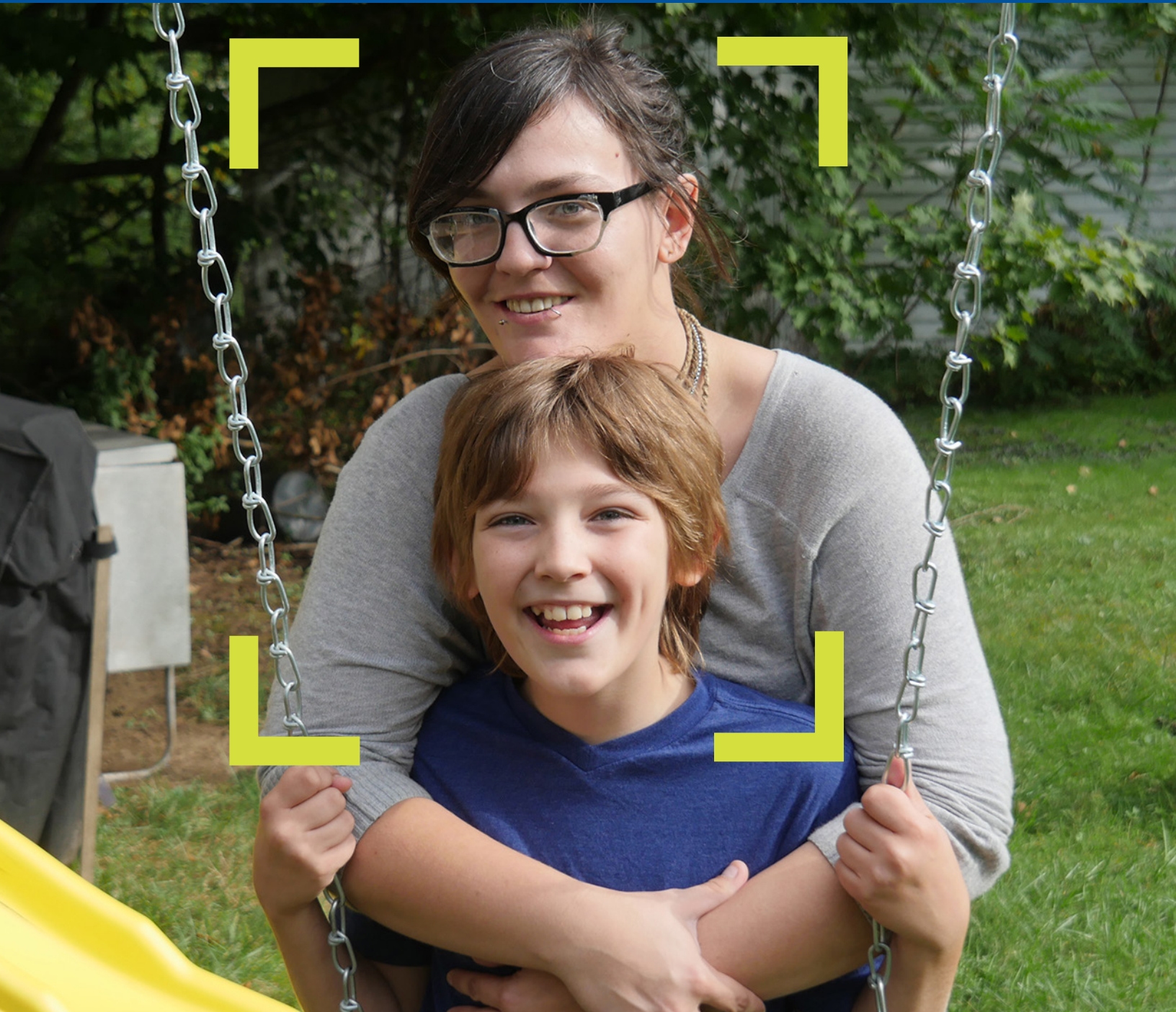


# PERSPECTIVES

## 2021-2022 Annual Report



Family Services of NWPA



# Who We Are

## **BOARD OF DIRECTORS**

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**“The best ideas emerge when very different perspectives meet.”**

**Frans Johansson**





# Letter From Leadership

Dear Friends and Supporters,

Family Services of NW PA has worked to Strengthen Families and Transform Lives for many years, but **this year is special as it marks our 140th year of service to the community.**

Throughout those years, families have encountered numerous challenges. Recently our communities have seen more people in need of support. Families face poverty, violence, and mental health concerns. At the same time, there are limited resources available to help.

