



# 2024-2025 Annual Report



Family Services of NWPA



# Who We Are

## Senior Leadership

**Gregory A. Loop**  
*President & CEO*

**Steven Gresh**  
*Chief Financial Officer*

**Jessica Jamison**  
*Director of Programs*

**Gloria Kerr**  
*Vice President of Programs*

**Holly Murphy**  
*Director of Programs*

**Michele Koszegi**  
*Director of CQI & Compliance*

**Erik Perrino**  
*Director of Community Relations*

**Steve Piotrowicz**  
*Director of Development*

**Heather Sayers**  
*Director of Human Resources*

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*Gregory A. Loop, President & CEO*



*George Joseph, Board President*

# 10,000+

## Lives Touched

During the last Fiscal Year



## SCAN HERE

to learn more about our  
mission, vision, and values!





# Letter From Our Leaders

Dear Friends and Supporters,

This past year has brought challenges unlike any we have experienced before. Across our community and throughout the nation, many have faced profound loss and uncertainty. Yet even in the most difficult moments, we witnessed remarkable perseverance. The faces of success have been diverse and inspiring - families drawing strength from one another, individuals discovering new resilience, and communities finding creative ways to support and uplift those in need.

At Family Services of NW PA, we are honored to stand beside the individuals and families of Northwest Pennsylvania. Our commitment remains steadfast: to create and shape communities where each person can reach their fullest potential and where all families can thrive.

Reflecting on the past year, our Permanency Department supported hundreds of children and caregivers through kinship, foster care, and pre-adoptive services, culminating in the joyful finalization of 66 adoptions. Our Independent Living Program celebrated a record number of young adults entering post-secondary education - an important milestone toward independence and long-term success. In total, our programs touched the lives of more than 10,000 individuals and families across the region.

We also continued to evolve to meet emerging needs. This year we expanded services, strengthened existing programs, and welcomed new members to our dedicated team. These investments position us to serve our community even more effectively in the years ahead.

We are proud to share that Family Services is now licensed as a drug and alcohol treatment facility, complementing our long-standing work as a licensed psychiatric clinic. In addition, our Executive Board and Senior Leadership Team completed an extensive strategic planning process, resulting in a renewed vision for the future. As part of this work, we reorganized our programs into three core service areas - Counseling, Permanency, and Community Support - allowing us to deliver care more efficiently and holistically.

We recognize the deep trust our community places in us. We are profoundly grateful for the resources, partnerships, and support that enable us to create meaningful and lasting change. To our donors, sponsors, advocates, and friends - thank you. Your commitment fuels our mission and strengthens our impact every day.

Sincerely,

Gregory A. Loop  
President & CEO

George Joseph  
Board President



# Accomplishments



## FSNWPA Launches New Center for Counseling and Wellness

The Outpatient Psychiatric Clinic at Family Services of NW PA was recently relaunched as the Center for Counseling and Wellness. The new name is part of an effort to expand outpatient services and create a more welcoming atmosphere for clients.

As part of the relaunch, Family Services added a drug and alcohol treatment facility, allowing the Center for Counseling and Wellness to provide new outpatient drug and alcohol services to adults and adolescents who have substance use disorders. Drug and alcohol treatment services are designed to help individuals face the challenges of recovery and learn to manage life without the use of alcohol and drugs.

The Center for Counseling and Wellness also secured a grant to provide outpatient Family Behavior Therapy, an evidence-based programs that helps individuals and their families by providing services that stabilize the home environment while receiving addiction counseling to maintain long-term abstinence from substance abuse. The Center for Counseling and Wellness continues to offer outpatient therapy for individuals, couples, and families, and psychiatric services for children and adults.



## Erie County Independent Living Program Sees Much Success

The Erie County Independent Living Program (ILP) at Family Services of NW PA had many successes this past year, including the expansion of the apartment program that allows participants to live in ILP-rented apartments to learn the skills necessary to live independently. The length of stay for tenants was initially six months. With this expansion, tenants that meet program expectations and achieve individual goals can earn up to two 3-month extensions for housing, providing the opportunity to maintain housing for one year.

