



FAMILY SERVICES | Annual Program Report 2012



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MISSION

Family Services is committed to improving the lives of people in Montgomery County, Pa.

VISION

We envision a strong, caring community of individuals and families meeting the challenges and opportunities of life.

AGENCY GOALS

Family Services' programs achieve three overarching goals:

People have improved life prospects.

Families function adaptively.

Clients reduce risks to achieving and maintaining self-sufficiency.

Member



Community Partner





Letter from the Executive Director

In the year 2000, Family Services celebrated our centennial anniversary. In reviewing the agency's 100 year history, three themes stood out as capturing Family Services' resilience over the century: leadership, adaptation and innovation. 2012 certainly tested our organization's resiliency in all three of these areas.

Contraction of financial resources due to the recession continues to challenge the board, management and staff of our agency. After all other options were considered and in consultation with the board, the complement of senior management staff was reduced to match diminishing revenues. The remaining members of the Senior Management Team assumed additional responsibilities and duties to ensure that our staff received appropriate supervision and support. While these changes were difficult, I truly appreciate the ability of managers and staff to adapt and to do more with less. However, these changes were necessary and placed our agency on sound financial footing.

How has the staff responded to these challenges during the past year? Given the creativity and talents of our staff, we have adapted and innovated. Here are a few examples:

Recognizing that Norristown is beginning to see the emergence of a youth gang problem, we hired several street outreach workers for the Norristown Violence Prevention Initiative that began in July 2012.

Parents who are incarcerated or in treatment for addiction are especially in need of additional services and support, so we are now providing parent education programming at the Montgomery County Correctional Facility and Valley Forge Medical Center—new venues for our prevention services.

Over the last few years, Family Services had a leadership role in coordinating the activities of the PUENTES Latino Collaborative of Montgomery County. Given the increase in the Spanish language population in our county, members of the collaborative have long recognized that a needs assessment should be conducted for this rapidly emerging population. I am happy to report that Magellan Health Systems has contracted with our agency to conduct such an assessment to be completed in 2013. Our experience has shown that once needs have been identified for a target population, it is much easier to leverage resources for services. Our agency hopes to be able to expand services to the Spanish language population.

These are good examples of adaptive leadership, innovation and our interest in responding to emerging community needs.

At Family Services, we continue to recognize the importance of leadership. With the support of two foundations, the North Penn Community Health Foundation and The Philadelphia Foundation, the board and Management Team of Family Services have been working with a consultant, Nancy Klepper of Fieldstone Associates, with a focus on Strategic Leadership Development and a transition to a competency based approach to managing our human resources. Our focus on leadership development is a continuation of Family Services' Theory of Change work which emphasizes outcome and performance management and is part of our journey to becoming a high-performing, learning organization.

With the support of the board, staff, volunteers, community partners and donors, Family Services will continue to demonstrate our resiliency in the face of a challenging fiscal climate as we have for over 112 years. With our reliance on leadership, adaptation and innovation, the 16,000 people we serve each year can count on Family Services to continue to respond to the needs of the communities we serve.

Gratefully,

A handwritten signature in black ink, appearing to read "Mark E. Lieberman". The signature is fluid and cursive, written on a light-colored background.

Mark E. Lieberman
Executive Director

Families and Schools Together (FAST)



Stewart Middle School FAST Graduation

Strong families build strong communities. This is the overarching theme of the **Families and School Together (FAST)** program. At Family Services, we know that when families feel empowered, they bring stability, resourcefulness and productivity to their neighborhoods.

In the pursuit of building strong communities, FAST has been designed to engage the entire family in an 8-10 week curriculum that facilitates parents becoming primary prevention agents for their children. The program is a school-based collaborative that exposes the family to fun, action-oriented exercises that embrace six key elements:

- A meal shared as a family unit;
- Communication games played at a family table;
- Kids' time activities;
- A parent self-help group;
- One-to-one parent-child quality time; and
- Winning as a family unit.

