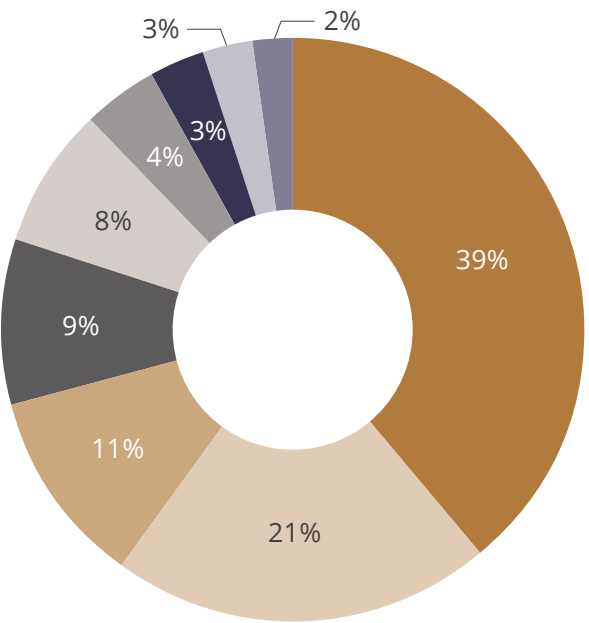


REVENUE



Grants & Contracts	44%
Client Services & Insurance Fees	37%
Other	9%
Donations	8%
340B Program	3%
Total Operating Revenue	\$10,146,049

EXPENSES



Mental Health & Wellness	39%
Homeless Services	21%
HIV/AIDS Services	11%
Substance Use & Recovery	9%
Family Strengthening	8%
Development & Fundraising	4%
Suicide Prevention	3%
Support for Older Adults	3%
Management & General Admin.	2%



# GRANTS & CONTRACTS

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



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

- 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

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Vibrant Lifeline Evaluation

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*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.*



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.

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*We gratefully acknowledge and honor the many volunteers who have supported us throughout the past 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.*



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 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](mailto:rmoriarty@fsabc.org) to learn more.



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.

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

# \$233,648

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



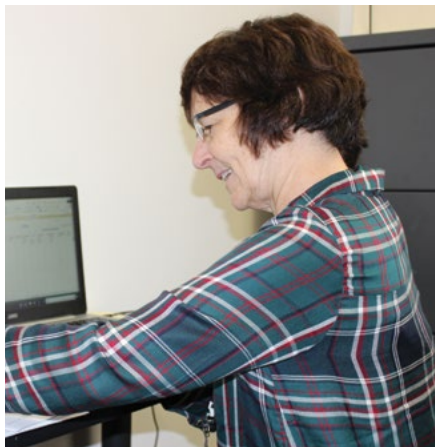
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*We are deeply grateful to all of our volunteers, and we apologize if we inadvertently omitted your name or have listed it incorrectly. Please contact Regina Moriarty, Volunteer Coordinator, at 215.757.6916, ext. 202 or [rmoriarty@fsabc.org](mailto:rmoriarty@fsabc.org) so that we can correct our error. Thank you.*



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.

## 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. Contact Larissa Fallon, Director of Development, at [lfallon@fsabc.org](mailto:lfallon@fsabc.org) or 215.757.6916, ext. 223 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. Orientation and training are provided. Contact Regina Moriarty, Volunteer Coordinator, at [rmoriarty@fsabc.org](mailto:rmoriarty@fsabc.org) or 215.757.6916, ext. 202 to learn more.

Family Service Association of Bucks County  
4 Cornerstone Drive  
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