



# Our Mission

**We strengthen families & transform lives.**

# Our Vision

**Every family thrives.**

# Our Leaders

## EXECUTIVE LEADERSHIP

**Gregory A. Loop**

President & CEO

**Stephanie Balko**

Chief Financial Officer

**Michele Koszegi**

Director of CQI & Compliance

**Steve Minick**

Vice President of Programs

**Danielle Szklenski**

Vice President of Programs

**Tammie Wadding**

Director of Human Resources

**Gloria Kerr**

Director of Program Services,  
Crawford, Mercer & Venango

## BOARD OF DIRECTORS

**George Joseph, Esq.**

Executive Board Chair

**Dennis Grow**

Executive Board Vice Chair

**Jennifer Stewart**

Executive Board Secretary

Edward Althof

Paul Carpenedo

Nancy Chiappazzi

Lisa Graff

Elizabeth McCormick

Susan West Pallant

Richard A. Ruedy

Gregory A. Loop

## BIG BROTHERS BIG SISTERS ADVISORY BOARD

**Robert Majczyk**

Advisory Board Chair

**Mark Howell**

Advisory Board Vice Chair

**Alayna Gallagher**

Advisory Board Secretary

**Lisa Graff**

FSNWPA Executive Board Liaison

Debbie Batten

Kara Coleman Cacchione

Jeff Feltenberger

JoAnna Gindlesperger

Carrie Nelson

Stella LaPaglia

George Stanley

Michelle Tennant

Rebecca Wurst

## NW 3 ADVISORY BOARD FOR CRAWFORD, MERCER & VENANGO

**Susan West Pallant**

FSNWPA Executive Board Liaison

Dr. Kathryn Anderson

Dr. David Anderson

Patricia Bailey

Dr. Robin Bailey

Brian Cagle

Corinne Chafey

Marilyn Gushard

Dr. Juvia Heuchert

Betty Williams



**2018-2019**

*At A Glance*

**25+**

**Programs and services  
available to families  
and individuals**

**6**

**Evidence-based  
programs available**

**6,788**

**Families and individuals  
received services**

*Photography by Martine Barclay Holquist*



# Letter From Our Leaders

Dear Friends and Supporters,

Family Services of NW PA is committed to Strengthening Families and Transforming Lives. It has been profoundly humbling to see, first hand, the incredible work that our team does on a daily basis to fulfill this mission! We are so proud to be part of a dedicated group of professionals so committed to serving children and families in each of our communities.

The needs in our neighborhoods, towns, and cities in Northwest PA have perhaps never been more challenging. We are all impacted by concerns of substance abuse (particularly Opioids), homelessness, violence, and trauma. We are also busier than ever, our environments are changing more rapidly, and we are more disconnected from our neighborhoods and communities. We are all collectively tasked with responding to the resulting harm to our children and families, and the increased demands placed upon our schools, social service agencies, and physical & behavioral health care systems.

Looking back over the past year, it is amazing how we have been able to collaborate, leverage resources, and obtain grants to expand our impact and services across all service areas - Licensed Outpatient Psychiatric Clinic; School-Based Services; Mentoring, Education, and Support Services; Child Welfare Services; and In-Home Behavioral Health Services.

Making connections with Community Partners has been a big part of this success. Together with Erie's Public Schools, our new Opioid Prevention Services will help prevent youth substance abuse. In partnership with the Department of Corrections, our Re-Entry program in Mercer County will improve the lives of individuals coming out of incarceration. In collaboration with the Erie County Office of Children and Youth and Bethesda Lutheran Services, our new ILP mentoring initiative will connect youth with positive adult role models. And thanks to the efforts of so many, our new foster care program will allow us to serve even more children and families.

The future of Family Services of NW PA is bright. Thank you to so many here in Northwest PA who continue to reach out, join hands with us and make it possible to create a community in which Every Family Thrives!

Sincerely,



Gregory A. Loop  
President and CEO



George Joseph  
Executive Board Chair



# Community Impact

**23,578** lives touched





# Major Achievements



## INDEPENDENT LIVING PROGRAM LAUNCHES TWO NEW INITIATIVES

The Erie County Independent Living Program (ECILP) at Family Services of NW PA continued its recent expansion with the addition of two new initiatives – the North Star Mentoring Program and a new partnership with the Erie United Methodist Alliance (EUMA).

North Star Mentoring helps youth ages 14-21 in ECILP make permanent connections with positive adult role models. The program operates under the belief that young people who are surrounded by caring adults are more likely to thrive in all areas of their lives.

As part of this expansion, a Mentoring Specialist was hired and trained through the Mentoring Partnership of Southwestern Pennsylvania. Funds were used to purchase billboards, create a website, and develop additional promotions to recruit mentors.

North Star Mentoring already has 12 matches. Youth participating in the program have already shown positive changes with participation in therapy, family life, self-care, self-esteem, community/volunteer involvement, and school.

The Erie County Independent Living Program at Family Services of NW PA also partnered with the Erie United Methodist Alliance (EUMA) to expand housing support and prevent future homelessness. Funding was used to lease housing from EUMA for youth enrolled in the program. This allows youth to receive supported services from Family Services of NW PA, while also learning how to maintain permanent housing.