Family activities are facilitated by a collaborative team of partners consisting of a school representative, a parent, a substance abuse specialist, and the program coordinator/team leader. The team encourages FAST families to partner with the school to help their children achieve academic and social success.



In the 2011-2012 school year, with financial support from The Pew Charitable Trusts, the FAST program was offered at Marshall Street Elementary School and Stewart Middle School in the Norristown Area School District.

Outcomes of the FAST program include improvement in children's school performance; increases in positive behavior at home and school; decreases in parental stress and social isolation; and increases in family cohesion, positive family communication, parental involvement and the use of community resources.

Upon completion of the FAST program, families participate in FASTWORKS, a monthly, parent-led, multi-family session that reinforces the progress and knowledge gained during the FAST program. Participation in FASTWORKS increases positive parent involvement with their child's school and community. It also provides an opportunity for parents to give and receive peer support.

In the 2011-2012 school year, more than 260 families were served through FAST and FASTWORKS.



Marshall Street Elementary School FAST Graduation

For more information on FAST, please call 610-630-2111 ext. 226.

Foster Grandparent Program



Tricia Reedy Jones, program director, Foster Grandparent Program, presents Foster Grandparent Joan Mason with the 2012 Volunteer of the Year Award at the program's Annual Volunteer Recognition Event in April.

The **Foster Grandparent Program** provides volunteer opportunities for limited-income seniors over the age of 55 to help children with special needs. These children may be developmentally delayed, physically disabled, homeless, abused, neglected, delinquent, learning disabled, or impoverished. Through the consistent nurturing and guidance provided by the Foster Grandparents, these children are able to increase their academic proficiency, improve self-esteem and develop higher-level coping skills.



In addition to creating strong emotional connections with children, volunteer Foster Grandparents benefit from the program by remaining active and contributing members of their communities. Foster Grandparents also receive a modest hourly stipend for a minimum of 15 hours of service each week, paid holiday, sick and vacation leave, and ongoing training.

In 2012, approximately 120 Foster Grandparents mentored children at more than 60 different sites throughout Montgomery County. These Foster Grandparents provided over 114,200 hours of volunteer service to children in Montgomery County's child care centers, Head Start programs, elementary schools, and alternative schools. The volunteers are matched with five children who need extra special attention and/or have a diagnosed special need. A total of 600 children received extra attention throughout the year. Additionally, approximately 22,000 children received general assistance from the volunteers.

Nationally, the Foster Grandparent Program was created in 1965 and is regulated and partially funded by the Corporation for National and Community Service. The Montgomery County Foster Grandparent Program began in 1972 and was transferred to the sponsorship of Family Services in 1976.

For more information on the Foster Grandparent Program, please call 610-630-0201 or 610-630-2111 ext. 242.

Guiding Good Choices and Staying Connected With Your Teen



Guiding Good Choices and Staying Connected With Your Teen are five-week prevention programs that teach parents about developmental stages and other factors in the home, school and community that put their children at risk for making unhealthy choices. These programs also educate parents on what they can do to reduce these risks.



The sessions focus on encouraging children to make healthy choices; setting clear guidelines and consequences; helping children avoid trouble; and strengthening family bonds.

Field-tested and research-based, Guiding Good Choices and Staying Connected With Your Teen are rated as "Exemplary" (highest possible rating) by the Office of Juvenile Justice and Delinquency Prevention (OJJDP). They are nationally recognized as "Promising Programs" by the University of Colorado's Center for the Study and Prevention of Violence.

During the 2011-2012 school year, 76 parents were served in the Pottstown and Upper Merion Area school districts.

Program evaluations revealed positive outcomes for parents, including decreased stress and an increase in effective discipline to manage children's behavior. Parents also increased their knowledge of the critical risk factors of drug and alcohol use.



Estos programas estan disponibles en Español. Para más información, llame al 610-630-2111 ext. 257.

For more information on Guiding Good Choices and Staying Connected With Your Teen, please call 610-630-2111 ext. 232.

