



2023-2024 Annual Report



Family Services of NWPA



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Meet Our New Board Members



*Susan Misevski,
Erie Insurance*



*Dr. Adrienne Dixon,
Sarah A. Reed Children's Center*

2023-2024 Community Impact

11,244

Lives Touched



Letter from our Leaders

Dear Friends and Supporters,

It goes without saying that this past year has presented many unique challenges. Despite the many challenges and losses in our community and nationally, we have seen individuals and families persevere.

The portrait of success has so many different faces and stories. Often, in the face of adversity, family and friends pull together, they identify their strengths and resources, and they develop creative solutions that allow them to succeed.

We at Family Services have been honored to be part of those stories. Our team of committed, human-serving professionals has provided support and services to so many families and individuals across Northwest Pennsylvania. Despite the challenges in our environment, we are proud to report that our team has remained committed to keeping people connected as we work hard to fulfill our mission to Strengthen Families and Transform Lives.

We are excited to share some of the stories of success over the past year. We recognize the trust you place in us and we are grateful for the resources entrusted to us. We also acknowledge the responsibility to use them to cause the greatest positive impact possible.

We are so appreciative of all our donors, sponsors and supporters who have collaborated and supported these efforts to achieve success!

Sincerely,

Gregory A. Loop
President & CEO

George Joseph
Board President



Gregory A. Loop, President & CEO



George Joseph, Board President

Accomplishments



FAMILY SERVICES WINS TWO NIAGARA AWARDS

Family Services of NW PA was honored at the 2023 Niagara Awards, hosted by the Public Relations Society of America Northwestern PA Chapter. Family Services received a Gold Award in the Public Service and Public Affairs category for a cobranded public messaging campaign created for the Opioid Misuse Prevention Project. The public messaging campaign was created in collaboration with the Commonwealth Prevention Alliance and BOOM Creative.

A Silver Award was also received in the Integrated Communications category for an Employee Recruitment Campaign.

The Niagara Awards recognize complete public relations or marketing communications projects incorporating sound research, planning, execution, and evaluation. Winning entries meet the highest standards of performance in the profession.

To learn more about the Opioid Misuse Prevention Project at Family Services of NW PA, please visit www.FSNWPA.org/OMPP.



GRANT SUPPORTS NEW GENDER-NEUTRAL RESTROOMS

Thanks in large part to a grant from the John M. and Gertrude E. Petersen Foundation, Family Services now has six brand new, single-use, accessible, gender-neutral, private bathrooms at 5100 Peach Street.

The bathroom renovations enhance the experience of inclusion for all employees, clients, and visitors to the building. The employee-led Diversity Equity and Inclusion Committee at Family Services championed this and other endeavors leading the agency to enhanced inclusivity.

“Gender-neutral bathrooms send a clear message – Family Services does not just talk about diversity and inclusion, we act on it because it is a philosophy embedded within our planning and decision making,” said Greg Loop, President & CEO. “We respect and value every person for who they are.”

Family Services worked with the architecture firm Roth Marz Partnership to develop recommendations for converting the restroom facilities. The contractor selected for the renovations was Bauer Specialties, with some additional work completed by Wm. T. Spaeder Company.



BIG BROTHERS BIG SISTERS HONORS GRADUATES

In August, Big Brothers Big Sisters hosted the Volunteer and Sponsor Appreciation Dinner at the Erie Yacht Club. The annual event, hosted this year by Aetna Better Health Kids, celebrates volunteers, sponsors, supporters, and donors.

At the event, four former “Littles” were honored for successfully completing high school. The graduates had an opportunity to express gratitude toward their mentors and share the impact of being involved with Big Brothers Big Sisters.

Jaiden graduated from Mercyhurst Prep and received the Mercy Merit President’s Scholarship Award. He is attending Gannon University and majoring in Sports Business. Jaiden was matched with Big Brother Travis for five years.

Piper graduated from Cathedral Prep and is studying Aerospace Engineering at Penn State University. She was matched with Big Sister Jill for more than 10 years.

Jaedyn graduated from Erie High School and plans to pursue a career at Erie Insurance. She and Big Sister Susan were matched for 11 years.

Steven graduated from Maplewood High School and entered the Armed Forces. He recently completed basic training. Steven and Big Brother Marc were matched for four years.



NOMINEES FOR EMPLOYEE OF THE YEAR CELEBRATED

In August, Family Services of NW PA held its annual Joint Staff Meeting for all agency employees at Nick’s Place in Edinboro. The nominees for Employee of the Year were announced at the event.

