



Our Mission:

We strengthen families & transform lives.

Our Vision:

Every family thrives.

Our Leaders:

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Community Impact

12,200

lives touched

Photography by Martine Barclay Holquist

Letter From Our Leaders



Dear Friends and Supporters,

Family Services of NW PA has been committed to strengthening families and transforming lives for more than 135 years. During that time, we have seen much transformation in our community, our services, our employees, and our clients. We have also seen many challenges and, like others in our community, we continue to do our very best to meet them head on.

The difficulties faced by our community members today are indeed challenging. Each of us is impacted by intolerance, poverty, trauma, loss, violence, abuse, mental illness, drug abuse, and more. These challenges not only impact individuals, they impact entire families, and neighborhoods. For many, feelings of shame emerge, families feel stuck, fear the future, and lack hope. Instead of being able to seek support or help, many withdraw. The result is increased isolation, frustration, and inability to benefit from the support that exists in our community.

At Family Services of NW PA, we know this is not a forgone conclusion. We offer evidenced-based programs that produce true long-term change and impart hope. We believe that by enabling change with one person and one family at a time, we can transform neighborhoods and communities. It continues to be our belief that the best solutions are created, supported, and sustained within the context of supportive relationships. And, in the context of an educated and engaged community, stigma and myths can be shattered.

Please join us in reaching out to those who have stood in the shadows for too long. Choose with us to value and include those who have felt marginalized and estranged. Join us in creating a community that understands the challenges we face and chooses to come together, to encourage and support those who are struggling. Together we can transform our future by removing the stigma associated with our struggles, replacing that stigma with acceptance and real access to transformation services.

Thank you to those who continue to support our efforts and provide the resources necessary to transform lives. We are truly grateful for the opportunity to make a positive difference in the lives of others. With your support, we will continue to fight for the families in our community.

Sincerely,

Gregory A. Loop
President and CEO



George Joseph
Board President



2017-2018 At A Glance

20+

Programs and services available
to families and individuals

237

Individuals volunteered for
Big Brothers Big Sisters

5,583

Families and Individuals
received services

Major Achievements



UNITED WAY GRANTS EXPAND 3 PROGRAMS

Thanks to multiple grants from the United Way of Erie County, Family Services of NW PA will have the opportunity to expand services to low-income youth in Erie County.

The Big Brothers Big Sisters program received funding to implement a new site-based program at Pfeiffer-Burleigh Elementary School, where Family Services of NW PA is the Community School Lead Partner. Youth in grades K-3 will now have the opportunity to be matched with an adult mentor as part of the after-school programming. New matches will develop a positive relationship by participating in various activities including games, arts and crafts, and sports. This expansion will allow students at Pfeiffer-Burleigh Elementary School the opportunity to further strengthen their network of supports.

Additional funding will also allow for an expansion of the Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) program at both Pfeiffer-Burleigh and McKinley Elementary Schools.

TF-CBT is an evidence-based practice that targets children and adolescents 4 to 18 years old who have experienced traumatic life events such as traumatic grief, physical or sexual abuse, domestic violence, accidents, disasters and other forms of trauma and victimization. It is the most researched and supported of all current treatments for childhood PTSD and child trauma. TF-CBT has been available to students at Pfeiffer-Burleigh Elementary School for nearly two years, and will be expanded with this funding. Services at McKinley Elementary School are new this year and will be available to all students.

A new Parent Truancy Education (PTE) program will now be provided at Pfeiffer-Burleigh and McKinley Elementary Schools. The PTE will work with parents of students struggling to attend school on a daily basis. The program will educate and support parents in overcoming barriers to student success.



PARENT TRAINING PROGRAM EXPANDS TO CRAWFORD COUNTY

For the past few years, the Permanency Department at Family Services of NW PA has been providing the Parents as Tender Healers (PATH) program in Erie County to families interested in adoption and kinship families in the process of adopting a child. PATH is a training that helps parents decide whether fostering or adoption is appropriate for them. At least two groups of 11 sessions are offered each year to families in Erie.