*The Erie County Independent Living Program is a collaboration of the Erie County Office of Children and Youth, Bethesda Lutheran Services, and Family Services of NW PA.*



## 2019 ANNUAL JOINT STAFF MEETING HONORS EMPLOYEES

In August, Family Services of NW PA held its annual Joint Staff Meeting at WLD Ranch. This year's event focused on team building activities, including a Zipline, tennis ball transfer and tomahawk throwing. Employees were also treated to ice cream and other frozen treats, courtesy of Bonnell's Auto Group's Ice Cream Truck.

The nominees for Employee of the Year were also announced. The following 39 employees received a total of 60 nominations:

- Kathy Ah Wong
- Angi Beall
- Erin Blashock
- Thelma Brown
- Lianna Carner
- Corsica Carson
- Angela Chambers
- Kelly Dahlkemper
- Tracy Donnell
- Danielle Fahey
- Allison Greishaw
- Lori Harrington
- Paula Hayes
- Laurel Hutchins
- Scott Kaufman
- Cara Laird
- Deanna Laser
- Erica Lewandowski
- Tim Keibler
- Amanda Kessner
- Tanisha King
- Anna Marhefka
- Lorene McGuire
- Louise McLaughlin
- Tammy Mook
- Janey Morell
- Rebecca Morrison
- Laura Morton
- Julia Nichols
- Kayla Parker
- Erin Phelps
- Peggy Popeski
- Melissa Scobey
- Russ Settelmaier
- Debbie Shelley
- Jordan Stevenson
- Amy Umpleby
- Jeff Wittman
- Carole Yaple



## 10 EMPLOYEES HONORED AT YOUTH WORK AWARDS

At the 2018 Unified Erie Youth Work Awards, Shannon Madigan and Russ Settlermaier of the Independent Living Program at Family Services of NW PA were recipients of the 2018 Brick by Brick Award for their incredible impact on local youth.

A total of 50 area youth workers were honored at the event, including the following Family Services of NW PA employees:

- Jolene Daugherty (Independent Living Program)
- Scott Kaufman (Independent Living Program)
- Shannon Madigan (Independent Living Program)
- Rebecca Morrison (Independent Living Program)
- Russ Settlermaier (Independent Living Program)
- Alyssa Truchanowicz (Independent Living Program)
- Mary Winters (Independent Living Program)
- John Yankovich (Independent Living Program)
- Maribeth Zimmer (Independent Living Program)
- Paula Hayes (Big Brothers Big Sisters)

Shannon and Russ are pictured above with other local honorees.



## 2019 ANOTHER SUCCESSFUL YEAR FOR BOWL FOR KIDS' SAKE

Big Brothers Big Sisters hosted another successful Bowl For Kids' Sake fundraiser this year. 52 sponsors and nearly 700 bowlers helped raise more than \$102,000. Highmark Blue Cross Blue Shield was once again the event's Platinum Sponsor.

Other major sponsors included Erie Insurance, Erie Sand & Gravel/Carmeuse Lime & Stone, Lakeshore Community Services, Loesel-Schaaf Insurance Agency, M Café, and Passport Realty.

A special thanks to Erie Insurance employees for once again increasing their participation in Bowl For Kids' Sake. Erie Insurance Night was held on May 3rd and employees filled up all 48 bowling lanes during the two flights.

Bowl For Kids' Sake is the signature fundraising event of Big Brothers Big Sisters of Family Services of NW PA. All money raised help us match local children with volunteer mentors and provide professional match support to the 156 children served this past year.



## BONNELL'S FUNDRAISER BENEFITS BIG BROTHERS BIG SISTERS

Last Fall, Big Brothers Big Sisters of Family Services of NW PA was the recipient of the "Doenation" fundraiser at Bonnell's Collision Center & Auto Glass. For every deer-related repair, Bonnell's donated \$50 to Big Brothers Big Sisters, resulting in a total contribution of \$6,000.

The team at Bonnell's Collision presented the check to Greg Loop, President & CEO of Family Services of NW PA and Daniel Stone, Program Supervisor of Big Brothers Big Sisters.



# Major Achievements



## NEW GRANT AIMS TO PREVENT YOUTH SUBSTANCE ABUSE

Family Services of NW PA was recently awarded a 5 year grant to offer the Opioid Misuse Prevention Project. The Pennsylvania Commission on Crime and Delinquency, the Department of Drug and Alcohol Programs, and the Pennsylvania Department of Education have partnered to fund this new initiative. The goal is to promote healthy youth development and prevent youth substance abuse.

The Opioid Misuse Prevention Project, in partnership with Erie's Public Schools, supports middle school youth and their families to prevent substance abuse. The project will utilize the evidence-based program LifeSkills Training (LST) for all middle school youth and Strengthening Families 10-14 (SFP) for families of middle school students. The project also includes the development of a public health campaign.

Two new employees will be hired as part of the grant – a Project Coordinator and a Project Assistant. Implementation of the grant will begin early next year.



## BIG BROTHERS BIG SISTERS AWARDED REBRAND GRANT

Big Brothers Big Sisters of Family Services of NW PA received a grant from the Erie Community Foundation to assist with rebranding and implementing new messaging aimed at recruiting more volunteers.

