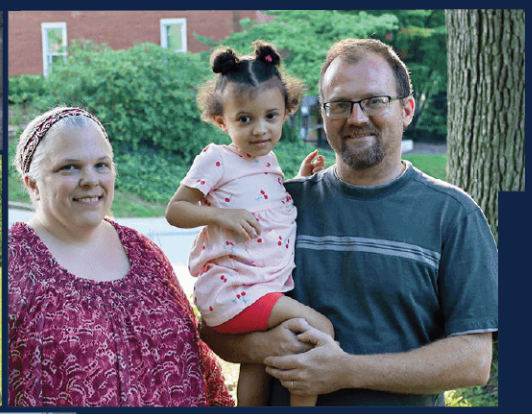
Family Services of NWPA











2025-2026 Annual Report

Family Services of NW PA



Letter from our Leaders

Dear Friends,

A legacy is more than what we leave behind. It is what we build together - one life changed at a time, one family strengthened, and one community made stronger.

At Family Services of NW PA, our legacy has been more than 140 years in the making. Since 1882, the organization has continued to evolve to meet the changing needs of our community.

While our name, programs, and geographic reach have changed over the years, the heart of our work has remained constant: strengthening families and transforming lives.

Today, we have the privilege - and the responsibility - of carrying forward the legacy created by the generations who came before us. Every employee who goes above and beyond for a family, every foster parent who opens their home, every mentor who gives their time, every donor who invests in our mission, and every community partner who works alongside us becomes part of that story. And, most importantly, so do the families we serve.

The true measure of our legacy is not found in the number of years we have existed. It is found in the lives touched along the way - in families who find stability during difficult times, children who discover hope and opportunity, individuals who receive the support they need to move forward, and communities that become stronger because families are stronger.

As we look back over the last year, we are proud to acknowledge our many accomplishments. We compare last year's efforts to previous years' accomplishments and reflect on our history, as well as the legacy that we've built upon. We can be proud of what we've accomplished, but we are also reminded that the story isn't over and the work isn't done.

Together - with our employees, Board of Directors, donors, volunteers, partners, and the families who place their trust in us - we are building on a remarkable foundation and creating something meaningful for the generations that will follow.

Thank you for being part of our story and for helping us ensure that every family thrives.

With gratitude,

Gregory A. Loop
President & CEO



George Joseph
Board Chair (Outgoing)



Richard Makowski
Board Chair (Incoming)



Accomplishments

Family Services Achieves COA Re-Accreditation

Family Services of NW PA recently achieved national re-accreditation through the Council on Accreditation (COA), a service of Social Current. This tremendous achievement demonstrates that Family Services of NW PA continues to successfully implement high-performance standards and deliver the highest quality services to families.

COA accreditation is an independent quality evaluation process that provides objective verification against standards of best practice. The COA accreditation process involves a detailed review and analysis of an organization's administration, management, and service delivery functions. The standards driving accreditation ensure that services are well-coordinated, culturally competent, evidence-based, outcomes-oriented, and provided by a skilled and supported workforce.

"This is a powerful endorsement of the incredible work our team is doing every day," said Gregory Loop, President and CEO. "It demonstrates our accountability, integrity, and long-term dedication to strengthening families and transforming lives."



Big Brothers Big Sisters Expands into Crawford County

Last July, Big Brothers Big Sisters of Family Services of NW PA expanded to provide mentoring services to all of Crawford County. Previously, services through Family Services of NW PA were only available in Western Crawford County. This expansion allows Big Brothers Big Sisters to widen its footprint and provide services to even more youth and families in Northwest Pennsylvania.

At the time of the expansion, Big Brothers Big Sisters had only one match in Western Crawford County. Since then, seven new matches have been made in Crawford County. Recruitment efforts continue to identify potential volunteers to match with children on the waitlist.

In addition to making new matches, the Big Brothers Big Sisters team has been developing partnerships to ensure the future success of the program. New partners in Crawford County include Allegheny College, Fairview Fairmont Outreach, Creating Landscapes, PNC Foundation, and the Meadville Summer Parks Program.



2026 Employee of the Year Nominees

In August, Family Services of NW PA held its annual Joint Team Member Meeting for all agency employees at Port Farms in Edinboro. The nominees for Employee of the Year were announced at the event.

