



# MOVING FORWARD TOGETHER



## 2020-2021 Annual Report



Family Services of NWPA



# WHO WE ARE

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## **NW 3 ADVISORY BOARD**

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*Gregory A. Loop, President & CEO*



*George Joseph, Board President*

**“When everyone is moving forward together, then success takes care of itself.”**  
**Henry Ford**

Dear Friends and Supporters,

For nearly 140 years, Family Services of NW PA has existed to strengthen families and help those in need. The past year was no different. Despite the many challenges we all continue to face, and the uncertainty that follows, our team remains committed to fulfilling our mission to Strengthen Families and Transform Lives.

To do this, we continue to focus on moving forward together in a number of ways:

- For those we serve, that means continuing to deliver high quality services in an environment that allows family members to feel safe and protected.
- For members of our dedicated and talented team, that means providing additional support to frontline employees with enhanced wages and an increased focus on personal well-being.
- For our board members and volunteers, that means developing strong relationships and valuing the contributions of those who dedicate their time and talents to make us better.
- For our donors and supporters, that means carefully using our assets to improve the services we provide for the benefit of all.
- For our community at large, that means giving families the tools to make smart choices, raise healthy and competent children, and contribute to a stronger community.

We are so excited to continue working alongside all those who are a part of this great organization. By moving forward, together, we have the opportunity to truly transform lives.

We look forward to seeing you all in person soon.

Sincerely,



Gregory A. Loop  
President & CEO



George Joseph  
Board President

## 2020-2021 BY THE NUMBERS

# 30

Programs and services  
available to families

# 15,318

Families and individuals  
received services

# 23,613

Lives Touched





# ACHIEVEMENTS



## FSNWPA REACCREDITED BY COUNCIL ON ACCREDITATION

Family Services of NW PA recently achieved national reaccreditation through the Council on Accreditation (COA). 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 and stakeholders.

COA accreditation is an objective, independent, and reliable validation of an agency's performance. The standards driving accreditation ensure that services are well-coordinated, culturally competent, evidence-based, outcomes-oriented, and provided by a skilled and supported workforce.



## INTRODUCING ERIE'S NEWEST FOOD TRUCK - THE SNACK SHACK

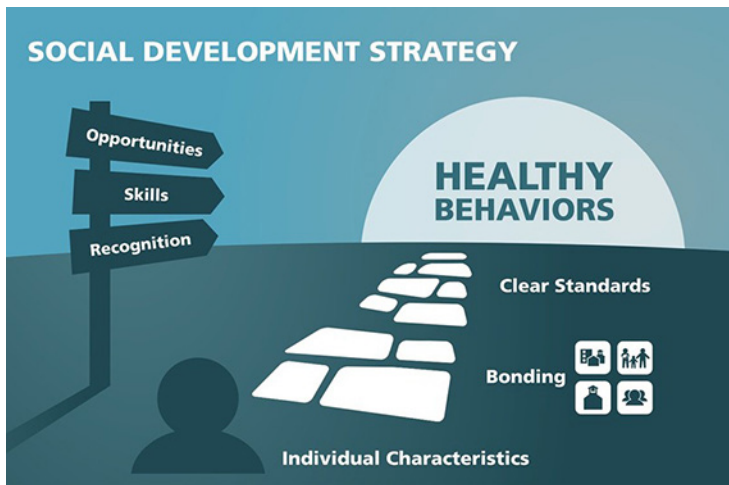
The Independent Living Program (ILP) at Family Services of NW PA, in partnership with Bethesda Lutheran Services and the Erie County Office of Children and Youth, launched the ILP Snack Shack, a new initiative to provide work experience opportunities for youth.

The ILP Snack Shack provides young adults with firsthand employment experience in business management, product development, marketing, and an understanding of the operational demands of owning and running a successful business. The purpose of the ILP Snack Shack is to ensure that youth have employability skills as they enter adult life.