Grant funds were used to design and print new branding and promotional materials, purchase billboards and print ads, and promote the program using social media. The new brand was launched in May at the Bowl For Kids' Sake fundraiser.

The new brand is based on the idea that all children have the potential to do something great. The new logo is a powerful symbol of the real-life match, and the ongoing, powerful relationships between Big Brothers Big Sisters parents/guardians, the volunteer ("Big"), and the youth ("Little"). It was designed to represent the role of Little Brothers and Little Sisters in a mentoring relationship, and to appeal to every generation.



## PERMANENCY DEPARTMENT HONORS CHILDREN IN FOSTER CARE

To celebrate Foster Care Month this past May, Family Services of NW PA collaborated with other local agencies by hosting the Art With a Heart reception. Art With a Heart honored children in foster care who created artwork through a partnership with the Erie Art Museum.

Artists received awards in multiple categories and the winners were showcased at the reception. Each young artist was in foster care, residential care, or kinship care.

# Financials

## Revenue by Source

Children and Youth	44%
Managed Care Organizations/Medical Assistance	23%
Statewide Adoption Network (SWAN)	14%
Client Service Fees	2%
Mental Health/Intellectual Disabilities	1%
United Way	1%
Special Events & Contributions	1%
Contracted Services	13%

## Total Expenses

Outpatient Psychiatric Clinic	7%
School-Based Services	16%
Mentoring, Education & Support Services	4%
Child Welfare Services	50%
In-Home Behavioral Health Services	22%



## Family Services of NW PA Office Locations

### Erie County

#### Main Office:

5100 Peach Street  
Erie, PA 16509  
**814.866.4500**

#### Downtown Erie:

240 West 11<sup>th</sup> Street, Suite 402  
Erie, PA 16501  
**814.871.0903**

#### Booker T. Washington:

1720 Holland Street  
Erie, PA 16503  
**814.866.4500**

#### Robert Wiley Charter School:

1446 East Lake Road  
Erie, PA 16507  
**814.866.4500**

#### Pfeiffer-Burleigh Elementary:

235 East 11<sup>th</sup> Street  
Erie, PA 16503  
**814.866.4500**

#### Union City:

38 North Main Street  
Union City, PA 16438  
**814.866.4500**

#### Union City Elementary School:

91 Miles Street  
Union City, PA 16438  
**814.866.4500**

#### Union City Jr. Sr. High School:

105 Concord Street  
Union City, PA 16438  
**814.866.4500**

### Crawford County

#### Meadville Office:

18360 Technology Drive, Suite 200  
Meadville, PA 16335  
**814.724.4800**

### 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](http://WWW.FSNWPA.ORG)**



# Outpatient Psychiatric Clinic

## OUTPATIENT THERAPY, TRAUMA-FOCUSED COGNITIVE BEHAVIORAL THERAPY (TF-CBT), AND PSYCHIATRIC SERVICES

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

- **545 individuals** were served in the Outpatient Psychiatric Clinic
- **165 adults and children** received medication management with a psychiatrist
- **98% of clients** in Erie County reported that services made a difference
- **100% of participants** reported a decrease in trauma symptoms



### ECTIC EFFORTS RECOGNIZED BY PA ATTORNEY GENERAL'S OFFICE

Members of the Erie Coalition for a Trauma Informed Community (ECTIC) had the opportunity to meet with Robert Reed, Executive Deputy Attorney General for the Office of Public Engagement, to discuss efforts to build a trauma-informed community.

United Way of Erie County facilitated the meeting where members from ECTIC's Executive Committee discussed Mr. Reed's state-wide vision for sharing coalition lessons learned, successful strategies, and resources with the PA Attorney General's Office and other counties within the network.

Family Services of NW PA is a co-founder of the Erie Coalition for a Trauma Informed Community. Steve Minick, Vice President of Programs, is Co-Chair of the Executive Committee.

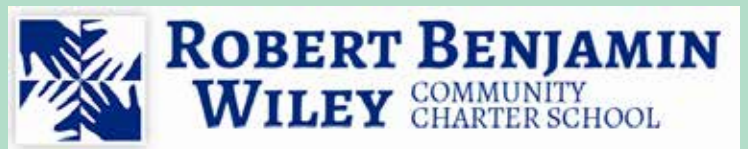
Pictured with Mr. Reed are representatives from the United Way of Erie County, the Achievement Center, the Erie County Office of Children and Youth, and Family Services of NW PA.



### CLINIC TO OFFER COUNSELING AT BENJAMIN WILEY CHARTER SCHOOL

Students at Robert Benjamin Wiley Community Charter School are now able to access mental health counseling services and Trauma-Focused Cognitive Behavioral Therapy through a partnership with the Licensed Outpatient Psychiatric Clinic at Family Services of NW PA. School administrators and mental health staff invited Family Services of NW PA to step in when they identified a need for the service.

Pictured are Kristin McQueeney, Certified TF-CBT Therapist with the Licensed Outpatient Psychiatric Clinic at Family Services of NW PA and Michelle Guianen, Guidance Counselor at Robert Benjamin Wiley Community Charter School.