Love and Logic® Parent Programs



Many parents want to enjoy their kids, discipline effectively and enjoy a less stressful family life but are often unsure of their parental role in this changing world. **Early Childhood Parenting Made Fun® and Becoming a Love and Logic**

Parent® are fun, easy-to-learn parenting programs that teach parents how to provide loving support while teaching children responsibility for their behaviors.

The Love and Logic approach to raising children places parents in control and teaches kids to be respectful, responsible and prepares them for the real world of challenges. Parents of toddlers and pre-schoolers through teens have found this parenting strategy to be remarkably rewarding and easy to implement. Love and Logic is a common sense approach that helps to resolve annoying behaviors, as well as serious behavioral problems in children.

Parents who use the Love and Logic process find their children develop an internal voice that is resistant to peer pressure, encourages self-reliance and builds self-esteem. Parents learn to decrease the level of personal and family stress by providing limits in a loving way. The use of Love and Logic techniques prevents punitive forms of discipline and/or permissive parenting that may contribute to misbehavior in children.

During the 2011-2012 school year, nearly 375 parents in Norristown, Pottstown and Upper Merion Area school districts participated in Love and Logic Parent Programs.

Program evaluations revealed positive outcomes for parents, including decreased stress, decreased unresolved conflicts in the home, improved parent-child relationships, and increased use of appropriate, effective discipline.

Estos programas estan disponibles en Español. Para más información, llame al 610-630-2111 ext. 257.

For more information on Early Childhood Parenting Made Fun® or Becoming a Love and Logic Parent®, please call 610-630-2111 ext. 232.

Meals on Wheels



(Left to right) Anne Elko, June Russell and Cheryl Drake, three of our Wednesday volunteers, work in the Meals on Wheels kitchen.



Tom Hudson, one of our Friday volunteers, packs the cold portion of the meal.

Since 1971, **Meals on Wheels** has provided food and friendship to frail, homebound elderly and disabled individuals living throughout Western Montgomery County. Each weekday, our volunteers deliver a hot lunch and cold supper to an average of 160 individuals in Pottstown, Royersford and the Lower Perkiomen Valley, making Family Services' Meals on Wheels program the largest in Montgomery County.



This year over 80,220 meals were delivered to more than 400 seniors. With two-thirds of the recommended daily requirements provided each day, many clients find their physical and mental health improves after being on the program for a short time. All meals are low in salt, sugar, cholesterol and fat, and special dietary meals are available.

At the core of the program is the hard work and dedication of our volunteers. **In 2012, over 200 loyal volunteers provided approximately 14,500 hours of service to Meals on Wheels.** Not only do our volunteers pack and deliver meals, but they also greet each client with a smiling face and kind word and perform a brief safety check. In fact, for many of our clients, this program is often their only contact with the outside world and acts as a watchful eye to one of our most vulnerable populations.

As the senior population in the western portion of Montgomery County continues to grow, Family Services' Meals on Wheels program strives to support the goal of the Meals on Wheels Association of America – so no senior goes to bed hungry.

For more information on Meals on Wheels, please call 610-326-1610.

The Wild Wild West at the Family Services' Auction

Family Services hosts a gala auction each spring to raise unrestricted funds to benefit children, seniors and families throughout Montgomery County. Our 2012 auction, "Wild Wild West," raised more than \$56,000 (net) for Family Services. For more information on how you/your business can become involved with our annual gala auction, visit our website or call 610-630-2111 ext. 227.

Photos courtesy of Michael O'Neill, Photographer



Montgomery County Truancy Abatement Initiative



The **Montgomery County Truancy Abatement Initiative** is an outgrowth of the Norristown Truancy Abatement Initiative, which began in 2006. The Truancy Abatement Initiative is a collaborative partnership between schools, law enforcement, magisterial district courts, and public and private social service agencies that promotes attendance and increases the graduation rates of youth through a variety of programs and services. Family Services serves as the lead agency and coordinates the services to youth and families.

Services are provided by multiple service providers with Family Services' outreach workers assuming a case management and service coordination function. These services include:

- Parent education
- Family counseling
- Support/case management
- Court-based assessment and referrals
- Home and school visitors

Schools provide the student referrals, while the district judges provide an incentive for families to access the necessary services in lieu of fines and penalties. Experience and best practice reviews have demonstrated that the use of district court is essential in assisting resistant families to access and utilize services.