Congratulations to the following 48 individuals for being nominated:

- Martine Barclay
- Lisa Barker
- Amy Barksdale
- Heather Berry
- Grace Brace
- Skyler Bradley
- Christian Burch
- Sarah Cavalline
- Chelsea Corder
- Cindy Crispin
- Hannah Ditsious
- Katie Dreakford
- Lovelle Ebbert
- Hannah Fuller
- Silver Glover
- Shannon Grazier
- Alison Greishaw
- Leslie Hanaway
- Paula Hayes
- Rachel Hoover
- Laurel Hutchins
- Sydney Keefer
- Patience Kosaniak
- Amanda LaPlaca
- Deanna Laser
- Erica Lewandowski
- Erin Maloney-Regna
- Louise McLaughlin
- Chrystal Miller
- Karen Mizban
- Tammy Mook
- Julia Nichols
- Billie Ann Pamula
- Kevin Reichel
- Jen Renick
- Jenna Reynolds
- Scott Russo
- Yari Santiago
- Melissa Scobey
- Dan Stone
- Weston Strosser
- Lori Swartz
- Stephanie Vinson
- Jesse Wheeler
- Alyssa Wisniewski
- Jeff Wittmann
- Park Zilhaver
- Remelita Zilhaver



Celebrity Bartending

Family Services of NW PA held its first Celebrity Bartending fundraiser at 1213 Mezzanine in Downtown Erie. All proceeds supported the mission to Strengthen Families and Transform Lives. More than 200 people attended the event, which raised almost $6,000.

Celebrity bartenders included members of the Family Services of NW PA Leadership Team and Executive Board, local business leaders, agency partners, and more. Attendees enjoyed drinks, music, a basket raffle, and other games of chance.

Counseling Services

Counseling Services support individuals and families of all shapes and sizes with mental health concerns, substance abuse, and other common challenges.





Project SOAR Wraps Up Another Successful Year

Project SOAR, a school-based service offered by Family Services of NW PA, ended another successful year working with students in the Penncrest School District. The Middle School program at Cambridge Springs Junior/Senior High School was successfully relaunched after several years of declining referrals. As a result, the Project SOAR Middle School team finished the year with one graduation, two returning youth, multiple new referrals, and a transfer from the Elementary School.

High School youth receiving services also ended a year of fun and hard work. At the graduation, a presentation showed a recap of the group lessons and activities enjoyed by the students during the school year. This included lessons around teamwork, effective communication, and creativity. Students also enjoyed a shopping day, a kite flying incentive, and a St. Patrick's Day celebration to celebrate their accomplishments.

Project SOAR stands for Supporting Opportunites for Achievement and Resiliency. The Project SOAR team works closely with school personnel to provide on-site support to students experiencing emotional and/or behavioral difficulties in the school setting. Learn more at www.FSNWPA.org/Soar.

Counseling - Impact by the Numbers

742
Lives Touched

100%
of adults in **Family Behavior Therapy** abstained from substance abuse after discharge

93%
of youth in the **Multisystemic Therapy** program were able to remain in the school setting

Meet Ashley

Ashley recently completed the Family Behavior Therapy (FBT) program at Family Services of NW PA. A former addict, Ashley was referred to FBT by the Office of Children and Youth to help maintain long-term abstinence and accomplish her goals consistent with a drug-free, healthy, and prosperous life.

"I am a recovering addict, so they said that I needed to get clean and I went to Family Services," said Ashley. "That's where it started."

Once an individual is referred to FBT, a therapist provides weekly in-home sessions to discuss goals and address family concerns. "I met Tiffany and couldn't have asked for a better therapist," said Ashley. "She went above and beyond, supported me the whole way; she fought tooth and nail for me. Because of her and some other people in my life, I am able to be successful in my sobriety for two years."

Ashley has accomplished a lot in the past two years. She got engaged, bought a home, and created a support system to help maintain her sobriety. "I'm pretty excited to reach that milestone because I never thought I would be here," said Ashley. "Now I'm able to be there for my kids, I can actually be fully there and be aware with what's going on."

Ashley's mother, Bobette, has always supported her daughter's journey to recovery. "We are very proud of her accomplishments in the past two years," said Bobette. "Family Services has helped us with communication and showing her that we are proud of her every day."