A new Vehicle Assistance Program was implemented to assist young adults in ILP with the purchase of their own reliable vehicle. To qualify, young adults must work at the same job for at least nine months, provide pay stubs and a budget to show they can maintain insurance and maintenance expenses, and complete all relevant life skills sessions. Additionally, the young adult is required to go shopping with their case manager and submit history reports for the vehicle(s) they are interested in purchasing. So far, the Vehicle Assistance Program has helped three young adults purchase a vehicle.



## FSNWPA Wins Niagara Award

Family Services of NW PA was recently honored at the Niagara Awards, hosted by the Public Relations Society of America Northwestern PA Chapter. Family Services received a Silver Award in the Publications/Print and Digital category for the TRANSFORM Newsletter.

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.

## Strategic Planning Complete

The Executive Board and Senior Leadership Team at Family Services of NW PA completed its strategic planning process this year with a new strategic plan. Out of this process came the opportunity to restructure our services, which are now organized under three service cores – counseling, permanency, and community support. The launch of the new Center for Counseling and Wellness was one imperative of the strategic plan, which included the addition of drug and alcohol treatment services. The team also streamlined the referral and admissions process to expedite access to services.

The new strategic plan also called for an imperative related to the development of a multi-skill staffing program and a staffing restructure under the three new service cores to create efficiencies with the existing workforce.



## Employee of the Year Nominees Celebrated at Annual Event

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 44 employees received nominations:

- Alison Greishaw
- Amanda LaPlaca
- Angie Amatangelo
- Anna Stright
- Austin Harris
- Billie Ann Pamula
- Breanne Hillen
- Chelsea Corder
- Christian Burch
- Cindy Crispin
- Dan Stone
- Deanne Laser
- Debra Bailey
- Evelyn Bacher
- Grace Brace
- Hannah Ditsious
- Jen Renick
- Jenna Reynolds
- Jesse Wheeler
- Julie Slagle
- Kaitlin Johnson
- Karen Mizban
- Katie Dreakford
- Kellie Tate
- Kevin Reichel
- Laurel Hutchins
- Leah Hardner
- Leanne Keibler
- Leslie Hanaway
- Lexis Jeska
- Lori Swartz
- Mary Winters
- Mindy Gresh
- Park Zilhaver
- Patty Currington
- Sandi McIntire
- Scott Russo
- Stephanie Pope
- Sue Ellen Helmbreck
- Sydney Schultz
- Tammy Mook
- Tim Keibler
- Weston Strosser
- Yari Santiago





# Client Success

## Meet Kait and Eli

Kait got involved with Family Services of NW PA after signing up to be a foster parent. Through that experience, she adopted six-year-old Eli. When Eli was placed in Kait's home, he had already been living in foster care for nearly four years and was receiving therapy through the Center for Counseling and Wellness at Family Services of NW PA.

Eli immediately bonded with Kait and her family. After a few months, Kait had the opportunity to formally adopt Eli. She credits Eli's caseworker with helping to make this process smooth and easy.

"From the time that Eli moved in with me, his case manager was absolutely great," said Kait. "It's a little scary when you finish the adoption process because you wonder if you're on your own, but I don't feel that way at all."

Kait has seen substantial growth thanks to the services Eli receives in the Center for Counseling and Wellness. "With Lisa, I have just seen so much growth and progress," said Kait. "Eli has developed great coping mechanisms and a lot more patience."

Eli is also learning how to positively express his emotions with his new family. "One of the biggest moments was the night before his adoption when he was feeling a little down," said Kait. "He was able to tell me how he was feeling, and we were able to have a great and beautiful conversation, and we continue to have those conversations."

As Eli continues to settle in with his new family, Kait appreciates the continued support she receives from his team at Family Services. "I know for a fact that if I reached out to Eli's caseworker, I would get a response and that she would be able to guide me from there," said Kait. "If I had a concern, I know that she would connect me with who I would need to be connected with."

Since being adopted, Eli has visited seven new states and toured the Titanic Museum in Las Vegas. He is quick to say that his mom makes his dreams come true. "My world was that small," said Eli while pinching his fingers, "and now it's big."