## BECOMING TRAUMA-INFORMED

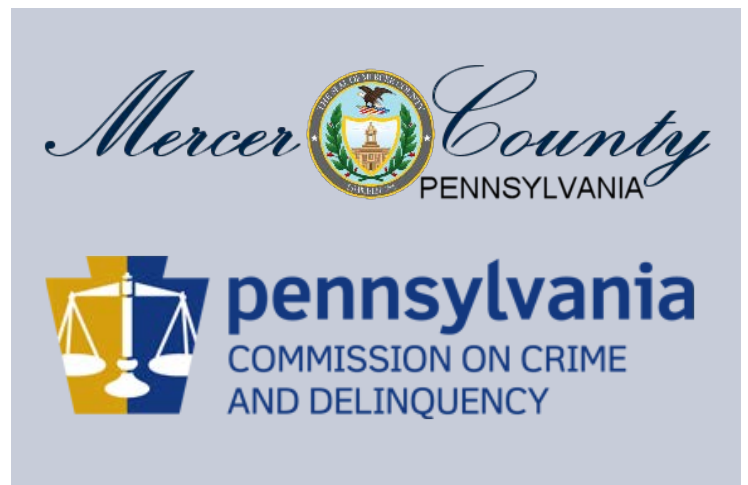
In participation with the National Council for Behavioral Health, Family Services of NW PA continued efforts to become a trauma-informed agency. The entire management team received training on Trauma-Informed Supervision and all employees received training that addressed historical trauma, diversity, and social equity.



## FUNDING AWARDED FOR OPIOID MISUSE PREVENTION PROJECT

A grant from the Pennsylvania Commission on Crime and Delinquency allowed Family Services of NW PA to launch the Opioid Misuse Prevention Pilot Project (OMPP). The project is designed to educate students about opioid dangers and help keep families safe.

OMPP involves four major components – the Botvin LifeSkills Training program for middle school students, the Strengthening Families Program: For Parents and Youth 10-14, the Communities That Care Social Development Strategy framework to promote positive youth development, and a vast public health messaging campaign.



## FAMILY BEHAVIOR THERAPY CONTINUES TO EXPAND

The Family Behavior Therapy (FBT) program at Family Services of NW PA, which launched in Crawford County in 2014, expanded into Mercer County earlier this year. Funding for the expansion was provided by Mercer County Children and Youth Services.

Additional funding was recently received from the Pennsylvania Commission on Crime and Delinquency to further expand the program into Erie County this year.

FBT is an evidence-based treatment that helps parents and families impacted by substance abuse disorders. This cost-effective intervention addresses not only substance use problems, but other co-occurring problems as well.



## BBBS GIVES BIG IMPACT AWARD

In August, Big Brothers Big Sisters was pleased to host the annual Volunteer Appreciation Dinner, sponsored by Highmark Blue Cross Blue Shield.

During the event, the BIG Impact Award was given to Erika Howland, a former big sister and member of the Big Brothers Big Sisters Advisory Board. Erika's former little sister, Randie, presented the award.



# CLIENT SUCCESS

## MEET SARA

Sara first got involved with Family Services of NW PA through the Family Behavior Therapy (FBT) program. At the time, she was actively using drugs. "Nothing was good at all," said Sara, "It was just pure chaos 24/7."

As a result of her drug use, Sara struggled to maintain relationships with her daughter, mother, and others in her life. She ended up being arrested and continued to struggle. "I didn't want to be using," said Sara. "But I didn't know what to do and what steps to take."

FBT is an evidence-based treatment that helps parents and families impacted by substance abuse disorders. The program also addresses other co-occurring problems, including conduct disorders, family conflict, depression, and unemployment. "The program taught me that you can't just do what you want when you're in the system," said Sara. "You're going to be held accountable."

After being incarcerated, Sara got involved with the Re-Entry program. In addition to visiting Sara at home and accompanying her to appointments, her caseworker visited her in rehab and offered her support along her journey to sobriety. "The program taught me coping skills and acceptance," said Sara. "It also helped me, and my daughter rebuild our relationship again."