During the 2011-2012 school year, Family Services partnered with the Norristown Area, Pottstown and Upper Merion Area school districts. Nearly 355 youth and their families were provided with truancy abatement services.

For more information on the Truancy Abatement Initiative, please call 610-630-2111 ext. 232.

Norristown

Norristown Area Communities That Care for Youth (CTC) is an initiative that organizes and mobilizes the community to reduce the risk factors that contribute to youth violence and substance abuse. Norristown CTC targets the communities that comprise the Norristown Area School District: East Norriton Township, West Norriton Township and the Municipality of Norristown.



Norristown CTC was established in July 2001 in response to increasing needs and concerns for the youth in the greater Norristown area. Norristown CTC is governed by a collaborative community board of residents, social service agencies, law enforcement, school district officials, faith-based organizations, and youth, as well as other interested community members.

As the lead agency for CTC, Family Services has been instrumental in identifying funding sources and providing support to this comprehensive community initiative.

Evaluations and needs assessments are primary functions of the CTC model. In 2010-2011, the Risk and Resource Assessment Committee completed an extensive risk assessment of the 20 risk factors for youth in our community. The result of this extensive needs assessment was the adoption of four priority risk factors that will guide the coalition through 2013: Availability of Drugs and Firearms; Family Management Problems; Lack of Commitment to School; and Alienation and Rebelliousness.

In response to these priority risk factors, Norristown CTC implements various strategies aimed at keeping youth safe and drug free. Strategies implemented in 2011-2012 include programmatic, environmental and social marketing campaigns, such as "Find Your 25th Hour," "Education = Options," and "Don't Smoke Your Future." Back Talk, the CTC Youth Subcommittee, is also sponsored by the Greater Norristown Police Athletic League (PAL) and provides Norristown middle school and high school students with a vehicle for community involvement and character building.

Additionally, CTC conducts several family-focused events and activities each year designed to increase protective factors and increase awareness of risks for youth in our community through town hall meetings, workshops for parents and professionals, and special events, including National Family Day Dinner and the Norristown Youth Rally.



Under the direction of a Drug Free Communities Support Program grant, Norristown CTC has targeted specific risk factors that contribute to underage drinking and drug use. Through partnerships with local police departments, we have strategies such as Operation 52 Pickup and Operation 24 Take-Out in place to target easy retail access to alcohol and enforcement of alcohol laws and policies. The objectives of Operation 52 Pickup are to stop open-air, street corner drug sales and related violence, and to identify and target areas youth frequent to obtain illicit drugs. Operation 24 Take-Out focuses attention and investigative time on hosts, suppliers or purchasers

For more information on Norristown



of alcohol for underage drinkers. The local police departments also refer first-time underage drinking offenders to Brief Motivational Interviewing (BMI) for therapeutic intervention. Additionally, the Responsible Alcohol Management Program (RAMP) is provided to licensees in East and West Norriton and the Municipality of Norristown. RAMP enables owners and servers in establishments serving alcohol to better identify underage patrons and prevent them from purchasing alcohol.

In addition to community outreach and mobilization, the staff of CTC and Family Services implemented several national model prevention strategies designed to reduce risk factors for adolescent substance abuse and other anti-social behaviors. Model program priorities for 2011-2012 included the **Norristown Truancy Abatement Initiative; Families That Care: Guiding Good Choices; Families That Care: Staying Connected With Your Teen;** and **Life Skills Training.** Additional programs were subcontracted and implemented by partnering agencies: The Lincoln Center for Family and Youth's Brief Motivational Interviewing (BMI) and SafeKids: Out of Harm's Way by the Norristown Police Department.