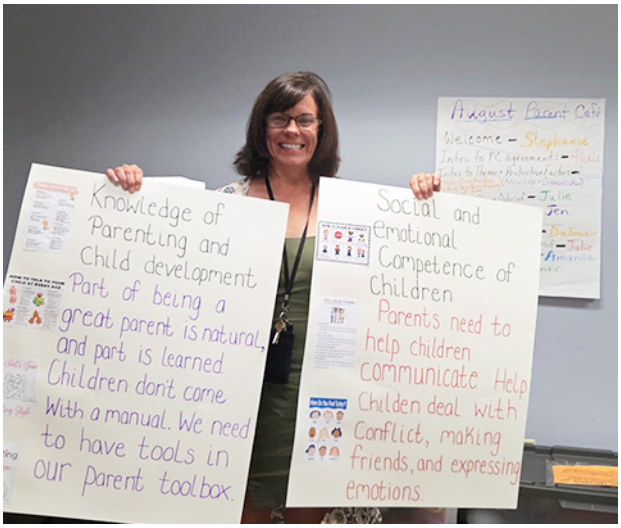
Getting sober wasn't easy, but Ashley was willing to do the hard work it takes to be successful. "You have to put the want and effort into it," said Ashley. "You have to go in it with the mindset of I want to do this, I need to do this for myself and for my family. You have to have the want and then you need to work for it."

Family Behavior Therapy is an evidence-based program at Family Services of NW PA that treats parents/caregivers and adolescents struggling with substance abuse. To learn more, visit www.FSNWPA.org/FBT.



Permanency Services

Permanency Services ensure the well-being of children and families through prevention, family preservation, family reunification, and independent living.



Team Members Certified in Parent Café Model

Team members in the Family Preservation Services and Family Reunification programs in Erie were certified to provide the Be Strong Families Parent Café curriculum. Parent Cafes are structured, small-group conversations designed as safe spaces where people talk and listen to one another about topics that matter to them. Participants listen without judgment, build relationships, and build resilience.

All six members of the Family Preservation Services and Family Reunification teams are certified and offer Parent Cafés monthly. Last year, more than 35 individuals attended Parent Cafés at Family Services of NW PA. Parent Cafés are currently available to current and past clients and members of their families.



Donation Drive Helps Foster Children in Need

A joint effort led by Brighter Future Foundation, in partnership Erie Otters Hockey, Port Erie Plastics, and Warren Company, resulted in a large donation of school supplies for children in Foster Care through Family Services of NW PA. Thanks to this collaboration, children in foster care were able to begin the school year encouraged and prepared.

The donation drive helped create opportunities that build stronger connections within our region and bring smiles to countless faces. "We're truly grateful for Brighter Future Foundation and the incredible community-minded companies they brought together," said Gregory Loop, President and CEO at Family Services of NW PA. "Partnerships like this remind us all what's possible when we unite for good."

Meet Bobby and Cindy

Bobby and his wife, Cindy, adopted their son more than a decade ago. Once he became an adult, he had a child of his own. Unfortunately, he struggled to care for her, so Bobby and Cindy stepped in to help.

"Our son ended up having one of his own that he wasn't really able to take care of, so we started fostering her, our granddaughter, and we ended up adopting her," said Cindy.

Cindy was also in foster care as a child and ended up being adopted by a loving family. The experience taught her the importance of looking out for family and taking care of others. "That's kind of why we started fostering," said Cindy. "I felt that I would be a good support for a child that we would adopt."

So, when they received a call to provide Kinship Care for their granddaughter, the answer was easy. "They could have called anyone, any family member," said Bobby. "But we got the call and we know we are going to be able to give her that childhood and provide a brighter future."

Both Bobby and Cindy credit Family Services of NW PA and their caseworker, Amanda, with helping make the transition as smooth as possible. "The people are just wonderful and that's really what you're looking for is that connection," said Bobby. "This experience has a lot of ups and downs." Cindy added, "Amanda was kind of the go between for a little while. She really advocated for us."

Bobby admits that the experience can be scary. "The child of someone you love, you're trying to make sure that child is safe, but you're trying to see your loved ones go on a better path," he said. "But you're going to be supported the whole way through and you're going to bless the children who need that stability and safety."

Family Services of NW PA is a licensed adoption and foster care agency. To learn more about Adoption, Foster Care, and Kinship Care, visit www.FSNWPA.org/permanency.