# 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.

- **1,758 evidence-based groups** were offered in a variety of areas, including peer mediation, anger control, and moral reasoning.
- **93%** of students showed a reduction in referrals for identified behaviors as a result of working directly with a Behavioral Intervention Specialist.
- School district administrators and teachers continue to report **high 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. This results in children staying in school and avoiding partial hospitalization. Services are available at Cambridge Springs Elementary School, Cambridge Springs Junior High School, and Maplewood Elementary School.

- **37 students** received services in Crawford County
- **97% of students** were able to maintain school placement

## STUDENT ATTENDANCE IMPROVEMENT PROGRAM (SAIP)

SAIP is a school-based program offered at McKinley Elementary and Pfeiffer-Burleigh Elementary Schools that helps increase school attendance by supporting families with the tools they need to obtain educational success.

- **236 students** were referred during the 2018-2019 academic school year
- **49% of students** whose parents participated in classes improved their attendance

## COMMUNITY SCHOOLS LEAD PARTNER AT PFEIFFER-BURLEIGH ELEMENTARY SCHOOL

The Community School model is an evidence-based strategy for organizing school and community resources around student success. Family Services of NW PA is the Lead Partner at Pfeiffer-Burleigh Elementary, a United Way Community School.

- Pfeiffer-Burleigh Elementary School offered **4,300 occurrences** of programs to students, staff, families, and community members
- **144 volunteers** supported community school events

## COMMUNITY SCHOOLS INITIATIVE CONTINUES TO SEE SUCCESS

As Lead Partner at Pfeiffer-Burleigh Community School, in partnership with the United Way of Erie County and Corporate Partner Erie Insurance, Family Services of NW PA continues to work hard to promote student success. New partnerships and initiatives included:

- Collaboration with Corporate Partner Erie Insurance to provide 500 food bags to school families.
- Partnership with the International Institute and the Erie Playhouse to provide after school activities for non-English speaking students struggling with behavioral issues.
- Collaboration with the Erie City Moms to implement "Mingle With Moms," a female caregiver support group that promotes parent relationship building and connects parents to community-based resources.

The United Way of Erie County recently announced another three years of financial support for the Community Schools initiative. This includes support for Trauma-Focused Cognitive Behavioral Therapy, the Student Attendance Improvement Program, and Big Brothers Big Sisters Site-Based Mentoring.



Funds were also secured to support the hiring of a full time Parent/Family Liaison. The Parent/Family Liaison will work alongside Meghan Easter, Community Schools Director at Pfeiffer-Burleigh Elementary School, to support behavioral and mental health needs of students.



# Mentoring, Support & Education

## BIG BROTHERS BIG SISTERS (BBBS)

BBBS is a mentoring program that helps children realize their potential and build their futures by creating and supporting one-to-one mentoring relationships that ignite the power and promise of youth.

- **156 children** received services in Erie and Crawford counties
- Volunteers provided **10,807 service hours** (\$269,352 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.

- **510 individuals** attended classes
- **96% 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.

- **68 individuals** in Mercer County received services
- **100% of families** completed a plan that was accepted by the referral source



## RE-ENTRY PROGRAM IN MERCER COUNTY RECEIVES TWO GRANTS

The Re-Entry Program of Family Services of NW PA, a support service in Mercer County that helps people who have been incarcerated make a successful transition to community life, received two grants last year. The first came from the Buhl Foundation to assist in training costs. The second was from the American Legion to assist veterans coming out of corrections.

Funding for the Re-Entry program is provided by the Department of Corrections (DOC). The Mercer County Criminal Justice Advisory Board Cross Systems Alignment Project provides additional funding for the Family Group Decision Making (FGDM) component of the Re-Entry program.



## LOCAL BUSINESSES DONATE GIFTS TO BIG BROTHERS BIG SISTERS

Two local businesses made the holiday season a little brighter for youth enrolled in the Big Brothers Big Sisters program at Family Services of NW PA.

Employees at TechnipFMC and Wm. T. Spaeder donated Christmas gifts, which were given to the "littles" at the Big Brothers Big Sisters Annual Holiday Party.



*Ruth Rawlins, Re-Entry Caseworker (L) and Teresa (R)*

## MEET TERESA

Teresa was referred to the Re-Entry program at Family Services of NW PA after serving time for drug-related charges. For Teresa, going to jail was just the wakeup call she needed to start moving her life in a positive direction. "I was scared. I did things I never thought I would do," said Teresa. "After spending 90 more days in jail, I knew I was ready to change."

Teresa successfully completed outpatient drug treatment before beginning the Re-Entry Program at Family Services of NW PA. One major component of the program is helping individuals to reestablish positive relationships with family members. This was especially important because, according to Teresa, "My kids are my life. I'm a single mother, so if I want them back in my life, I have to do the right thing. If I don't stay clean, my kids won't have a mother."

The Re-Entry program also helped Teresa reconnect with own her mother. "My mom is a big support system for me," said Teresa. "I lost her when I was using; now I can turn to her for anything. I couldn't ask for a better mom." The ability to reestablish important relationships was one of many major improvements Teresa has made since getting involved with the Re-Entry program. She actively participates in all her sessions and has been available for every scheduled session with her case manager. With the help of the Re-Entry program, Teresa was able to repair important relationships, obtain employment, and continues to express a true desire to strive for a better life.