# Accomplishments



## New Director of Development

Family Services of NW PA welcomed Steve Piotrowicz as the new Director of Development. Born and raised in Erie, Steve is responsible for annual giving programs, legacy giving initiatives, donor management, and fundraising.

"I am truly honored and excited to join the team of Family Services of NW PA," said Steve. "As someone who lived in foster care and was adopted by my family from this exact organization, I've experienced firsthand the impact it can have, not just professionally, but personally."



## Anger Management Now Available

A new anger management course is now available to individuals and families involved in Family Preservation Services and Family Reunification in Erie County. This 12-session course helps individuals learn to manage anger effectively, stop violence or the threat of violence, and develop self-control over thoughts and actions.

The new anger management course creates opportunities for families to communicate in healthier ways and manage disagreements without harming each other. So far, 33 individuals or families have benefited from the added course.



## Permanency Department Welcomes New Director, Breaks Records

The Permanency Core at Family Services of NW PA welcomed Holly Murphy as the new Director of Programs. Last year, 980 children received help as they transitioned away from families through adoption, foster care services, or kinship care. Additionally, 66 adoptions were completed, more than any previous year.

Foster Care Services also saw substantial growth last year with expansion into Crawford County. Currently, 60 foster children are being served.





# 2025 Annual Meeting



## Legacy Award: **Elizabeth McCormick**

Elizabeth (Liz) McCormick served on the FSNWPA Executive Board for more than 20 years. Liz also provided considerable and consistent financial support to both Family Services of NW PA and Big Brothers Big Sisters for many years. Liz retired from the board in June 2025 and remains committed to the agency's mission.

"What began as support for myself and my family opened the door to a mission I've carried with me ever since," said Liz. "Over the years, I've been inspired by the dedication of our staff, the vision of our board, and most of all, the resilience of the people we serve."



## Agency Champion Award: **Community Access Media**

Community Access Media (CAM) has been a strong partner to the Independent Living Program (ILP) at Family Services of NW PA, working closely with the Youth Media Development Group (YMD) of ILP.

CAM helps provide opportunities for youth and young adults in the ILP program to develop the skills essential for career development in the digital world. Together with CAM, members of YMD created a podcast called Mental Matters, which unravels the complexity of mental health among youth and young adults ages 14 to 23.



## Philanthropy Award: **Toyota of Erie**

Since 2019, Toyota of Erie (formerly Superior Toyota), has contributed more than \$65,000 to both Family Services of NW PA and Big Brothers Big Sisters.

In addition to awarding Family Services of NW PA with \$25,000 as part of the Community Support Program, Toyota of Erie served as a Platinum Sponsor for Big Brothers Big Sisters Bowl For Kids' Sake. Most recently, Toyota of Erie donated funds to purchase holiday gifts for kinship children in Erie and Crawford Counties through Family Services of NW PA.



## Outstanding Volunteer Award: **Joanna Gindlesperger**

Joanna served as a member of the Big Brothers Big Sisters Advisory Board for nearly 10 years. During that time, Joanna dedicated tremendous talent and substantial time to help plan Bowl For Kids' Sake, the programs signature fundraising event, and other fundraising efforts to benefit Big Brothers Big Sisters of Family Services of NW PA.

As an employee of Erie Insurance, Joanna played an important role in connecting employees with Big Brothers Big Sisters as bowlers, donors, and volunteer mentors.





### Team Member of the Year Award: **Deanna Laser**

Deanne (Dee) is a Therapist in the Family Based Mental Health (FBMH) program at Family Services of NW PA. She received multiple nominations for this award.

"Dee embodies the epitome of an individual who consistently exceeds expectations for the agency through her unwavering dedication to her families, her invaluable support, and leadership to her colleagues, and her exceptional documentation," said one nomination. "Her humility and selflessness are commendable, and she is undoubtedly deserving of recognition for her invaluable contributions."

"Dee goes above and beyond on a regular basis as she works to strengthen the families that she works with," noted another nomination. "She embodies the values of FBMH work and the agency."

Dee's commitment extended beyond her professional responsibilities. She was a 2025 nominee for the prestigious Marion Lindblad-Goldberg Award, which honors outstanding ESFT-trained professionals who embody systemic, relational, and trauma-informed values while empowering families and strengthening community connectivity.