In March, Crawford County Children and Youth Services requested that Family Services of NW PA expand the PATH program to include families in Crawford County. Many families in Crawford County had requested that the training be made available on Saturdays to accommodate for busy family life.

Currently, there are two groups being offered on Saturdays in Crawford County. These new sessions are also available to families in Erie County, making PATH accessible to even more parents.

Last year, 84 individuals completed the training in Erie County. In Crawford County, as a result of this expansion, 28 individuals completed the PATH training.



FAMILY SERVICES OF NW PA PARTNERS WITH ERIE OTTERS

In January 2018, Big Brothers Big Sisters and Family Services of NW PA partnered with the Erie Otters to celebrate National Mentoring Month. Matches in the Big Brothers Big Sisters program and agency employees were able to attend two different games during the month of January to celebrate National Mentoring Month and highlight the ongoing need for local mentors.

In February, as part of a continued partnership, the Permanency Department at Family Services of NW PA had the opportunity to recruit potential adoptive families. The Counseling Department also had an opportunity to promote services during the month of March. Clients received complimentary tickets to attend these family-friendly games.

The season-long partnership brought increased community awareness of the programs at Family Services of NW PA.



AGENCY-WIDE STAFF MEETING PROMOTES ENGAGEMENT

In August, Family Services of NW PA held its annual Joint Staff Meeting. This year's event was held at McKean Community Park and featured many team building activities, including a volleyball tournament, an obstacle course, and a scavenger hunt.

This year's theme, "Not All Super Heroes Wear Capes," was based on an anecdotal story shared by an employee in the Permanency Department earlier this year. Her daughter wrote about her mother and the others at Family Services of NW PA, describing how they help at-risk children and work to prevent future harm. She proudly told classmates about the "heroes" that work with her mother.

The goal of the Annual Joint Staff Meeting is to promote agency-wide engagement, demonstrate staff appreciation, and recognize staff accomplishments.

The nominees for Employee of the Year were also announced at the Joint Staff Meeting. The following 28 employees received a total of 41 nominations:

- Toni Baker
- Angela Chambers
- Kelly Dahlkemper
- Brian DiFonzo
- Tracy Donnell
- Danielle Fahey
- Doug Golembiewski
- Chris Harnett
- Lori Harrington
- Breanne Hillen
- Leanne Keibler
- Mandy Kessner
- Deanna Laser
- Lorene McGuire
- Sandi McIntire
- Kristin McQueeney
- Jordan Minick
- Karen Mizban
- Tammy Mook
- Janey Morell
- Debbie Peyton
- Jen Renick
- Jenna Reynolds
- Scott Russo
- Heather Sayers
- Deb Shelley
- Carolyn Tellers
- Deb Wright

ILP YOUTH TRAVEL TO WASHINGTON, D.C.

In June, caseworkers in the Independent Living Program (ILP) at Family Services of NW PA accompanied nearly 50 youth on a trip to Washington, D.C.

The group visited several museums, historical monuments, and the White House. While in Washington, D.C., youth also learned about the United States government and history.

The Erie County Independent Living Program is a partnership between the Erie County Office of Children and Youth, Office of Mental Health, Family Services of NW PA and Bethesda Lutheran Services. Skills are taught in the areas of education, employment, housing, self-care, and relationships.



Psychiatric Outpatient Clinic

Outpatient Therapy (OT), Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), and Psychiatric Services

The Psychiatric Outpatient Clinic provides individual, family and couples counseling to help with relationship concerns, parenting challenges, adjustment issues, depression, anxiety, anger management, etc. TF-CBT is an evidence-based program that helps children ages 4 to 18 years old, and their caregivers, overcome the negative effects of traumatic life events. Additional services include psychiatric care and medication management.