Teresa also realizes she wouldn't be where she is today without Family Services of NW PA. "They taught me responsibility, how to be a better mother, and how to properly discipline my daughters," said Teresa. "Without them, I wouldn't be the mom I am today."

Teresa has been sober for almost 12 months. She was recently awarded weekend visitations with all four of her children. "For a while I wasn't even allowed to talk to my kids, and now I get to see them every weekend," said Teresa. "My kids were a huge reason I decided to get clean, so this is a big jump for me and something I am very proud of."

According to Teresa, this is the first time in her adult life that she has a real plan of action for herself and feels good about herself. "I used to be a nobody, and now I feel like a somebody," said Teresa. "You can't do this on your own, and I wouldn't have been able to do any of this without the help of Family Services."

**“I wouldn't have been able to do any of this without the help of Family Services.”**





# Child Welfare Services

## BRIEF SERVICES (BS)

BS works with Children and Youth Services (CYS) to help at-risk families cope with problems and improve childcare practices.

- **212 individuals and families** received services in Crawford, Mercer and Venango counties
- **100% of families** in Venango County had no new instances of abuse and/or neglect

## FAMILY GROUP DECISION MAKING (FGDM)

FGDM is a decision making process that draws on the strengths of the family unit to develop a plan addressing concerns related to child safety, well-being, and overall development.

- **69 conferences** were completed in Erie and Mercer Counties
- **100% of respondents** in Erie and Mercer Counties completed a plan that 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 Erie, Crawford and Mercer Counties had no new instances of abuse and/or neglect

## FAMILY REUNIFICATION (FR)

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

- **58% of families** in Erie County showed improvement in parenting capabilities as a direct result of services

## FAMILY TEAM MEETINGS (FTM)

FTM is a strength-based service that helps engage families and find solutions for both immediate and long-term needs related to safety, well-being, and permanency.

- **100% of families** in Mercer County completed a plan that was accepted by the referral source

## 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.

- **238 youth** received services in Erie County
- **93% of youth** were able to secure safe and stable housing as a result of the 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.

- **100% 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.

- **64 children** were provided with permanent homes
- **963 individuals** received services
- **242 children** received Child Preparation services
- **100% of families** reported satisfaction with services



Betty and her grandson Kyree

## MEET BETTY

Betty was nearing the end of her career and looking forward to retiring and being able to travel. Then, one day out of the blue, Betty received a call at work asking if she wanted to take care of her three grandchildren. Their parents were no longer able to properly care for the kids and keep them safe. Betty had been identified as a potential resource for the children. Without hesitation, Betty said yes.

According to Betty, the decision to care for her grandchildren was an easy one. "I just knew I had to do something," said Betty. "I didn't want someone else taking care of them."

The Permanency Department at Family Services of NW PA worked alongside Betty throughout the entire process. They helped prepare her for being a parent again, and made sure she had everything she needed to make it happen. "The people that I worked with at Family Services have just been so supportive," said Betty. "Whatever I needed for the kids, they were always there."

Family Services of NW PA also helped connect Betty and her family to counseling services to help process the situation. "My oldest grandson was so angry at the world and lashing out when I got him," said Betty. "First he started seeing a therapist, and then I got him into wrestling. It changed his whole personality. He became more of himself and he started to feel ok with the situation."

When it became clear that it was the best option, Betty decided to care for her grandchildren permanently. Although she hasn't had much time to travel, she has no regrets. "Even at my age, it was one of the best decisions I've ever made," said Betty. "This has been a really good experience for me, giving them a loving home where they can feel safe. I am grateful that, as a grandmother, I had the strength to be able to do this for them."

In May, Betty officially adopted all three children with support from Family Services of NW PA. "Family Services let us know they were there for us," said Betty. "They made us feel safe and showed a lot of love and concern for the kids."

According to Betty, the most important thing she was able to offer the kids was security. "They feel safe and secure now, like they can be themselves, and I think that's what they really needed," said Betty. "I talk to them a lot about how they feel and, when they tell me they're happy, I know everything is going to be alright."

Betty is grateful to the Permanency workers at Family Services of NW PA who helped her along this journey. "Because of their concern and their attention, they are the type of people you want to be around and you want to be a part of their life," said Betty. "Family Services was just awesome. They really changed my life for the best."

“Family Services was just awesome. They really changed my life for the best.”

# 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.

- **180 individuals and families** received services
- **99% of clients** in Crawford County remained in the home and out of the hospital
- **94% of clients** in Erie County remained in the home and out of the hospital

## FAMILY BEHAVIORAL HEALTH (FBH)

FBH offers in-home counseling for the ongoing department at CYS as a short-term transitional stabilization service for a child returning home from placement, or avoiding placement due to safety concerns.

- **100% of families** in Venango County had no new instances of child abuse and/or neglect

## FAMILY BEHAVIOR THERAPY (FBT)

FBT utilizes family therapy to help treat substance abuse, conduct disorders, mood disorders, family dysfunction, and other problem behaviors.

