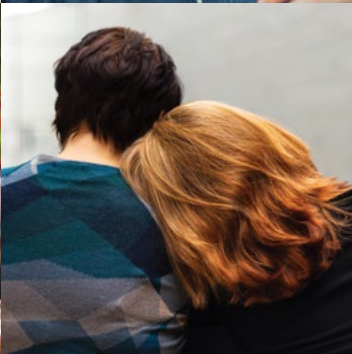




CREATING BRIGHTER TOMORROWS

Annual Review 2020-2021



Stronger today. Brighter tomorrow.

A YEAR OF GROWTH

Like many of you, Family Service expected 2021 to be a year of 'returning to normalcy.' In many cases, however, the past year has been anything but normal. Although the COVID-19 pandemic continues to be at the forefront of concern, we connected with more of our neighbors in need than ever before. We served 39,853 people in Bucks County across all of our programs. That's nearly 10,000 more clients than we typically serve in an average year. We accomplished this by offering virtual interactions including telehealth sessions and online support groups and by expanding our programs in other creative ways to meet the everchanging needs of those we serve.

2021 has been a year of growth for all of us, and I am so proud of the work that has been done. Yes, we are all weary of fighting this pandemic, but we can't stop with the end so close in sight. I am urgently asking you to help us continue this work as we enter 2022. Please support us with a gift that will help us create brighter tomorrows for those who are still struggling. I thank you and wish you and yours health and happiness in the New Year.

Sincerely,



Julie Dees, MBA, LPC
Chief Executive Officer





TOGETHER WE CREATE BRIGHTER TOMORROWS

During the past year, our highly-skilled and dedicated staff connected with more of our neighbors than ever before, having provided services to nearly 40,000 people in need across Bucks County. With help from our generous donors, here are some of our accomplishments:



39,853
total people served
across all programs.



338
people, including
127 children,
temporarily resided
at our Emergency
Homeless Shelter.



4,186
people received food
from our food pantry.



9,583
National Suicide
Prevention
Lifeline calls
were answered
by our team.



12,669
calls were made to our
Housing Link call center
from people experiencing
a housing crisis.

RIISING TO THE CHALLENGES

Innovative Ride Along Program Provides Connections to Treatment

Launched in April 2021 and funded by the Bucks County Drug & Alcohol Commission, the Ride Along Program partners our Certified Recovery Specialists (CRS) with the Falls Township Police Department and the Bensalem Rescue Squad in their responses to emergency calls involving overdoses. Since our CRS team members have firsthand experience with recovery, their involvement with overdose cases provides the individual with a greater chance of seeking or entering treatment due to peer involvement.



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HIV/AIDS Program Addresses Mental Health Concerns

Since the start of the pandemic, our HIV/AIDS Program has seen a significant increase in clients struggling with heightened feelings of isolation, depression, and anxiety. Despite being unable to meet in-person, our Case Managers have successfully kept these individuals engaged through virtual support groups and extensive follow-up practices to ensure they remain both physically and mentally healthy. Our staff also arranged for transportation to medical appointments and provided contactless deliveries from our Food and Pet Pantries.



New Modular Units at the Shelter

The pandemic broadened the housing crisis in Bucks County, impacting many who had never previously been at risk for homelessness. As a result, our Emergency Homeless Shelter experienced a 33% increase in daily residency. We responded to this challenge by adding two modular

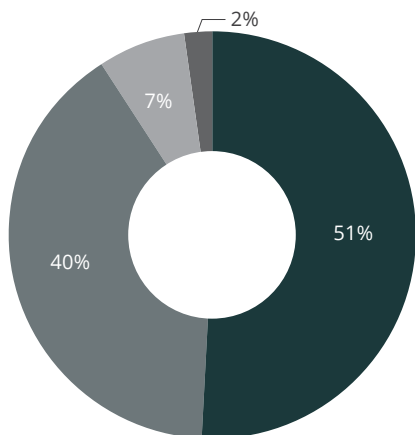
homes on the shelter property last spring. We also extended our existing contract with a local hotel through next April. Measures such as these have kept our shelter residents safe and secure as they battle through one of the most difficult periods of their lives.



FINANCIAL SUMMARY

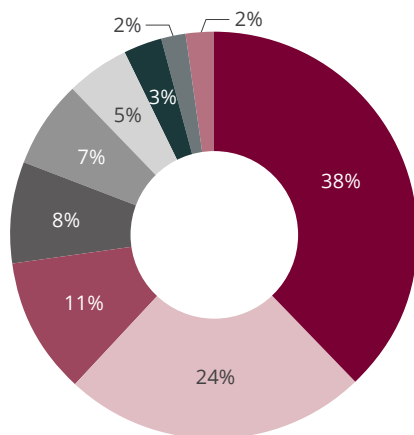
Today, we remain well-positioned to serve individuals and families for many years to come.

Revenue



Grants & Contracts	51%
Client Services & Insurance Fees	40%
Donations	7%
340B Program	2%
Total Operating Revenue	\$11,298,785

Expenses



Mental Health & Wellness	38%
Homeless Services	24%
HIV/AIDS Services	11%
Family Strengthening	8%
Substance Use & Recovery	7%
Development & Fundraising	5%
Suicide Prevention	3%
Support for Older Adults	2%
Management & General Admin.	2%

GIVE A GIFT

today and help create brighter tomorrows.

ABOUT FAMILY SERVICE

Family Service Association of Bucks County is a nonprofit 501(c)(3) social service organization with locations throughout Bucks County, Pennsylvania. Since 1953, we have been improving the lives of children and families, doing whatever it takes to help them overcome obstacles and reach their full potential. Our mission is to listen, care and help. Every day.

PROGRAMS & SERVICES

- Mental Health and Wellness
- Substance Use Treatment and Recovery
- Family Strengthening
- Suicide Prevention
- Homeless Services
- HIV/AIDS Services
- Support for Older Adults
- Food, Pet, and Diaper Pantries

ANNUAL REPORT

To view or download our full 2020-2021 Annual Report, please visit our website at www.fsabc.org/annualreport. Thank you.

CONTACT US

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