Thanks to the ongoing support of our champions and donors, we continue to take care of those around us. Family Services of NW PA is uniquely positioned to help those in need. But, to keep up with the growing demands for assistance, and to have meaningful impact, we must be innovative in our approach. One way we have found to accomplish this is to consider and appreciate different perspectives.

A recent article from Scientific America cites decades of research that shows socially diverse groups – that is, those with a diversity of race, ethnicity, gender, and sexual orientation - are more innovative than homogenous groups. This means that, **when individuals with different perspectives come together and share unique viewpoints, positive results increase.**

It is time to boldly seek out and value the perspectives of others, especially those different than our own. It is time to get curious and expand our own thinking. **Whether we adjust by zooming in or going for a wider-angle view, every perspective matters.**

Together, we continue to strive toward our mission - **to Strengthen Families and Transform Lives.** And when everyone contributes their unique perspective to this goal, we can get there more efficiently, more effectively, and more successfully.

It is uplifting to work alongside all the people who are a part of this great organization. With our collective perspectives, we will move closer to creating a community in which every family thrives.

Sincerely,

Gregory A. Loop  
President & CEO

George Joseph  
Board President

## 2021-2022 by the numbers

# 38

Programs and services  
available to families

# 23,837

Families and individuals  
received services

# 31,173

Lives Touched



# Accomplishments



## FSNWA COLLABORATES WITH ALLEGHENY HEALTH NETWORK

Family Services of NW PA recently announced a new collaboration with Allegheny Health Network (AHN) to provide more coordinated care to patients who receive services through our Outpatient Psychiatric Clinic.

As a result, Family Services of NW PA co-opened a location at the new AHN Behavioral Health Practice, located in the Yorktown Center. Space at this new location is co-located with other physical health services provided by AHN, including primary care physicians and other specialists.

In addition, the Outpatient Psychiatric Clinic at 5100 Peach Street now offers the services of board-certified adult and child psychiatrists as well as primary health screenings.



## KINSHIP FAMILY RECEIVES STATEWIDE AWARD

Joe and Melissa Schwartz were honored at the PA Annual Permanency Conference with the Permanent Family Recognition Award. This award is given to families that have provided legalized permanency for a child or children involved in the child welfare system.

Joe and Melissa were nominated by Amanda LaPlaca, an Advanced Permanency Specialist at Family Services of NW PA, for their many sacrifices and endless commitment to family.

The Schwartz's have five children together ranging in ages from four to 20 years old. In February of 2022, they adopted two great nephews and a great niece, bringing their grand total to eight children.



## ERIE GOES "OVER THE EDGE"

Family Services of NW PA partnered with the Achievement Center of LECOM Health, Safe Harbor Behavioral Health at UPMC Hamot, and the Erie Port Authority to go "Over The Edge."

Nearly 80 individuals rappelled 138 feet down the Bicentennial Tower in support of local behavioral health services.





## BIG BROTHERS BIG SISTERS HONORS BRIAN DIFONZO

Big Brothers Big Sisters hosted the annual Volunteer and Sponsor Appreciation Dinner at the Erie Yacht Club. The event, sponsored this year by the Arby's Foundation, celebrates volunteers, sponsors, supporters, and donors.

During the event, the BIG Impact Award was given posthumously to Brian DiFonzo, a former big brother and employee at Family Services of NW PA. Brian joined the agency in 2015 as the Supervisor for the Big Brothers Big Sisters program in Western Crawford County. Later, Brian also worked in the Permanency Department at Family Services of NW PA in Crawford County.

Brian was a proud big brother to Trevor and continued to offer support even as Trevor entered adulthood. Although Trevor was unable to attend the Appreciation Dinner, he shared a moving tribute about Brian.

"Brian is someone who has positively touched the lives of so many without ever expecting anything in return," said Trevor. "Just as he never forgot a name, his is one that will never be forgotten by any whose life he touched."

Sadly, Brian developed Leukemia and passed away in April 2021 at the age of 54. Brian's wife, Tina, attended the event and accepted the award on his behalf.



## BOWL FOR KIDS' SAKE STRIKES BACK IN 2022

Bowl For Kids' Sake, the signature fundraising event of Big Brothers Big Sisters of Family Services of NW PA, returned after a two year hiatus! Five bowling sessions were held across three consecutive Fridays at Greengarden Lanes.