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. The Re-Entry Program aims to assess the impact of incarceration on the individual and his or her family, reunify parents with their children, and achieve or maintain family safety, stability, independence, and unity.

Sara is now clean and sober for the first time in 20 years. She continues to rebuild relationships with loved ones and credits Family Services of NW PA with helping her accomplish so many things. "When you can't be strong enough, they'll be strong for you," said Sara. "When you don't know what direction to go in, they will point you in the right direction. If you want to be successful, they'll help you get there."





## OUR PROGRAMS

Family Services of NW PA provides a comprehensive continuum of care and high quality, innovative programs and services to children and families across Northwest Pennsylvania. Services are available in Erie, Crawford, Mercer, Venango, and McKean Counties in Pennsylvania.

**Our talented team provides the following programs and services to Strengthen Families and Transform Lives:**

### CHILD WELFARE SERVICES

- Brief Services
- Family Behavioral Health
- Family Group Decision Making
- Family Preservation Services
- Family Reunification
- Family Team Meetings
- Independent Living Program
- Intensive Family
- Permanency Services
- Transportation Aide Services

### BEHAVIORAL HEALTH SERVICES

- Family Based Mental Health
- Family Behavior Therapy
- Functional Family Therapy
- Multisystemic Therapy (IBHS)
- Multisystemic Therapy for Problem Sexual Behaviors (IBHS)
- Specialized Family Based Mental Health

### SCHOOL-BASED SERVICES

- Behavioral Support Services at Erie's Public Schools
- Communities That Care – Social Development Strategy
- Community Schools Lead Partner at Pfeiffer Burleigh
- Lifeskills Training
- Opioid Misuse Prevention Project
- Project SOAR/ROAR (IBHS)
- Strengthening Families Program for Parents and Youth 10-14

### OUTPATIENT PSYCHIATRIC CLINIC

- Counseling for Individuals, Couples and Families
- Psychiatric Services
- Trauma-Focused Cognitive Behavioral Therapy

### MENTORING AND SUPPORT SERVICES

- Big Brothers Big Sisters
- Children Cope With Divorce
- Re-Entry

## IN MEMORY OF THOSE WE LOST



**Daniel Carr, 1983-2021**  
Family Group Decision Making  
Mercer County



**Brian DiFonzo, 1966-2021**  
Permanency Department  
Crawford County



# AWARD WINNERS

## 2021 ANNUAL MEETING AWARD WINNERS

### Philanthropy Award: Arby's Foundation



The Arby's Foundation has granted funds to the Big Brothers Big Sisters program for the past three consecutive years totaling \$42,000. The funds have significantly impacted the program's ability to leverage additional resources through fundraisers, recruit new volunteers through marketing and outreach efforts, and support ongoing operations of the program at Family Services of NW PA. Tony DaQuelente, Area Supervisor for Arby's Restaurant Group, accepted the award.

### Outstanding Volunteer: Jeff Feltenberger



Jeff is the Vice Chairperson of the Big Brothers Big Sisters Advisory Board, and he is also a Big Brother himself. Jeff is highly involved in fundraising and recruitment efforts for Big Brothers Big Sisters. As an employee of Erie Insurance, Jeff leverages his outgoing personality and his passion for volunteering to inspire others. His efforts have resulted in significant contributions, both in the form of corporate sponsorships and employee involvement.

### Employee of the Year: Leanne Keibler



Leanne joined Family Services of NW PA in 2010 as a member of the Permanency Department. Since that time, Leanne has also worked in the Family Based Mental Health program and Independent Living Program. In 2017, Leanne transferred back to the Permanency Department, and is currently the department's Lead Supervisor. Leanne received multiple nominations for this award. Pictured with Leanne are her husband, Tim, and two children.

## ANNUAL MEETING SPONSORS

*Presenting Sponsor:*

# UPMC HEALTH PLAN

*Supporting Sponsor:*

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## CLIENT SUCCESS: MEET DENISE

Denise and her daughters got involved with Family Services of NW PA nearly two years ago. They had experienced several traumatic events, including mental, emotional, physical, and sexual abuse. The impact of these events had started to affect their day-to-day lives and made it difficult for them to function as a family. "They're children and they're scared," said Denise. "And sometimes kids don't want to talk about the ugly stuff that happens."