## 2025 Sponsors

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*Supporting Sponsors*



2025 Annual Meeting  
**FOCUS**  
ON FAMILY



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



## Meet Mark, Richie, Betsy, and Dustin

Little Brother Richie and Big Brother Mark are matched through Big Brothers Big Sisters of Family Services of NW PA. Richie's mom signed him up for the program because there weren't many kids to play with in their neighborhood. Mark and Richie have been matched for four years and have developed a close bond thanks, in part, to their shared interest in sports.

"I really enjoy my time with Richie doing things he's interested in," said Mark. "I look forward to going to his sporting events and all the different events that Big Brothers Big Sisters has. I really enjoy that time together and the opportunity to be a mentor."

Mark and Richie have been matched for four years and have developed a close bond thanks, in part, to their shared interests. "We get along really well," said Richie. "We like a bunch of sports."

Richie's sister, Dustiny, is also matched through Big Brothers Big Sisters at Family Services of NW PA. "I've become extremely close with Richie's sister as well, Dustiny, and her Big Sister, Betsy," said Mark. "It's a great time for the four of us to do things, it's great to feel a part of our little group."

Betsy and Dustiny have been matched for more than two years. "I didn't know what to expect but as soon as I met her all those fears went away," said Betsy. "She was so bubbly and so sweet."

Dustiny joined the program after seeing how much fun Richie was having. "It's really fun," said Dusty. "Betsy loves people very much and she will treat you as if you were her own child."





# Donors and Supporters



## Agency Donors

Edward C. Althof  
Cynthia Farabaugh Hood  
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Randal Shannon  
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## Big Brothers Big Sisters

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Erie Community Foundation  
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Andrew Tellers  
Tracie & Ray Trejchel  
Renee Uht  
Amy Umpleby  
Veronica Will  
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## Crawford Gives 2024

Bill Bywater  
Clemence Mershon  
Edward Cronin  
Gretchen Myers  
Kay & David Anderson  
Kurt & Kristopher Hatcher  
Lawson Smart  
Lloyd & Mary Michaels  
Michael McGrath & Alice Deckert  
Tomas Nonnenmacher &  
Shannan Mattiace



## Annual Meeting 2024

### Presenting Sponsor

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### Collaborating Sponsor

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### Supporting Sponsor

Northwest Bank

## BBBS Be BIG For Kids' Sake

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### Copper Sponsors

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Erie Community Foundation -  
Impact Fund

Great Lakes Metal Finishing

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Northwest Bank

Passport Realty

### Match Sponsors

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Roth Marz Partnership

Industrial Sales and Mfg.



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### Media Sponsor

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### Special Thanks To

Big Brothers Big Sisters Advisory Board  
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Greengarden Lanes

## BBBS Halloween Bingo

### Presenting Sponsor

Parker Lord

## Memorial Gifts

### In Memory of Tom Vinca

John Brunetti

### In Memory of Joseph Chiappazzi

Nancy Chiappazzi

## Honorary Gifts

### In Honor of Scott Russell

Sarah Merkel





## Workplace Giving

Angie Amatangelo

Amy Barksdale

Heather Berry

Stephanie Best

Christian Burch

Lianna Carner

Carly Cicero

Patricia Currington

Debbe Davidson

Amanda DiCola

Steven Edwards

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Hannah Fuller

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Mindy Gresh

Steven Gresh

Leah Hardner

Paula Hayes

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Laurel Hutchins

Jessica Jamison

Amanda Jones

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Erin Maloney-Regna

Christpher Manley

Sandy McIntire

Shanitha Mendenhall

Stephen Minick

Karen Mizban

Tammy Mook

Tammy Mott

Holly Murphy

Julia Nichols

Billie Ann Pamula

Stephanie Pope

Michaelya Reamer

Kevin Reichel

Jenna Reynolds

Scott Russo

Yarikza Santiago

Heather Sayers

Sydney Schultz

Melissa Scobey

Julie Slagle

Tracey Stewart

Dan Stone

Danielle Szklenski

Kellie Tate

Carolyn Tellers

Jessica Thompson

Amy Umpleby

Sasha Venstone

Lori Walker

Jesse Wheeler

Lindsey Wiedmont

Mary Winters

Carole Yaple

Denine Zill

*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	64%
Managed Care Organizations/Medical Assistance	15%
Statewide Adoption Network (SWAN)	13%
Client Service Fees & MH/ID	1%
Special Events, Contributions, & Grants	5%
Contracted Services	2%