Community Support Services

Community Support Services strengthen families through mentoring, education, re-entry from incarceration, family skill building, and more.



Program Expansion Helps Treat Opioid Use Disorder

An expansion of the Family Group Decision Making (FGDM) program at Family Services of NW PA led to a new service for families in Crawford and Mercer counties. FGDM for Opioid Use Disorder (FGDM-OUD) is a free service available to anyone with Opioid Use Disorder. The expansion came as a result of opioid settlement funding.

FGDM-OUD allows for additional referrals from drug and alcohol facilities to help treat those with opioid disorders. It also allows families and individuals to access critical services without being connected to child welfare services, which is required to receive traditional FGDM services.

Family Group Decision Making (FGDM) is a decision-making process that draws on the strength of the family unit to develop a plan to address concerns of child safety, wellbeing, and overall development.



Big Brothers Big Sisters Hosts Recruitment Campaign

Big Brothers Big Sisters of Family Services of NW PA hosted its "30 Bigs in 30 Days" campaign, a bold effort to recruit 30 new adult mentors during the month of January. The initiative came in response to the growing number of children and young adults in Erie and Crawford Counties who are looking for a caring and consistent mentor.

The "30 Bigs in 30 Days" campaign also coincided with National Mentoring Month in January. As a result of the campaign, Big Brothers Big Sisters of Family Services of NW PA received 55 inquiries and made a total of 24 new matches. Support for marketing and outreach efforts came from a grant provided by the Erie Community Foundation.

Community Support - Impact by the Numbers

1,377
Clients Served

100%
of youth in **Big Brothers Big Sisters** refrained from drug and alcohol use

100%
of clients in **Re-Entry** were connected to additional services in the community



Big Brothers Big Sisters Bowl For Kids' Sake 2026

Thank you to the volunteers, sponsors, and supporters who made Bowl For Kids' Sake (BFKS) 2026 a success! BFKS is the signature fundraiser of Big Brothers Big Sisters of Family Services of NW PA. All money raised stays local to help match children with volunteer mentors and provide professional match support for the more than 75 children served this past year. During BFKS 2026, nearly 35 sponsors and 400 bowlers helped raise more than $50,000 to support Big Brothers Big Sisters of Family Services of NW PA!



Lemonade Stand Raises Money for Big Brothers Big Sisters

Aaron Kehl of Erie has been raising money for good causes for the past several summers. This summer, he was back at it, raising $670 for Big Brothers Big Sisters of Family Services of NW PA.

Aaron has been raising money for local nonprofits since 2020. Since starting, he has raised over five thousand dollars in donations.

Donors



Agency Donors

Advanced Finishing USA
Ed Althof
Will Bloomstine
John C. Bloomstine
Paul Carpenedo
County of Erie General Fund
Daffy Charitable Fund
Dan DiBacco
Adrienne Dixon
Cynthia Farabaugh-Hood
Franklin Street Dispensing
Lisa Graff
Thomas Hagen
George Joseph
Joe Kloecker
Koldrock
Gregory Loop
Mr. & Mrs. Mark Lucas
M.J. Surgala Trust
David Mailliard
Richard Makowski
Mike Martin
Greg & Sarah Merkel
Susan Misevski
Emilia Moore
Nothing Bundt Cakes
Mary Oas
Anne & Larry Piotrowicz
Grifton Pou
Riders Advocating Against Child Abuse (RAACA)
Mr. & Mrs. Dan Schaaf
Jennifer Stewart
The Blackbaud Giving Fund
The Welcome Club
Toyota of Erie
United Electrical, Radio & Machine Workers of America