- **398 individuals and families** received treatment
- **52 adults and children** received psychiatric services
- **96% of clients** in Erie County reported that services made a difference



PSYCHIATRIC OUTPATIENT CLINIC NOW ACCEPTING REFERRALS

The Family Services of NW PA Psychiatric Outpatient Clinic is open. The new Clinic provides access to the vital elements of psychiatric care and medication management. This allows Family Services of NW PA to provide additional services to current clients while also meeting a significant community need to access psychiatric services.

In addition to serving clients already enrolled in programs offered at Family Services of NW PA, referrals for new clients are being accepted. In collaboration with Safe Harbor Behavioral Health of UPMC Hamot, Family Services of NW PA's existing clinicians work alongside a team of experienced psychiatrists.

Meet Anthony

Anthony first got involved with Family Services of NW PA through the Big Brothers Big Sisters program. His mother was seeking a male role model for him since Anthony's father was not a part of his life.

When asked to define his favorite thing about Big Brothers Big Sisters, Anthony had a quick answer – his big brother, Erik. "We've been matched for about 9 years, starting when I was 9 years old," says Anthony. "We do a lot of things. We go on trips out to the lake and go down by the water, and we have a great time. We play cards all the time and hang out, and sometimes we just talk."

A few years ago, Anthony started feeling depressed and having suicidal thoughts. Erik immediately referred him to the Outpatient Therapy program at Family Services of NW PA. "My counselor is great. He takes time to hear about my day, and then he gives me advice if something bad happened," says Anthony. "Sometimes we just sit and I practice my relaxation skills. It's really calming and I just feel really good about it."

Shortly after starting counseling, Anthony found out he was going to be a father. "That really freaked me out at first," said Anthony. "I was really overwhelmed and worried about finishing high school, getting good grades, and being able to support my child." Anthony's counselor taught him techniques to help him remain calm in stressful situations. He also helped Anthony to think about and develop positive plans for his future. "My daughter Victoria is now two months old and I feel like everything is going great again," said Anthony.

Anthony credits Family Services of NW PA, and his big brother Erik, for helping change his life. "The Big Brothers Big Sisters program transformed my life because it gave me my big brother," says Anthony. "He helps me with everything like getting clothes, studying, and showing me the right path in life."

"The counseling program also transformed my life. They help keep me relaxed and really help me with my problems," said Anthony. "Without my big brother and Family Services, I don't know where I would be right now. They helped me with so many things. I feel like I am in a great situation because of it."

School-Based Services



Behavioral Support Services (BSS)

BSS is a school-based behavioral support service that assists students in Erie's Public Schools with eliminating or replacing distracting behaviors and supports students in becoming more academically successful.

- **2,716 skill groups** were offered in a variety of areas, including bullying, disruptive behavior, school safety, and weapons.
- School district administrators and teachers reported **100% satisfaction** with Behavioral Support Services

Project SOAR/ROAR (Supporting Opportunities for Achievement and Resiliency/Reinforcing Opportunities for Achievement and Resiliency)

Project SOAR/ROAR helps children with emotional and/or behavioral difficulties whose behavior may be interfering with their learning. Services are available at Cambridge Springs Elementary School, Cambridge Springs Junior High School, and Maplewood Elementary School.

- **44 students** received services in Crawford County
- **90% of students** were able to maintain school placement



S.O.A.R. RECEIVES FUNDING FOR FAMILY NIGHTS

Last summer, Project SOAR once again received funding from the Crawford County Department of Human Services to host a series of Family Night events during the summer. The goal is to keep kids and families connected with staff throughout the summer and to reinforce and transfer skills taught throughout the school year. Three Family Night events were held at various locations throughout the community. More than 30 individuals attended. Pictured at left are Michelle Kephart, Director of Programs and Kathryn AhWong, Clinical Supervisor.



Mentoring, Support & Education

Big Brothers Big Sisters (BBBS)

BBBS is an evidence-based mentoring program that helps meet basic developmental needs of youth ages 6 to 14 by providing caring, non-judgmental adult mentors.