The **Norristown Truancy Abatement Initiative** is a five-pronged approach to reducing the rate of unexcused absences in the Norristown Area School District and increasing the graduation rate of at-risk youth. Activities within this initiative included early identification of at-risk youth, enforcement of truancy and daytime curfew, on-site assessments at court, follow-up and community outreach/education. Partners in this initiative included the Norristown Police Department; Norristown Area School District; Greater Norristown Police Athletic League (PAL); Magisterial District Court 38-1-01; Montgomery County Office of Juvenile Probation; Central Montgomery Mental Health/Mental Retardation Center (MH/MR); Carson Valley Children's Aid Society/Norristown Family Center; and Glen Mills Community Management Services. Nearly 225 students were served during the 2011-2012 school year.

Families That Care: Guiding Good Choices is designed for parents of children in grades 4-8. Guiding Good Choices is taught by trained facilitators who assist parents in learning about developmental stages and other factors in the home, school and community that put their children at-risk for abusing drugs and alcohol. The skills learned through this intervention help parents reduce those risks and develop stronger family bonds.

Families That Care: Staying Connected With Your Teen is designed for parents of youth in grades 9-12. It is taught by trained facilitators who assist parents in improving communication skills and strengthening family bonds that reduce the risk factors associated with teen drug and alcohol use, as well as other anti-social behaviors.

During the 2011-2012 school year, 190 parents participated in Guiding Good Choices and Staying Connected With Your Teen.



Nearly 500 students from J.K. Gotwals Elementary School (Norristown Area School District) marched through Norristown to the Montgomery County Courthouse in May 2012 as part of the "Million T-Shirt March Against Bullying." This local march was part of "the nation's largest and most ambitious anti-bullying rally ever attempted" and was sponsored by J.K. Gotwals Elementary School; Family Services/Norristown Area CTC; Continental Bank; Montgomery County District Attorney Risa Vetri Ferman; and Sheriff Eileen Whalon Behr.

Life Skills Training is a national model (Blueprint Program) drug use primary prevention program that provides general life and social resistance skills for late elementary and middle school students. The three basic components of the program include Personal Self-Management Skills (decision-making and problem-solving, self-control skills, coping with anxiety, and self-improvement skills); Social Skills (communication and general social skills); and Drug-Related Skills (information designed to impact knowledge and attitudes concerning drug use, normative expectations, and skills for resisting drug use influences from the media and peers). Nationally, Life Skills Training has been effective in reducing alcohol, cigarette and marijuana use among young adolescents. The effects of tobacco and heavy alcohol use have been sustained through the end of high school.

Norristown Violence Prevention Initiative (NVPI)



The Norristown Violence Prevention Initiative held a “Youth Speaks” event at the Greater Norristown Police Athletic League (PAL). Norristown area youth were encouraged to share their voice and participate in group discussion, open mic and team building activities.

The **Norristown Violence Prevention Initiative (NVPI)** strives to prevent and reduce youth gang involvement and violence in Norristown. This initiative began in July 2012 with funding from the Pennsylvania Commission on Crime and Delinquency.

In 1987, the Office of Juvenile Justice and Delinquency Prevention (OJJDP) began supporting a project to design a comprehensive approach to reduce and prevent youth gang violence. The primary focus of OJJDP’s anti-gang initiatives is to support community efforts to provide citizens,

especially young people, with a safe and pro-social environment in which to live and grow. NVPI is a local replication of these efforts with support from the National Gang Center.

Gangs often lure youth with the promise of safety, belonging, economic opportunity, and a sense of identity. OJJDP and NVPI are dedicated to helping communities replace this false promise with real opportunities for our youth.

NVPI has six core strategies:

1. Community Mobilization

The NVPI coordinator works with community members to define problem areas and develop strategies to address the issues contributing to violence in Norristown.

2. Opportunities Provision

The NVPI coordinator works with the Montgomery County Workforce Investment Board and the Montgomery County Chamber of Commerce to identify opportunities for youth who may not secure a high school diploma as a result of excessive truancy, discipline incidents or school failure. Job opportunities, apprenticeships and educational options are explored for each youth to identify and develop a plan for success.

3. Social Intervention

NVPI street outreach workers work with the youth and their families to address social, emotional, education, job-related opportunities and provide information and referral.