The following 46 employees received nominations:

- Grace Brace
- Chelsea Corder
- Cindy Crispin
- Patricia Currington
- Kelly Dahlkemper
- Debbe Davidson
- Amanda DiCola
- Katie Dreakford
- Heather Filson
- Morgan Getty
- Silver Glover
- Alison Greishaw
- Leslie Hanaway
- Leah Hardner
- Paula Hayes
- Kaitlin Johnson
- Amanda Jones
- Leanne Keibler
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- Katie Phillips
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- Kevin Reichel
- Jen Renick
- Jenna Reynolds
- Yari Santiago
- Heather Sayers
- Sydney Schultz
- Melissa Scobey
- Julie Slagle
- Daniel Stone
- Anna Stright
- Weston Strosser
- Lori Swartz
- Alyssa Wisniewski
- Courtney Woods
- Carole Yaple
- Remelita Zilhaver
- Denine Zill



Accomplishments



PA CARE PARTNERSHIP GRANT SUPPORTS RESPITE FAMILIES

Thanks to a grant from the Pennsylvania Care Partnership, Family Services had the opportunity to increase respite care available in Erie County for children and youth living in foster care.

The grant was used to fund respite care sessions for approved respite caregivers to provide non-overnight respite care for children and youth in foster care or other out-of-home care settings. As a result, several foster families received a much-needed break while knowing the children were being well taken care of.

Funding was also used to host three drop-off respite events over the summer. Two events were held at a local kid's gym, and another was held at the Meadville Area Recreation Center. At the swimming event in Meadville, children received pool bags with a beach towel, sunscreen, fidget toy, frisbee, water bottle, and stickers.

Additional funding was used to purchase respite bags for foster and kinship care children, and self-care bags for kinship parents. Thank you to the PA Care Partnership for making this possible!



REENTRY TASK FORCE CREATED TO ENGAGE WITH COMMUNITY

Last year, Family Services was awarded a three-year grant from the U.S. Department of Justice Office of Justice Programs to fund the implementation of the Second Chance Community-Based Adult Reentry Program in Mercer, Crawford, and Venango counties.

The grant encourages ongoing engagement with reentry community supports, including policymakers, government agencies, treatment and service providers, nonprofit and community-based organizations, and other potential funders.

Family Services created the Reentry Task Force to address barriers to successful reentry and provide advocacy to help expand program visibility, community support, and overall sustainability.

The Reentry Task Force held its first monthly meeting in June of 2024. In addition to members of the Family Services Reentry team, the task force includes a President Judge, two employees from local State Correctional Institution (SCI), three county human services representatives, multiple service providers, and a person with lived experience.



Client Success

Meet Dora, Bella, and Tammy

Bella and Tammy entered foster care in 2022 when it came to light that family substance abuse issues were interfering with their care. At that time, both girls had significant needs, including speech and developmental delays. They were placed with Dora and instantly became a part of her family. "From the first day we met, they were a part of our family," said Dora. "Everyone in the family is just so open to them. They are part of us."

Dora worked diligently to advocate for services to help the girls become independent. Ultimately, they were unable to be reunified with their birth parents and were adopted by Dora in April of 2024. "Family means everything to me," said Dora. "I also have three grown kids, 17 grandchildren, and 6 great-grandchildren, and we all come together."

Thanks to Dora, Bella and Tammy have made significant strides in their development. "It's like something opened up in me and just poured out to them," said Dora. "I felt so connected to them and felt they needed to be a part of my family."

As a foster parent, Dora's assigned caseworker was Katie Dreakford, a veteran in the Permanency Department at Family Services of NW PA. "Katie is a wonderful person," said Dora. "I could not ask for a better caseworker."

Dora continues to advocate for others to consider becoming a foster or adoptive parent through Family Services. "It will be the best experience of your life," said Dora. "As much as you are giving out, you will get that back and more."

Family Services of NW PA is a licensed adoption and foster care agency with a strong commitment to Strengthening Families and Transforming Lives. To learn how to become a foster parent, visit www.FSNWPA.org/foster-care.





2024 Annual Meeting



Legacy Award: **Richard Ruedy**

Dick Ruedy served as a member of the FSNWPA Executive Board for 17 years. For much of his tenure, he served as a member of the Program Committee, which is tasked with regularly evaluating agency programming and policy.

As the retired President and CEO of Lakeshore Community Services, Dick shared his knowledge and experience in nonprofit leadership and played a vital role in helping shape agency policy. Dick retired from the Family Services board in October 2023 and remains committed to the agency's mission.