### Total Expenses

Center for Counseling and Wellness	6%
School-Based Services	10%
Mentoring, Education & Support Services	17%
Child Welfare Services	56%
In-Home Behavioral Health Services	11%

## Meet Larry and Samantha

Prior to becoming foster parents, Larry and Samantha got involved with the Kinship Care Program at Family Services of NW PA to help a friend who was fostering. When the opportunity fell through, they decided to continue the training anyway and became foster parents themselves.

"We got involved with foster care through a friend of ours that fostered," said Samantha. "We initially started the process for kinship but that fell through, so we decided to go through the rest of the training."

Larry grew up poor and always wanted to give back. "I have eight sisters and two brothers, my dad was not very good, and my stepmom worked really hard, but she wasn't always around," said Larry. "Helping other kids and seeing where they come from reminds me of my childhood and I want to give them what I couldn't have myself. We are in a position here at our home that we can help, and we really enjoy doing that."

Both Larry and Samantha are grateful to the foster care team at Family Services of NW PA, and especially to their caseworker Chelsea. "Our caseworker is awesome," said Larry. "She is really on top of getting appointments and all the information we need."

Samantha and Chelsea, the caseworker from Family Services of NW PA, work well together. "Chelsea comes into our house because she likes to be able to see the difference in the children from day one," said Samantha. "They do an amazing job at making sure we have all the right resources and everything."

Before getting married, Samantha never imagined being a foster parent. After going through the process, she now encourages others to get involved. "This has been one of the most humbling experiences I could ever go through," said Samantha. "I love these kids like they are my own."







# Our New Service Cores

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:**

## Services by County

### Erie County

#### COUNSELING SERVICES:

Center for Counseling and Wellness  
Family Based Mental Health  
Family Behavior Therapy  
Multisystemic Therapy  
MST for Problem Sexual Behavior  
Specialized FBMH

#### PERMANENCY SERVICES:

Adoption Services  
Family Preservation Services  
Family Reunification  
Foster Care Services  
Independent Living Program  
Kinship Care Services

#### COMMUNITY SUPPORT SERVICES:

Big Brothers Big Sisters  
Children Cope with Divorce  
Family Group Decision Making  
Family Team Meetings  
LifeSkills Training Program

### Crawford County

#### COUNSELING SERVICES:

Family Behavior Therapy  
Multisystemic Therapy  
MST for Problem Sexual Behavior  
Project SOAR

#### PERMANENCY SERVICES:

Adoption Services  
Brief Services  
Family Preservation Services  
Foster Care Services  
Intensive Family  
Kinship Care Services

#### COMMUNITY SUPPORT SERVICES:

Behavior Support Services  
Big Brothers Big Sisters  
Community Re-Entry

### Mercer County

#### COUNSELING SERVICES:

Family Behavior Therapy  
Multisystemic Therapy  
MST for Problem Sexual Behavior

#### PERMANENCY SERVICES:

Brief Services  
Family Preservation Services

#### COMMUNITY SUPPORT SERVICES:

Community Re-Entry  
Family Group Decision Making



Learn more at  
[www.FSNWPA.org](http://www.FSNWPA.org)

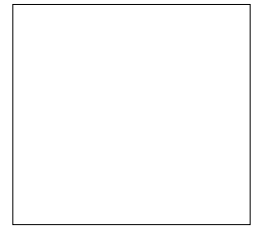


Scan the code to see a  
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5100 Peach Street | Erie, PA 16509



## Family Services of NW PA Office Locations

### **Erie County**

#### Main Office:

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

#### Downtown Erie:

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

#### 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**

### **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**

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

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

LEARN MORE ABOUT FAMILY SERVICES OF NW PA AT

**WWW.FSNWPA.ORG**