Denise's daughters struggled with school, friendships, and relationships. At home, the relationship between Denise and her daughters also started to deteriorate. "Daily life became hard because of all the struggles that we went through," said Denise. "Those were the defining moments where we realized we needed help."

Denise reached out to the Family Services of NW PA Outpatient Psychiatric Clinic for help and was quickly referred to Jordan, a therapist in the Clinic. Denise and her daughters instantly connected with Jordan and continue to see her nearly two years later. "My kids just love Jordan," said Denise. "Rather than trying to tell them what they felt, Jordan was actually hearing what they were feeling, and that made them feel comfortable. She just went above and beyond for them."

Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) is an evidence-based practice that helps children who have experienced traumatic life events. With Jordan's help, Denise and her daughters made great strides. "We reached a point where I can now talk to my kids and have these deep, intense conversations that I wasn't able to have before," said Denise.

In addition to receiving services through the Clinic, Denise and her daughters also received support at home through Functional Family Therapy (FFT), another evidence-based program offered at Family Services of NW PA. FFT is a short-term treatment program that works with the family to identify risks and implement positive changes.

Jess, a therapist in the FFT program, visited Denise's home two or three times each week to spend time with the family and offer additional support. "When those really heavy conversations would happen with Jordan, we had Jess there to help us get through the week," said Denise. "We learned lots of fun coping skills as a family that helped us work through things."

The combination of support from TF-CBT and FFT has helped to strengthen Denise's family in many ways. As they focus on moving forward together, they continue to express gratitude to the staff at Family Services of NW PA who have been a part of their journey. "If anyone is looking for help for them or their children, I would tell them to call Family Services," said Denise. "This is where they need to go."





# SUPPORTERS

## **AGENCY DONORS**

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Steven & Julie Gresh  
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William R. Cunningham

## **MEMORIAL GIFTS**

### [In Memory of Jane Andrews](#)

Carol Rodgers  
Diana McManus  
Edric Camp  
Employees of Polymer Molding  
Johanne Sansone  
Marty Alexa  
Roberta McCullough  
Shirley and George Lucore  
Susan Moyer

### [In Memory of Dale Arndt](#)

Paula Hayes

### [In Memory of Robert Smolinsky](#)

Carolyn Tellers

## **FSNWP ANNUAL MEETING**

### [Presenting Sponsor](#)

UPMC Health Plan

### [Supporting Sponsor](#)

Loesel-Schaaf Insurance Agency

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

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### **Presenting Sponsor**

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### **Game Sponsors**

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### **Round Sponsors**

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of Erie Insurance

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Jennifer Knox

Lisa Graff

Maria Carpenedo

Pamela Pesta

Patricia Kamper

Paul Carpenedo

Rebecca Holmes

Steven Gresh

## **BBBS VOLUNTEER DINNER**

Highmark Blue Cross Blue Shield

# FINANCIAL INFORMATION

## Revenue by Source

Children and Youth	43%
Managed Care Organizations/Medical Assistance	21%
Statewide Adoption Network (SWAN)	12%
Client Service Fees	1%
MH/ID (Erie and Crawford Counties)	1%
United Way	1%
Special Events & Contributions	1%
Contracted Services	17%
PPP Loan Income	3%

## Total Expenses

Outpatient Psychiatric Clinic	7%
School-Based Services	17%
Mentoring, Education & Support Services	5%
Child Welfare Services	53%
In-Home Behavioral Health Services	18%



Employees at McGill, Power Bell & Associates held a sock drive to benefit Family Services of NW PA.





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Erie, PA  
Permit No. 32



## 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**

#### Robert Wiley Charter School:

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

#### Robert Wiley Charter School:

Preparatory Campus  
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 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 202  
Sharon, PA 16146  
**724.704.7227**



**LEARN MORE**

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