"It has been my privilege to learn about those programs over the years and with other Board members evaluate their success," said Dick. "Family Services truly improves the lives of those it serves. It has been an honor to be associated with such a fine agency."



Philanthropy Award: **John M. and Gertrude E. Petersen Foundation**

Family Services received \$100,000 from the John M. and Gertude E. Petersen Foundation in early 2024 to assist with bathroom renovations. As a result, the agency now has six brand new, single use, accessible, gender-neutral, private bathrooms at the main office at 5100 Peach Street.

The John M. and Gertude E. Petersen Foundation gives more than \$1,000,000 annually to support nonprofit organizations in Pennsylvania, with a strong emphasis on the Erie community.

The foundation was created by the late John Petersen, former CEO of Erie Insurance Group, and his wife, Gertrude. As civic leaders and philanthropists, the Petersen's provided an inspiring model of both the value of working hard to achieve goals and giving back to their communities.



Agency Champion Award: **Sarah Parton**

Sarah Parton is the former Director of School-Based Programs for Family Services. In that role, she provided exceptional support for those she supervised and served as an exemplary representative in the community. Sarah continues to be a bright light and positive force, especially as she fights ALS/Lou Gehrig's Disease.

"Throughout her time at Family Services, Sarah was a constant source of positivity and encouragement," said one of Sarah's coworkers. "She has always found the silver lining in every situation, bringing a bright and upbeat attitude that uplifts those around her. Her dedication to our mission of Strengthening Families and Transforming Lives has been unwavering, and she truly embodies the spirit of the Agency Champion Award."



Outstanding Volunteer Award: **Colleen Schultz**

Colleen is a former volunteer with Big Brothers Big Sisters. She was matched with Little Sister Irma before leaving Erie to pursue a career in Pittsburgh. Irma was then matched with another volunteer, but Colleen remained an active mentor from afar.

Last year, Irma's mother passed away. Colleen stepped up to help Irma and her siblings through every step. "She made sure I had someone to talk to," said Irma. "She even made sure my mom had beautiful flower arrangements at her funeral."

Following the death of Irma's mother, Colleen opened her home and allowed Irma to become a member of her family. "I'm very grateful to Colleen for giving me a home away from home, to grieve, and grow as a person," said Irma. "I couldn't imagine what my life would be like now without Colleen, and I can't think of anyone more deserving of this award."



Employee of the Year: **Tammy Mook**

Tammy Mook joined the team at Family Services of NW PA in 2017 as a clerical worker for the Independent Living Program. In 2023, she was promoted to Clerical Supervisor and Office Manager for the Outpatient Psychiatric Clinic.

Tammy received a total of five nominations for this award. One nominee wrote "Tammy is a hard-working supervisor, going above and beyond to make sure the clerical staff's questions are taken care of."

"Tammy lives the Family Service mission in everything she says and does," said one nomination. "Through her teaching and example, she motivates me to be my very best so that the families we serve are strengthened and their lives and mine are transformed."

Another nomination noted, "She always does more, always helps others, goes the extra step all while maintaining positive working relationships. She is a genuine asset to the agency and an absolute pleasure to work with!"

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



Client Successes



Meet Jennifer, John, and Abby

Jennifer's family successfully completed the Strengthening Families Program for Parents and Youth 10-14 (SFP 10-14) at Family Services of NW PA in the Fall of 2023. Her husband, John, and daughter, Abby, accompanied her. At the time, Abby was in middle school, and Jennifer and John were having trouble setting boundaries. "Abby was going into seventh grade and middle school was not easy," said Jennifer. "It was imploding, and we were exploring options."

SFP 10-14 is an evidence-based parent training program that allows parents and youth to practice skills through learning games and family projects. "This class makes it a priority to set aside time for the family," said John. "It helped us to put ourselves in Abby's shoes a little bit. Kids now a day are dealing with a lot of different pressures than we were."

Jennifer quickly started to notice positive changes as a result of what she and her family were learning. "Before the program, if our daughter was getting very upset about something, we would argue and it would escalate," said Jennifer. "Now, we are able to address issues without it escalating and taking up days."

Abby also noticed that things were different. "My relationship with my parents has really improved," said Abby. "It was a really fun experience, and I would definitely recommend it."

Jennifer was excited to share proof that the program really worked for her family. "Our daughter was writing lists of all the things that she was unhappy about in our home, and that broke my heart," said Jennifer. "We went through the program and our family got on a much better track."