Thanks to sponsors, bowlers, volunteers, and supporters, Bowl For Kids' Sake raised more than \$82,000 to support Big Brothers Big Sisters. Funds raised directly impact the children served by offering a professionally supported relationship between a caring adult and a child.

Big Brothers Big Sisters was also excited to welcome Heather Filson as the new Program Supervisor! Heather is committed to providing leadership and advocacy for the mission of Big Brothers Big Sisters - igniting the power and promise of our youth.



  
**SCAN HERE**  
to see more recent news  
and accomplishments!



# Client Success

## MEET BETH AND SEAN

When Sean entered kindergarten, Beth noticed he was having some behavioral and emotional adjustment issues. After being assessed by the school, Sean was able to join the IBHS School-Based Program Project SOAR offered through Family Services of NW PA. "It was really difficult at first, mainly because I knew how much he was having trouble," said Beth. "But it actually turned out to bring our family together better."

Project SOAR, an IBHS service licensed through OMHSAS, helps children in the Penncrest School District who are experiencing emotional and/ or behavioral difficulties in the school setting. Through Project SOAR, Sean learned a variety of coping skills to help get him through the school day. Program staff also worked with Beth and her family to make sure they had the skills necessary to support Sean at home. "It taught our family that, even though you might be different, there isn't something wrong with you," said Beth. "It is just something different about you that we need to learn more about and incorporate tools into everyday life."

During the school year, Family Night events are held regularly for families and students involved in Project SOAR. The goal is to help transfer skills to caregivers. "The Family Nights really helped him," said Beth. "It gave him a chance to have fun and be around kids that were sort of going through the same issues as him."

Sean is now in middle school and, despite having graduated from Project SOAR, continues to flourish in the school setting. "Thanks to SOAR, I even made some friends," said Sean. "In fact, one of them even became my best friend!"

Project SOAR continues to positively affect Beth and her family as well. "My second oldest son, who suffers from Oppositional Defiant Disorder and ADHD, is now in third grade," said Beth. "He continues to flourish thanks to the program."

**"SOAR really helped bring our family together," said Beth.**







# 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
  - Adoption
  - Foster Care
  - Kinship Care
- Transportation Aide Services

## **OUTPATIENT PSYCHIATRIC CLINIC**

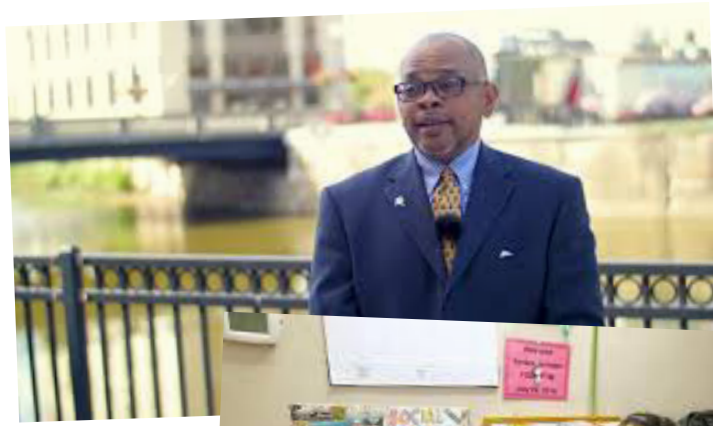
- Cognitive Processing Therapy
- Counseling for Individuals, Couples and Families
- Eye Movement Desensitization and Reprocessing
- Psychiatric Services
  - Child and Adult Psychiatry
  - Medication Management
  - Psychiatric Evaluations
- Trauma-Focused Cognitive Behavioral Therapy

## **BEHAVIORAL HEALTH SERVICES**

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

## **SCHOOL-BASED SERVICES**

- Behavioral Support Services at Erie's Public Schools
- Behavioral Support Program at Penncrest School District
- 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