- **83% of families** in Crawford County abstained or reduced substance use during treatment

## FUNCTIONAL FAMILY THERAPY (FFT)

FFT helps families with at-risk youth change problem family and relational patterns.

- **100% of youth** in Erie County remained in an educational program
- **95% of youth** in Erie County had no new violations

## MULTISYSTEMIC THERAPY (MST)/MST FOR PROBLEM SEXUAL BEHAVIOR (MST-PSB)

MST utilizes intensive in-home therapy to help youth ages 12-17 years old decrease and prevent anti-social and delinquent behaviors.

MST-PSB helps youth ages 10-17 years old to decrease sexually offending behaviors.

- **100% of youth** enrolled in Crawford County reported improved parenting skills
- **100% of youth** enrolled in Mercer County reported success in the school setting
- **96% of youth** enrolled in Erie County were able to remain in the home



## LONGTIME PROGRAM DIRECTOR RETIRES

This past year, Family Services of NW PA said farewell to Kirk Hardner, the longtime Director of the Family Based Mental Health Program.

Kirk worked at Family Services of NW PA for 23 years in the Family Based Mental Health program. First as a therapist and then as Program Director, Kirk practiced and supervised many therapists to implement the Ecosystemic Structural Family Therapy (ESFT) model. Developed by Marion Lindblad-Godberg, one of Kirk's original trainers, ESFT is based on the assumption that the functioning of a family and its members is influenced by, and is inseparable from, their environmental context.

As a certified instructor of mindfulness and yoga, Kirk was known for incorporating aspects of mindfulness into his everyday practice. He placed much importance on the wellness of both the families he treated and the therapists he supervised. He also offered yoga classes to employees and people in the community. Kirk continues to work as a consultant for the Family Based Mental Health team.



# 2019 Annual Meeting

## 2019 AWARD WINNERS

### Legacy Award: Paula Hayes



Paula Hayes served Family Services of NW PA for 23 years, mostly in the capacity as Program Director of Big Brothers Big Sisters, until her semi-retirement this past year. Paula began her career in 1996, and worked as a Volunteer Coordinator for the Mother to Mother program for 11 years. After a brief stint as an in-home counselor in the Cross Systems program, Paula was named the Director of Big Brothers Big Sisters.

Paula's legacy as the Director of Big Brothers Big Sisters was truly incredible. During her 11 years in the position, Paula carefully matched over 800 children and supported over 900 matches. She planned over 230 group events, and attended most of them herself.

Paula received multiple nominations for the Legacy Award. Below are excerpts from those nominations:

"In the years that I have served on the Big Brothers Big Sisters Advisory Board, I have known Paula Hayes to be more than dedicated to the cause. She gave freely of her time and worked diligently to move forward with efforts to grow the number of matches, increase our capacity for fundraising, and quickly move nominees for advisory board membership through the process. She served as a role model and inspiration as well; her dedication and enthusiasm for this organization is contagious."

"I believe Paula to be so dedicated to the organization that she has opted to continue on as a part-time staff member in her retirement and know that she continues to give her best efforts in all that she does."

"Paula's knack for pairing the right Big and Little is unquestionable, and her skill in providing professional support to the match relationships is unparalleled. This is evident as the matches she makes thrive considerably longer than the BBBS national averages, while the number of active matches has doubled since her hire."

"Paula always gives her all, working tirelessly to serve children in need. If there were an award for the most unused vacation days at Family Services of NW PA, it would easily go to Paula. Her genuineness, hard work, and giving spirit naturally draw others to help with her cause."

## 2019 ANNUAL MEETING SPONSORS

Presenting Sponsor:

**UPMC HEALTH PLAN**

Supporting Sponsor:

**N Northwest**

Table Sponsors:



# 2019 Annual Meeting

## Agency Champion Award: Bob Blakely



Bob Blakely retired as the Chief Juvenile Probation Officer for Erie County in June 2019 after 38 years of service. In that role, he promoted the institutionalization of Balanced and Restorative Justice (BARJ) into the work of Erie County Juvenile Probation. He received the James V. Kinnane award in 2008 for being outstanding in the Criminal Justice field.

Bob was active with the Juvenile Court Judges' Commission (JCJC) and Pennsylvania Council of Chief Juvenile Probation Officers (PaCCJPO) for many years. Bob was also a supporter of the Juvenile Justice System Enhancement Strategy (JJSES) initiative and, as a result, Erie County Juvenile Justice has made efforts to integrate these philosophies in all areas of practice.

Bob maintains his involvement with Mercyhurst University as an adjunct professor of Juvenile Justice.

Below is an excerpt from Bob's nomination:

"Bob Blakely is our "Champion of Evidence-Based Services." He was an integral part of the truancy initiative in Erie County that brought two evidence-based services – Functional Family Therapy (FFT) and Multisystemic Therapy (MST) – to our community to support our adolescents and families in positive thinking. In addition to leading the charge for support and use of these services, Bob also led an evidence-based services group that continues to meet quarterly to ensure there is sustainability in providing these services."

## Outstanding Volunteer Award: Lisa Graff



Lisa Graff is a member of both the Family Services of NW PA Executive Board and the Big Brothers Big Sisters Advisory Board. She is actively involved with a number of board committees and is someone who can always be counted on to show up.