- **237 children** received services in Erie and Crawford counties
- Volunteers provided **11,707 service hours** (\$285,065 value)

Children Cope With Divorce (CCWD)

CCWD is a four-hour parent/caregiver training that provides information about helping children adjust to the changes associated with the divorce or separation of their parents and other family transitions.

- **95% of participants** in Erie County reported they will change their behavior as a result of what they learned

Re-Entry

Re-Entry is a support service that helps people who have been incarcerated make a successful transition to community life and reunite with family members.

- **17 families** in Mercer County received services



BIG BROTHERS BIG SISTERS BOWL FOR KIDS' SAKE SETS NEW RECORDS

For the second consecutive year, Big Brothers Big Sisters Bowl For Kids' Sake, in both Erie and Crawford Counties, had record-breaking years.

In Western Crawford County, 28 sponsors and 275 bowlers helped raise nearly \$30,000. Major sponsors in Western Crawford County included Highmark Blue Cross Blue Shield, Ainsworth Pet Nutrition, Fraternal Order of Eagles, Aerie 429, Meadville Lodge No. 219 B.P.O. Elks, and VFW Post 2006.

In Erie County, 57 sponsors and 756 bowlers helped raised more than \$113,000. Major sponsors in Erie County included Highmark Blue Cross Blue Shield, Erie Insurance, Erie Sand & Gravel/Carmeuse Lime & Stone, Debbie Batten, Lakeshore Community Services, M Café, MCPc, Passport Realty, and Sterling Technologies.



LONGTIME MATCH HONORED AT ANNUAL VOLUNTEER DINNER

Big Brothers Big Sisters of Family Services of NW PA held its annual Volunteer Recognition Dinner in August. Volunteer and sponsors were recognized for their ongoing commitment to the Big Brothers Big Sisters program.

This year's honored guest was Jack Austin, a big brother matched in the early 70's. Jack's little brother, Steve Quinn, presented the award and spoke about the match.

Jack and Steve were matched when Steve was 7 years old. Nearly 50 years after being matched, they still maintain regular contact. Jack was a groomsman in Steve's wedding, and the two families have vacationed together on several occasions. Jack and Steve still golf together often.

Child Welfare Services

Brief Services (BS)

BS helps at-risk families cope with problems and improve childcare practices.

- **100% of families** in Mercer and Venango Counties had no new instances of abuse and/or neglect
- **98% of families** in Crawford County had no new instances of abuse and/or neglect

Family Group Decision Making (FGDM) / Family Team Meetings (FTM)

- **100% of respondents** in Erie and Mercer Counties reported that upon completion of the conference, a plan was accepted by the referral source

Family Preservation Services (FPS)

FPS helps strengthen the families of children at risk of placement by improving family functioning and preventing unnecessary placement of children.

- **100% of families** in Crawford and Mercer Counties had no new instances of abuse and/or neglect

Independent Living Program (ILP)

ILP helps youth ages 14-21 years old who are in out-of-home placement make the transition to become independent, self-sufficient and productive adults.

- **209 youth** received services
- **84% of youth** were either working and/or enrolled in an education program

Intensive Family (IF)

IF is an intensive in-home counseling program that provides crisis intervention and family treatment to keep children and families safe, prevent out of home placement, assist in reunification of families, and prevent unnecessary changes in placement.

- **93% of children** in Crawford County had no new instances of abuse and/or neglect

Permanency Services

A variety of child placement services are offered for both children and families in Erie, Crawford, Mercer and McKean Counties. Services include adoption searches, kinship care services, child profiles, and home study services.

- **50 children** were provided with permanent homes
- **682 adoption services** were completed
- **214 children** received Child Preparation services
- **299 children** were supervised in **216 homes**
- **100% of families** reported satisfaction with services

Time Limited Family Reunification (TLFR)

TLFR helps families that have had children removed from the home achieve safe reunification.

- **61% of families** in Erie County showed improvement in parenting capabilities as a direct result of services

“Chris helped put me and my daughter’s life in a better place. He always guided me in a positive direction.”