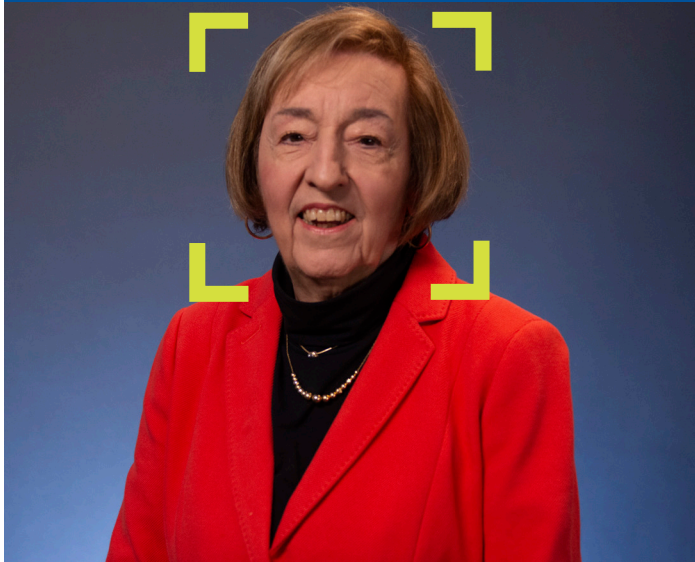
## **MENTORING & SUPPORT SERVICES**

- Big Brothers Big Sisters
- Children Cope With Divorce



# 2022 Award Winners

## Legacy Award: Susan Forquer



Susan began working at Family Services of NW PA in 1993 as an Adoption Caseworker. During her tenure, she was a strong advocate for children and assisted countless children in being matched with their forever families. She was promoted to Adoption Supervisor in 2000. In that role, she trained and mentored numerous new employees to become excellent caseworkers.

Susan's example of professionalism and commitment to the service of others, her investment in children and families, her example to those she mentored, and her commitment to Family Services of NW PA have left an indelible imprint on our Agency and our reputation for high quality permanency services.

Susan retired from her supervisor position in 2007, and due to her ongoing love of the program, continued to work part-time until 2014. While she no longer works in the permanency department, she has left an example and a legacy for all of us to emulate. She has had a transformative impact on the permanency department and countless children and families in our community.

## Philanthropy Award: Carmeuse America



Carmeuse America – Erie Sand & Gravel is a long-time partner of Big Brothers Big Sisters and an avid supporter of Bowl For Kids' Sake. In addition to many years of financial support from the Carmeuse Foundation, the local employees continue to raise money and do what they can to support Big Brothers Big Sisters.

This past year, Carmeuse America – Erie Sand & Gravel and employees raised the bar by bringing in nearly \$15,000. To do this, the employees were issued a challenge – raise \$5,000 and their beloved dock supervisor Matt would shave his very long beard. The challenge was a success and employees happily shaved Matt's beard in public at Bowl For Kids' Sake. Their dedication really gives new meaning to the word fund "razor"!

Special recognition goes to employee Tina Elder for her longtime support of Big Brothers Big Sisters. In addition to leading the charge for corporate giving and employee fundraising, Tina also volunteers her skills and talents as a member of the Big Brothers Big Sisters Advisory Board.

## 2022 Annual Meeting Sponsors

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**UPMC HEALTH PLAN**

*Supporting Sponsors*

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## Agency Champion: Gail Kelly



Gail Kelly is the former Director of Human Services of Crawford County. In that role, Gail was a strong advocate for the children and families of Crawford County. Gail has always been a strong proponent of mental health and making sure that children and families have access to the best mental health care available.

Family Services of NW PA was fortunate to be able to collaborate with Gail and Crawford County over so many years. Gail helped create the school-based service Project SOAR and advocated for rate improvements to keep programs sustainable. In her role, Gail helped advocate for evidenced-based practices in both mental health and child welfare.

Gail has supported Family Services of NW PA in the implementation of many new, innovative programs and services to people in need. Her leadership has had a significant impact on the Crawford community. Gail retired in December 2021 and continues to be a champion for the children and families of Crawford County.



**SCAN HERE**  
to see photos and videos  
from the Annual Meeting!

## Employee of the Year: BIS Team at Erie High



The following individuals were working at Erie High School on April 5 when an altercation between students turned into a shooting:

- Andre Henderson
- Damaris Rivera
- Daryl Joyce
- James Cessna
- Matthew Jones
- Maurice Goodwine
- Melissa Hartleb

This group of spectacular workers stepped up to help ease a very chaotic and scary situation. In the moments immediately following the shots, they started clearing hallways, unlocking doors, and maintaining constant communication with other professionals in the building.

In addition to dealing with their own stress, they helped de-escalate the many students they were keeping safe.

Even after the school was cleared, BIS workers remained on campus until every student was dismissed. Although the location of the shooter was still unknown, they also helped reunite students with parents.

Sarah Parton, Director of School-Based Services at Family Services of NW PA, noted in her nomination, "I believe the decision to go above and beyond exists in who they are as people. They didn't care only for themselves. They didn't show anger or fear when it would have been most appropriate to do so. In fact, they all chose to return to Erie High School to be there for the students."