Lisa's spirit for volunteerism goes well beyond her involvement with Family Services of NW PA. Currently, Lisa serves as Board Secretary for the Public Relations Society of America, Board Director and Chair of the Special Events Committee for the Erie Philharmonic and volunteers regularly with the National Alliance on Mental Illness (NAMI). She also serves as Area Governor for Rotary District 7280.

In addition, Lisa is Past President of the Rotary Club of Erie and the Meadville AM Rotary Club in Meadville. She is also Past President of the Meadville Business and Professional Women's Club.

Lisa works at Erie Homes for Children and Adults as the Director of Staff Development and Education. She is also a former Board Member for the organization.

Lisa resides in Millcreek with Ray Golubieski and their pugs and puggle.

Below is an excerpt from Lisa's nomination:

"Lisa is everywhere! Supporting everything! Lisa is very supportive of the Big Brothers Big Sisters program and the agency as a whole. I can't think of a Big Brothers Big Sisters event that Lisa wasn't an integral part of, or an agency event she has not been at. She gives her time, her money, her energy (which appears endless), her expertise, and her voice."

## Philanthropy Award: Erie Insurance

For the third year in a row, Erie Insurance is being recognized for its commitment to Family Services of NW PA. The impact of Erie Insurance's support reaches across multiple programs. Erie Insurance partners with Family Services on NW PA and United Way, to serve as the Corporate Sponsor for our Community School- Pfeiffer Burleigh Elementary School. Through this partnership, funding is provided to support our Community Schools Director through which multiple new partnerships and initiatives have been developed.



Erie Insurance's generous support for Big Brothers Big Sisters Bowl For Kids' Sake Fundraiser is remarkable. This past year, the Employees of Erie Insurance took over an entire evening of the multi-night event. More than 250 employees spent the evening bowling to support a great cause. In addition to providing a Gold Level Sponsorship for the event, 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.

One individual said, "Erie Insurance continues to support Big Brothers Big Sisters with a month-long fundraising campaign and filling one entire night of Bowl For Kids' Sake with employees."

We cannot adequately express our gratitude and appreciation for the ongoing support received from Erie Insurance.

## Outstanding Employee Award: Lori Harrington



Lori Harrington has worked at Family Services of NW PA for 4 years. During that time she has worked in Family Behavioral Health (FBH) and Brief Services (BS) in Venango County. Lori is known for her dedication to the families she works with and her willingness to go above and beyond. She has received several compliments regarding her work from workers at Venango County Children and Youth Services.

Lori received multiple nominations for this award. Excerpts from those nominations appear below:

"Lori is driven and dedicated to the true mission of the agency and has found unique ways to put families first while also caring for her own family."

"Lori Harrington has exceeded in her position from the moment she started. She never hesitates to go above and beyond for her clients, as well as her coworkers. She works early mornings, late evenings, and weekends to ensure the families we serve receive the best care during their time with us. She also volunteers to take extra cases, cover staff that are on vacation, and will lend a helping hand to a new staff in need. She continues to demonstrate accountability, integrity and honesty each and every day. She is in her second year of a Master's program, and was recently recommended to attend the CEO's Supervisor training to help accentuate

her already developed leadership skills. Lori continues to grow and become an amazing asset to our organization, and she does it all with a smile on her face!"

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



# Donors



## AGENCY DONORS

Brett W. Schafer  
Cynthia Farabaugh Hood  
Delavar Mizban  
Gabriel Verga  
Gregory Morrow  
Jacob D. Bonk  
Jennifer Overton  
John Blose  
Karen A. Carneval  
Melissa A. Scobey  
Misty Knaus  
Robert Polak  
Tabatha M. Nelson  
Thomas Hagen  
William G. Petit

## BIG BROTHERS BIG SISTERS (BBBS)

Bonnell's Auto Group  
Charities for Children  
Employee Community Services Fund of GE  
Erie Elks Auxiliary  
Grace Hospice Foundation  
Icing on the Lake  
International Referral Network, Crawford  
County Chapter  
Kimkopy Printing  
Lindsey Farrell  
NFI Empire  
Prudential Financial  
Wm. T. Spaeder  
TechnipFMC



## ERIE GIVES DAY

Amy Umpleby  
Anonymous  
Breanne Hillen  
Brian and Sylvia Cagle  
Bruce & Bonnie Kern  
Danielle Szklenski  
Danny Jones  
David B Oas  
Douglas A. Loesel  
Ed & Kathy Althof  
Erik Perrino  
Gregory Loop  
Jamey & Jennifer Stewart  
Janet Bergkessel  
Jeff & Janet Wittmann  
Joseph & Nancy Chiappazzi  
Kristen & Robert Reno  
Linda L. Latva  
Lindsay Brewster  
Lisa Graff  
Marquette  
Marti Pastore  
Mary & Steve Oas  
Michael & Patricia Hall  
Michael Chevalier & Marcia Haller  
Michael Latzer  
Michelle Vitali  
Mike & Katie Ruffa  
Mrs. Clemence R. Mershon  
Noelle Rizzo  
Paul & Karen Carpenedo  
Paula Palermo Hayes  
Peggy Popeski  
Robert & Kara Cacchione  
Stella LaPaglia  
Stephanie Balko  
Steve Minick  
Susan Pallant  
Tammie Wadding  
The ERIE Radio Company - HAPPI 927  
The Sprong Family