Samuel, Family Preservation Services

In-Home Behavioral Health Services

Family Based Mental Health (FBMH)/Specialized FBMH

FBMH is intensive in-home therapy, case management and crisis intervention that helps parents with children who are seriously mentally ill or emotionally disturbed. Specialized FBMH helps parents care for their children who have been victims of sexual abuse or demonstrate sexually reactive behaviors.

- **96% of clients** in Crawford County remained in the home and out of the hospital
- **95% of clients** in Mercer and Venango counties remained in the home and out of the hospital
- **92% of clients** in Erie County remained in the home and out of the hospital

Family Behavioral Health – Enhanced Mobile Therapy (FBH-EMT)

FBH-EMT is a behavioral health rehabilitative program that provides mobile therapy, with an emphasis on working with the parents to treat the entire family.

- **87% of families** with parenting concerns in Crawford County made an improvement
- **92% of families** reported that services made a positive difference in their lives

Family Behavior Therapy (FBT)

FBT is an evidence-based program that utilizes family therapy to help family issues related to substance abuse, conduct disorders, mood disorders, family dysfunction, and other problem behaviors.

- **92% of families** in Crawford County abstained or reduced substance use during treatment
- **100% of families** did not reenter the child welfare system at the 6 and 12 month follow ups

Functional Family Therapy (FFT)

FFT is an evidence-based program that helps families with at-risk youth change problem family and relational patterns. The goal is to improve family communication and enhance protective factors while decreasing risk factors present in the family.

- **100% of youth** in Erie County were enrolled in an educational/vocational school program or working
- **99% of youth** in Erie County remained in the home upon completion of services

Multisystemic Therapy (MST)/MST for Problem Sexual Behavior (MST-PSB)

MST is an evidence-based program that utilizes intensive in-home therapy to help youth ages 12-17 years old decrease and prevent anti-social and delinquent behaviors. MST-PSB is also evidence-based and helps youth ages 10-17 years old to decrease sexually offending behaviors.

- **100% of youth** enrolled in Erie County had no new arrests during treatment
- **100% of youth** enrolled in Crawford County remained in school
- **94% of youth** enrolled in Mercer County reported improved family functioning

“The services were amazing and very helpful. We were very sad to see Sue Ellen go.”

Danielle, Family Behavioral Health



Meet Jesse, Dana & Lucas

Jesse was very young when he started using drugs. While he managed to abstain from drugs for short periods of time, he was never able to stay completely clean. He and his wife, Dana, were both actively using drugs when Dana became pregnant with their son. At that time, they were living in the basement at Dana's uncle's home. "It was a damp basement and that was pretty much our rock bottom," said Jesse.

Shortly after the birth of their son Lucas, Jesse and Dana reported that they had been actively using drugs. As a result, they were offered a number of community resources, including Family Preservation Services and the Family Behavior Therapy program at Family Services of NW PA. Family Behavior Therapy is provided in partnership with the Crawford County Drug & Alcohol Executive Commission. Jesse and Dana took advantage of all the resources that were available in the hope of getting clean for their new son.

In addition to being receptive to services in the community, Jesse and Dana both put in tremendous efforts to make positive changes in their lives. "Family Services helped get me in the right direction and got me with the right people to help stay clean," said Jesse. "At the end of the day, I had to change my whole lifestyle, my way of thinking, everything."

Dana is grateful to Family Services of NW PA and her caseworkers for playing a part in her recovery. "They helped us find a house, get stuff for Lucas, deal with our active addictions," said Dana. "They taught us how to cope with all of this in our relationship."

Jesse credits a large part of his success to the rigorous treatment plan created by his caseworkers. "I'm the type of guy that likes stuff laid out in front of me, showing what my goals are," said Jesse. "It was nice to be able to see the small goals that would lead to the big goals."

Since ending treatment, Jesse has not only kept the same job, but moved up to a leadership position within his company. "I was able to keep a job, start from the bottom and work my way up, and now I am able to provide for my family," said Jesse. "And most importantly, I am able to have a family."