# Client Success



## MEET JERRID AND SABRINA

After the birth of their first child, Jerrid noticed Sabrina was having trouble dealing with her feelings. Jerrid was also struggling with employment and the couple was beginning to feel overwhelmed. They were arguing regularly and struggling to cope with the stress of being first time parents. Their conflicts continued to escalate.

After witnessing Sabrina throw their son on the bed, Jerrid reached out to a counselor for support, and a report was made through the Office of Children and Youth. "My boyfriend called [the Office of Children and Youth] on me for throwing my son on the bed," said Sabrina. "He thought it was a little bit too rough."

"I didn't like the way our relationship was," said Jerrid. "We were getting physical, and it just got out of hand. I thought we needed to work it out."

Jerrid and Sabrina were referred to Family Preservation Services at Family Services of NW PA. Family Preservation Services are designed to strengthen the families at risk of placement by improving family functioning and child safety. Referrals for Family Preservation Services can only be made by the Office of Children and Youth.

The Family Preservation Services caseworker, Mary Renaud, worked closely with the family to draw on their strengths and help create a safe home environment. As a result, Jerrid and Sabrina were able to keep their son at home.

"They helped us with resources and helped us get things we needed for the kids," said Jerrid. "They showed us how to do things we didn't know how to do and taught us coping skills."

Jerrid and Sabrina continued to use Family Preservation Services through the births of their other two children. They worked hard to develop new behaviors that allowed them to cope with the stressors of life and parenthood. Thanks to the help of Family Preservation Services, they continue to provide all three children with a loving and safe home.

**"Family Services changed us completely," said Jerrid. "They helped us be a better family."**





# Financial Information

## Revenue by Source

Children and Youth	47%
Managed Care Organizations/Medical Assistance	21%
Statewide Adoption Network (SWAN)	11%
Client Service Fees	1%
MH/ID (Erie and Crawford Counties)	1%
United Way	1%
Special Events & Contributions	1%
Contracted Services	17%

## Total Expenses

Outpatient Psychiatric Clinic	4%
School-Based Services	19%
Mentoring, Education & Support Services	4%
Child Welfare Services	61%
In-Home Behavioral Health Services	12%

## FAMILY SERVICES OF NW PA CELEBRATES EMPLOYEE OF THE YEAR NOMINEES

In August, Family Services of NW PA held its annual Joint Staff Meeting for all agency employees at WLD Ranch. The nominees for Employee of the Year were announced at the event.

### The following employees received nominations:

- Alison Greishaw
- Amy Umpleby
- Andre Henderson
- Carolyn Tellers
- Cecilia Buglar
- Chrystal Miller
- Damaris Rivera
- Daniel Stone
- Danielle Fahey
- Daryl Joyce
- Diane Zaczyk
- Eleni Loukaides
- Grace Brace
- Hannah Ditsious
- James Cessna
- Jenna Reynolds
- Jennifer Hixson
- Josh Guthrie
- Julia Nichols
- Julie Thorpe
- Kelly Dahlkemper
- Laura Dammann
- Laurel Hutchins
- Leanne Keibler
- Louise McLaughlin
- Matthew Jones
- Maurice Goodwine
- Mary Shea
- Melissa Hartleb
- Melissa Scobey
- Melissa Wilkins
- Nicole Gibson
- Russ Settelmaier
- Silver Glover
- Susan Hyde
- Tammy Mook
- Tammy Mott
- Tim Keibler
- Tyler Lassman
- Yarikza Santiago





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 Tracie and Ray Trejchel





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Carolyn Tellers

In Memory of Teresa Friday:

Colleen Rodgers

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*\* Denotes those who went Over the Edge for Family Services.  
 Any omission from these lists is purely accidental. If you should have been included and were not, please accept our sincere apology.*





# Family Services of NWPA



## 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**

#### AHN Behavioral Health Office:

Yorktown Center  
2501 West 12th Street  
Erie, PA 16505  
**814.866.4578**

#### Pfeiffer-Burleigh Elementary:

235 East 11<sup>th</sup> Street  
Erie, PA 16503  
**814.866.4578**

#### Union City Elementary School:

91 Miles Street  
Union City, PA 16438  
**814.866.4578**

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

105 Concord Street  
Union City, PA 16438  
**814.866.4578**

### **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  
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