## BBBS ULTIMATE RAFFLE

### Gold Sponsor

Tree Lined Recreations

### Food & Beverage Sponsors

Erie Beer  
Erie Water Works  
Nunzi's  
Pepsi Bottling Group  
Subway (38th & Division)  
Utz

### Basket Donors

Aryn Pluta  
Barb Cacchione  
Carole Yaple  
Carrie Jelicks  
CPS & Debbie Batten  
Dahlkemper's Jewelry  
Dana Rupp  
Danielle Szklenski  
Debbie Peyton  
Edmund Stush  
Elisa Guida  
Erie Seawolves  
Erie Zoo  
Erik Perrino  
Hayden Weaver  
Heather Sayers  
Jamie Iesue  
Jan Iesue  
Joanna Gindlesperger  
Julianna Weibel-Foltz  
Kara Coleman  
Kimkopy Paper Co.  
Lynn Lewis  
Madeline Felione  
Marquette Savings Bank  
Mike Vereb  
Pam Gutting  
Paula Hayes  
Peggy Popeski  
Prep & Villa  
Rob Majczyk  
Starbucks  
Stephanie Balko



## **BBBS BOWL FOR KIDS' SAKE**

### **Platinum Sponsor (\$12,500)**

Highmark Blue Cross Blue Shield

### **Gold Sponsors (\$5,000)**

Erie Insurance  
Erie Sand & Gravel / Carmeuse  
Lime & Stone

### **Bronze Sponsors (\$2,000)**

Lakeshore Community Services  
Loesel-Schaaf Insurance Agency  
M Café  
Passport Realty

### **Copper Sponsors (\$1,000)**

First Energy  
Frail Industries  
Great Lakes Metal Finishing  
Marquette Savings Bank  
MCPc  
National Fuel  
Northwest Bank  
Rick Griffith  
St. Jude's Church Knights of Columbus  
Council #11313  
Tree Lined Recreations

### **Lane Sponsors (\$500)**

American Tinning & Galvanizing  
Bethesda Lutheran Services  
Bock Insurance Agency  
Boetger Retirement Plan Services  
Custom Plastic Specialties  
Erie Bank  
Gregory Gutting  
Knights of Saint George  
Knights of St. John Building Association  
MacDonald, Illig, Jones & Britton  
Manufacturer & Business Association  
Polymer Molding  
Presque Isle Downs & Casino  
Quinn Law Firm  
Reddog Industries  
South Erie Turners



### **Media Sponsors**

Classy 100  
Iron Empire  
JET 24 / FOX 66 / YourErie.com

### **Food & Beverage Sponsors**

Ambassador/Scott Enterprises  
Buffalo Wild Wings  
Coca Cola  
Erie Water Works  
Max & Erma's  
Mike N' Dangelo's  
Nunzi's Restaurant  
Pizza Hut  
Wegman's

### **Grand Prize Sponsors**

John V. Schultz  
Scott Enterprises / Splash Lagoon  
YMCA of Erie County

### **Additional Supporters**

Angelo's Roofing  
Carrie Nelson  
City of Erie Employee Community  
Service Fund  
Committee to Elect Dave Ridge  
Davis & Associates  
District Attorney Jack Daneri  
Finish Thompson  
Friends of Bill Watson  
Gerald Ritchie  
Great Lakes Metal Finishing  
Harley-Davidson of Erie  
Janet Bergkessel  
Knox McLaughlin Gornall & Sennett  
Koldrock  
Mary Pat & Gary Froehlich  
Russ & Susan Forquer  
Wadding Construction

## **BBBS VOLUNTEER DINNER**

### **Gold Sponsor (\$2,500)**

Highmark Blue Cross Blue Shield



## **HIGHMARK WALK (BBBS)**

### **Walkers**

AaNeissey Young  
Ashley Wierczhouski  
Desiree Mosura  
Ebony Skinner  
Ethan Omer  
Hailie Heliker  
Javier Lucas  
Joette O'Neal  
Jolene Daugherty  
Joshua Williams  
Kylie Peters  
Maribeth Zimmer  
Marilyn Living  
Mark Shau  
Mary Horvath  
Miranda Galbreath  
Natalie Nietupski  
Paula Hayes  
Peggy Popeski  
Ryan Volkman  
Stephanie Messner

## **MEMORIAL GIFTS**

### **In Memory of Mary DiMattio**

Nancy Bertges

### **In Memory of Albert DiFonzo**

Richard & Nancy Roeder  
International Referral Network



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



5100 Peach Street | Erie, PA 16509

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

# SAVE the DATE

## Tuesday, October 13, 2020

### **Family Services of NW PA Annual Meeting**

8:00 - 9:30 am | The Ambassador Banquet & Conference Center

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



Strengthening Families · **Transforming Lives**

Invitation to follow | [www.FSNWPA.org](http://www.FSNWPA.org)