"Family Services has transformed our lives by a million," said Dana. "We have our own place, our own money, and we can actually go on vacation." In addition to the birth of their son, both Jesse and Dana believe that Family Services of NW PA played a large role in transforming their lives. "My complete mindset changed when my son was born," said Jesse. "I think it was a big factor in what got me clean, but Family Services is definitely what kept me on the path to staying clean."

"My son is the best thing that's ever happened to me and I don't know where I would be without him," said Dana. "Without Family Services of NW PA, I don't think I would be here today and I don't think I would have my son."

2018 Annual Meeting



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2018 AWARD WINNERS

Legacy Award: Darcy Wren



Darcy Wren served Family Services of NW PA for more than thirty years, mostly in the capacity as Vice President, until her retirement in 2013. Darcy was instrumental in the addition and expansion of numerous programs within the agency that have had a significant impact on our region. Darcy was nominated for the Legacy Award by three individuals. Excerpts from those nominations appear below.

"She had an unrelenting focus on healthy families and relationships. She led the Agency with grace, dignity and common sense wisdom. She led with compassion, selflessly avoided the spotlight and genuinely enjoyed others' success. She encouraged life-long learning and professional development and understood the Agency and the community as well as anyone."

"Darcy worked for the Agency for many years and was a guiding light to all she met and worked with. She is an awesome individual who cared deeply for the Agency, its employees and the clients we serve."

"Two names were synonymous with Family Services in the Erie community but for very different reasons. One was Tom, outspoken leader and advocate and the other was Darcy, revered clinical, management and people skills. If you knew Darcy, you liked Darcy. You also then knew...Darcy could see right through you like some kind of social work super power and she would let you know what she saw, the good, bad, and ugly. She would support you to fix the bad and ugly and grow the good. She is like any super hero...you don't even need her whole name...just Darcy!"

Agency Champion Award: Safe Harbor Behavioral Health of UPMC Hamot

SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

Partner with Western Psychiatric Institute and Clinic of UPMC

When Family Services of NW PA was seeking to open a Licensed Outpatient Psychiatric Clinic, psychiatric time was extremely difficult to find. Mandy Fauble was aware of the plans and proposed a collaboration in which Family Services of NW PA could share psychiatric time with Safe Harbor Behavioral Health of UPMC Hamot.

Both sides believed that very similar values existed within the two organizations and that joining forces would expand quality Outpatient Clinic services in Erie County. Safe Harbor's administration and staff extended significant time and resources to assist Family Services of NW PA in the start-up of the Clinic. They openly shared their considerable knowledge and expertise in operating a Clinic and therefore eased the transition, allowing the new Clinic to begin at a higher level than Family Services of NW PA might have been able to otherwise. Their support and consultation continue to aid Family Services of NW PA greatly as the Clinic continues to expand.

Philanthropy Award: Erie Insurance



For the second year in a row, Erie Insurance is being recognized for its commitment to Family Services of NW PA. In recent years, the employees have taken over an entire evening of the Big Brothers Big Sisters Bowl For Kids' Sake fundraising event, providing nearly 50 bowling teams. Erie Insurance matches all funds donated by employees. Employees at Erie Insurance also continue to be involved with Big Brothers Big Sisters through mentorship and active advisory board participation. Currently, four Erie Insurance employees sit on the Big Brothers Big Sisters Advisory Board and play an active role in planning both Bowl for Kids' Sake and the Ultimate Raffle.

Erie Insurance is also our Community Schools Corporate Partner. Erie Insurance provides funding for a full time Community School Director at Pfeiffer-Burleigh Elementary School in Erie's Public Schools.

One individual said, "Erie Insurance's consistent support of Family Services is priceless and demonstrates the company's commitment to youth and families in our region."

Outstanding Volunteer Award: Kara Coleman



Kara Coleman currently serves as the Vice Chairperson of the Big Brothers Big Sisters Advisory Board. As a board member Kara is actively involved in fundraising efforts for Bowl for Kid's Sake (BFKS) and the Ultimate Raffle.