Big Brothers Big Sisters Donors

Aldi
Angela Amatangelo
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Arby's Foundation
Lisa Barker
Amy Barksdale
Heather Berry
Stephanie Best
Big Brothers Big Sisters of America
Christian Burch
Carmeuse Americas - Erie Sand and Gravel
Chipotle Community Roots
Kristina Cotton
Patricia Currington
Amanda Dicola
Dr. & Mrs Arthur William Phillips Charitable Trust
Anelle Dugan
Brenda Dugan
Erie Elks Lodge #67 Auxiliary
Erie Seawolves
Christine Filipkowski
Kimberly Gebhardt
Mindy Gresh
Elizabeth Gutting
Austin Harris
Joyce Howell
Mike Howell
Laurel Hutchins
Jessica Jamison
Amanda Jones
Kiwanis Club of Meadville
Macy's
Christopher Manley
Erin May
Elizabeth McCormick
Sandi McIntire
Shanitha Mendenhall
Chrystal Miller
Karen Mizban
Trish Mook
Tammy Mott
Holly Murphy
Julia Nichols
Christine Palatella
Palmiero Toyota
PNC Foundation
Stephanie Pope
Jenna Ramsey
Jennifer Banks
Sydney Schultz
Lashayla Showers
Julie Slagle
Jerome Spaeder
Julie Steinhauser
Dan Stone
Edmund Stush
Jessica Thompson
Unitarian Universalist Congregation
Tom Waskiewicz
Jesse Wheeler
Lindsey Wiedmont
Bernadett Wilson
Carol Yaple
Denine Zill

Erie Gives

Kathleen Althof
Anonymous
Scott Barbato
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Anthony Buffalari
Lianna Carner
Paul & Karen Carpenedo
Michael Chevalier
Julie Cohen
Marie & Ray Copper
Gene Dreyfus
Anelle Dugan
Karen Eisenhart
Tina Elder
Erie Community Foundation
Susan Forquer
Hannah Fuller
Lisa Graff
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Paula Hayes
Danny Jones
Bruce & Bonnie Kern
Gloria Kerr
Michele Koszegi
Stella LaPaglia
Aaron Lewis
Stephanie Lingenfelter
Gregory Loop
Richard Makowski
Anne Manasse
Susan Misevski
Holly Murphy
Erik Perrino
Steve Piotrowicz
Marilyn Redenius
Jennifer Reed
Kathryn Ruffa
Theresa Rzepka
Maria Spagnola
Jennifer Stewart
Danielle Szklenski
Tracie Trejchel
Renee Uht
Amy Umpleby
Veronica Will
Janet Wittmann

Crawford Gives

Edward & Kathleen Althof
Deanna & Paul Attardo
Paul & Karen Carpenedo
James & Lori Conklin
Ed Cronin
Hannah & Jason Fuller
Lisa Graff
Steven & Julie Gresh
Mitchell & Danielle Hohmann
George & Tina Joseph
Gloria Kerr
Gregory & Debra Loop
Richard Makowski
Shannan Mattiace &
Tomas Nonnenmacher
Mike McGrath & Alice Deckert
Jeff & Linda Miller
Susan Misevski & Laura Williams
Mary Mulligan-Haines
Maureen Ryan
Stephen & Danielle Schrantz
Lawson Smart
Rosanne Sommers
Lindsey & James Wiard
Roger Willis & Christine Norwood

Annual Meeting

Achievement Center of
LECOM Health
City of Erie Employee
Community Service Fund
Community Shelter Services
Corella Productions
Erie United Methodist Alliance
Expert Community
Care Management
GECAC
Lakeshore Community Services
Loesel-Schaaf Insurance Agency
Northwest Bank
Passport Realty
UPMC Health Plan
Widget Financial

Be BIG For Kids' Sake

Silver Sponsors:
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Carmeuse Americas - Erie Sand
and Gravel
Loesel-Schaaf Insurance Agency

Bronze Sponsor:
Erie Insurance Group

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KeyBank

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Matt Froehlich – Coldwell Banker
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Siebenbuerger Club

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Abarta Coca Cola
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Buffalo Wild Wings
Coach's Sports Bar & Grill
Erie Beer
Giant Eagle
JTM Foods
Wegmans

Prize Sponsors:
Flynn's Tire & Auto Service
Coldwell Banker Select Realtors
Marquette Savings Bank

Program Supporters:
Guidant Measurement
Macy's
Wm. T. Spaeder

Donors

BBBS Halloween Bingo

Carmeuse Americas - Erie Sand and Gravel
Chipotle Community Roots
Covelli O'Charley's
Anella Dugan
Brenda Dugan
Lisa Graff
Paula Hayes
Gregory Loop
Purrista Cat Cafe
Jenna Ramsey
Jim Resele
Sheetz