Abby was recently assigned a worksheet for school that asked her to share one thing she would change about her family. Her answer was "nothing". "When I saw that, I thought, this program was worth the time, it was worth the effort," said Jennifer. "I framed this [worksheet] because, if she had been given this worksheet last fall, she would have needed a whole notebook."

The Strengthening Families Program for Parents and Youth 10-14 is offered by Family Services of NW PA as part of the Opioid Misuse Prevention Project. Learn more at www.FSNWPA.org/SFP.

Meet Beth, Zayden, and Sean

Zayden recently graduated from Project SOAR (IBHS), a school-based program offered in the Penncrest School District. His mom, Beth, first got involved with Project SOAR with her oldest son, Sean. "I got involved with SOAR when my oldest son was in first grade and he was having issues," said Beth. "When my second oldest was in kindergarten, we saw the same issues and since we already had knowledge of the SOAR program, they decided to try that before going on to anything more serious."

Children with mental health and behavioral issues often struggle in the school setting without onsite support. Project SOAR provides ongoing assessment throughout the school day, classroom intervention, and counseling to help students stay in school. "It helped him tremendously," said Beth. "He is going into fifth grade, and he is doing phenomenal."

Project SOAR also hosts Family Nights to help transfer skills to caregivers so that they can continue to provide support at home. "It's not just taking care of the kids' needs in school. It also helps the family needs outside of school," said Beth. "That allows the parents to help raise the child, teach the child, and learn with the child about their disabilities. It just brings everything together."

Both Zayden and Sean credit Project SOAR with helping strengthen their relationship. "Project SOAR helped improve my relationship with my family, especially my brother," said Sean. "Even though I'm not in SOAR, I still use the skills that they taught me."

"We are a lot nicer to each other now," said Zayden. "Through Project SOAR, I learned to stop and think, have coping skills, talk to others, and learn to control my anger issues."

Beth credits Project SOAR with helping to improve the family dynamic. "It has definitely brought us all closer together and helps me as a mom even more with my younger kids," she said. "Seeing my older two kids make it and what they are doing, it has helped all the family."

Project SOAR helps children in the Penncrest School District who are experiencing emotional and/or behavioral difficulties in the school settings. To learn more, visit www.FSNWPA.org/Soar.





Donors & Supporters



Agency Donors

Janet Bergkessel
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In Memory of Nikki Strong

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Karen Mizban

Tammy Mook

Tammy Mott

Julia Nichols

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Sasha Venstone

Tammie Wadding

Lori Walker

Mary Winters

Carole Yaple

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



Financial Information

Revenue by Source

Children and Youth	63%
Managed Care Organizations/Medical Assistance	18%
Statewide Adoption Network (SWAN)	12%
Client Service Fees, MH/ID, United Way	1%
Special Events & Contributions	1%
Contracted Services	2%
Grants	3%

Total Expenses

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



Our Programs

Family Services of NW PA provides 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 Group Decision Making
- Family Preservation Services
- Family Reunification
- Family Team Meetings
- Independent Living Program
 - North Star Mentoring
- 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 Psychiatrists
 - Medication Management
 - Psychiatric Evaluations
- Trauma-Focused Cognitive Behavioral Therapy

MENTORING & SUPPORT SERVICES

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

SCHOOL-BASED SERVICES

- Opioid Misuse Prevention Project
- Communities That Care – Social Development Strategy
- Lifeskills Training
- Strengthening Families Program for Parents and Youth 10-14
- Project SOAR/ROAR (IBHS)

BEHAVIORAL HEALTH SERVICES

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

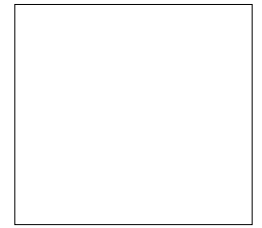


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HERE**

to learn more
about our
programs
and services!



5100 Peach Street | Erie, PA 16509



Family Services of NW PA Office Locations

Erie County

Main Office:

5100 Peach Street
Erie, PA 16509
814.866.4500

Downtown Erie:

240 West 11th Street
Fourth Floor
Erie, PA 16501
814.866.4500

Pfeiffer-Burleigh Elementary:

235 East 11th 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
814.866.4500

Mercer County

Sharon Office:

7 West State Street
Suite 202
Sharon, PA 16146
814.866.4500

LEARN MORE ABOUT FAMILY SERVICES OF NW PA AT

WWW.FSNWPA.ORG