Prior to joining the board, Kara was also a "big sister" to Jessica for more than two years. During that time, when Jessica's biological sister lost her "big sister" due to job relocation, Kara stepped up and mentored both siblings. She was a huge support to the entire family during a time when Jessica's mother was ill and frequently hospitalized. Although the match ended when the mother passed away and the family relocated, Kara still remains in contact with Jessica and her sister to this day.

One individual who nominated Kara said, "Kara is a valuable volunteer to Big Brothers Big Sisters and deserves to be recognized for her time and commitment to the program."

Outstanding Employee Award: Scott Russo



Scott Russo has worked at Family Services of NW PA for eleven years. A graduate of Gannon University, he was first hired in 2007 in the Family Based Mental Health program, which supports families of children with a mental health diagnosis. His ability to connect with people and his commitment to helping them achieve their potential became unmistakably clear. Families have reached out numerous times to let us know how Scott has made a profound difference in their lives:

"I want to thank Scott for always believing in us even when we didn't believe in ourselves anymore. Your words of wisdom will always be carried with us daily and your compassion and caring for others will never be forgotten."

"I know I will never meet anyone else in my entire life who genuinely cares for people like Scott. I wouldn't have gotten this far in helping my family better ourselves so positively if he didn't come into our lives."

Scott received multiple nominations for the Outstanding Employee Award. Scott's co-workers emphasized his unwavering commitment to the agency and to the families he serves. Others describe Scott as someone who is "flexible," "goes above and beyond," and is

"never afraid to put in extra work or respectfully challenge the decisions of others to ensure that the needs of his clients are met."

Scott also serves as a facilitator in the Children Coping with Divorce seminar at Family Services of NW PA and as a trainer and educator for pre-adoptive and kinship families. Scott was just promoted to Supervisor in the Permanency Department, where he will continue to share his knowledge and passion for service with those around him.

Scott truly embodies Family Services of NW PA's mission to Strengthen Families and Transform Lives.

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BIG BROTHERS BIG SISTERS BOWL FOR KIDS' SAKE (ERIE)

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

Financials

Revenue by Source

Children and Youth	40%
Managed Care Organizations/Medical Assistance	29%
Statewide Adoption Network (SWAN)	13%
Client Service Fees	.7%
Mental Health/Intellectual Disabilities	2.5%
Donated Services	2.5%
United Way	2.5%
Investment & Miscellaneous Income	.3%
Special Events & Contributions	1.5%
Contracted Services	8%

Total Expenses

Counseling/Education	69.31%
Adoption	27.54%
Volunteer Support	3.15%



5100 Peach Street | Erie, PA 16509

Non-Profit
Organization
US Postage PAID
Erie, PA
Permit No. 32

SAVE the DATE

Tuesday, October 8, 2019

Family Services of NW PA Annual Meeting

Join us in celebrating our champions, volunteers, employees and clients.



Office Locations

Erie County:

Main Office

5100 Peach Street
Erie, PA 16509
814.866.4500

Downtown Erie Office

240 West 11th Street, Suite 402
Erie, PA 16501
814.871.0903

Booker T. Washington Office

1720 Holland Street
Erie, PA 16503
814.866.4507

Crawford County:

Meadville Office

18360 Technology Drive, Suite 200
Meadville, PA 16335
814.724.4800

Pfeiffer-Burleigh Elementary School

235 East 11th Street
Erie, PA 16503
814.866.4507

McKinley Elementary School

933 East 22nd Street
Erie, PA 16503
814.866.4507

Union City Office:

38 North Main Street
Union City, PA 16438
814.438.7341

Mercer County:

Sharon Office

7 West State Street, Suite 208
Sharon, PA 16146
724.704.7227

LEARN MORE ABOUT FAMILY SERVICES OF NW PA AT WWW.FSNWPA.ORG