Neighborhood Assistance Program

Marquette Savings Bank

Workplace Giving

Lisa Barker
Amy Barksdale
Heather Berry
Stephanie Best
Christian Burch
Sarah Cavalline
Maria Dennis
Amanda DiCola
Christine Filipkowski
Hanah Fuller
Kimberly Gebhardt
Steven Gresh
Austin Harris
Paula Hayes
Breanne Hillen
Laurel Hutchins
Jessica Jamison
Michele Koszegi
Gregory Loop
Sandy Mcintire
Louise Mclaughlin
Chrystal Miller
Karen Mizban
Tammy Mook
Tammy Mott
Holly Murphy
Julia Nichols
Jennifer Renick
Jenna Reynolds
Yarikza Santiago
Heather Sayers
Melissa Scobey
Julie Steinhauser
Dan Stone
Amy Umpleby
Lori Walker
Jesse Wheeler
Mary Winters
Carole Yaple
Denine Zill

Any omission from these lists is purely accidental. If you should have been included and were not, please accept our sincere apology.

Financial Information

Revenue by Source

Children and Youth Agencies	64%
Managed Care Organizations/Medical Assistance	18%
Statewide Adoption Network (SWAN)	13%
Special Events, Contributions, & Grants	3%
Contracted Services	2%

Total Expenses

Center for Counseling and Wellness	7%
School-Based Services	9%
Mentoring, Education & Support Services	18%
Child Welfare Services	57%
In-Home Behavioral Health Services	9%

Our Vision

Every Family Thrives

Our Mission

We Strengthen Families and Transform Lives

Scan to learn more about Family Services of NW PA!

Who We Are



Senior Leadership

Gregory A. Loop
President & CEO

Steven Gresh
Chief Financial Officer

Jessica Jamison
Director of Programs

Gloria Kerr
Vice President of Programs

Michele Koszegi
Director of CQI & Compliance

Erik Perrino
Director of Community Relations

Steve Piotrowicz
Director of Development

Heather Sayers
Director of Human Resources

Board of Directors

Richard Makowski
Executive Board Chair

Lisa Graff
Executive Board Vice Chair

Jennifer Stewart
Executive Board Secretary

Edward Althof
Paul Carpenedo
Dr. Adrienne Dixon
George Joseph
David Mailliard
Susan Misevski
Grifton Pou
Gregory A. Loop

Family Services of NW PA
Strengthening Families · Transforming Lives

BBBS Advisory Board

Jenna Ramsey
Advisory Board Chair

Kristina Cotton
Brenda Dugan
Tina Elder
Justin Herring
Erin May
TJ Mitchell
Andrea Moffett
Jordan Stevenson
Tywonn Taylor
Bernadett Wilson

Big Brothers Big Sisters
OF FAMILY SERVICES OF NW PA

Family Services of NW PA Office Locations

Erie Main Office
5100 Peach Street
Erie, PA 16509

Erie Downtown Office
240 West 11th Street
Fourth Floor
Erie, PA 16501

Meadville Office
18360 Technology Drive
Suite 200
Meadville, PA 16335

Sharon Office
7 West State Street
Suite 208
Sharon, PA 16146



Meet Ace and Casey

Ace has been involved with the Independent Living Program (ILP) at Family Services of NW PA for three years. She participates in Career Pathways, the ILP Housing Program, and the North Star Mentoring program.

"Getting into the Independent Living Program has helped me with my anxiety, it's helped me find better ways to cope with it," said Ace. "I'm finally getting the mental help that I need and I'm getting help with safety like I've needed for years."

Career Pathways is a program of ILP that helps young adults learn about potential career choices. As a result of her participation, Ace decided to study marine biology after high school.

The Housing Program provides ILP-rented apartments that teach young adults the skills necessary to be able to live independently. "Living on my own and being in the program has opened a lot of doors," said Ace. "I am more independent now, I'm more comfortable in my own skin, and I'm safer,"

Ace is matched with Casey through the North Star Mentoring Program of ILP. "Ace is phenomenal," said Casey. "She's got goals on what she wants to achieve and she's doing really well. I see really great things for her future."

Overall, Ace is very proud of all she's learned and experienced through ILP at Family Services of NW PA. "Thanks to the Independent Living Program, I am close to people that I care very much about," said Ace. "And I'm not as likely to fall back into unhealthy habits like I was before."

The Independent Living Program (ILP) helps youth ages 14-23 years old who are in out-of-home placement make the transition to become independent, self-sufficient and productive adults. To learn more, visit www.FSNWPA.org/ILP.