4. Suppression

Glen Mills works closely with the Norristown Police Department and Montgomery County Juvenile Probation to monitor and supervise gang-involved and at-risk youth. They provide social opportunities and community service hours including graffiti clean-up.

5. Organizational Change

NVPI works with our community partners to change policies, procedures and practices to provide services to youth in innovative and more efficient ways.

6. Assessment Activities

NVPI conducts an extensive assessment of gang and violence issues in the community to include archival data, surveys and focus groups.

For more information on NVPI, please call 610-630-2111 ext. 257 or visit www.NorristownCTC.org. Habla Español.

Pottstown Family Center

As one of Pennsylvania's 48 state-funded Family Centers, the **Pottstown Family Center** takes a unique approach to meeting the needs of our community. Family Centers throughout the commonwealth are based on the following common principles:

- The family is the center of a child's life.
- Families are unique, and parents know their children best.
- Services are directed to the entire family and are based in the community.
- Needs of children and families must be addressed quickly, and services must be convenient and accessible.
- Primary health care and parents' knowledge of child development are essential to children's abilities to learn and succeed.
- Services and supports must be inclusive in ways that are respectful of individual differences.



At the very core of every Family Center, there are also five key outcomes:

1. Encourage economic self-sufficiency for families through adult education, training and employment
2. Assure healthy development and health care services for children
3. Promote positive child development through effective parenting, early intervention and outreach activities
4. Support and preserve the family unit as the foundation for success for children
5. Provide a seamless, comprehensive and easily accessed network of services for children and families

Established in 1993, the Pottstown Family Center offers support programs and services that help families learn, grow and achieve self-sufficiency. For more than 10 years, Family Services has served as the lead agency of the Pottstown Family Center.

The Pottstown Family Center served more than 1,000 families and children in 2012 through the following programs:

The **Alternative Response Housing Initiative** assists families that are facing financial hardships. The initiative provides diversionary case management service for families who have been referred from the Montgomery County Office of Children and Youth and have been determined to be in dire need.

The **Fatherhood Program** is available to fathers in the greater Pottstown area. Through "Dare to Be the Best," fathers are supported in being the best parent they can be through father-child interaction, case management, education and advocacy. This program involves preparing children for school through increased knowledge of child development, parent involvement in school and improving parental discipline.

The **Parent-Child Playgroup** is designed to give parents an opportunity to observe their children in social situations and to talk with other parents of small children. Information on nutrition, family activities, and parenting struggles are shared.

Parents As Teachers Home Visitation supports and assists parents in understanding their child's development and encourages activities to promote healthy growth in language, cognition, motor, and social-emotional skills. Nutrition and physical activity are also discussed during home visits.

Parent Education Workshops provide community members with the opportunity to learn more about their own parenting style and how to respond more positively to their children. Becoming a Love and Logic Parent® and Guiding Good Choices are two evidenced-based curriculums used for parent education.

The **PEAK (Pottstown Early Action for Kindergarten Readiness) Initiative** works with the Pottstown School District to coordinate community early childhood education and related services and make them more readily available. The Pottstown Family Center provides resources and support to families to assist them in fulfilling their roles as their child's first teachers.

The **Pregnant and Parenting Teen Program** assists pregnant and parenting teens in completing their high school education by providing intensive case management and community referrals for child care, transportation and medical coverage.

The **SHARE Food Program** gives community members quality food at affordable costs. Provided by the Montgomery County Community Action Development Commission (CADCOM), this food co-op helps stretch the grocery budget.

The **Time-Limited Family Reunification Program** is available to parents whose children are placed in foster care with the Montgomery County Office of Children and Youth. The program provides intensive home supportive services to parents while their children are in foster care. Services are provided for up to 15 months from the time the child enters foster care.

The **Toy and Book Lending Library** is available to families who are enrolled in at least one Family Center program. The Library includes children's books, as well as parent resource books. There are several infant, toddler and preschool toys and activity bags available for lending. The Library was made possible through a generous grant by PNC Charitable Trust.

The **Volunteer Income Tax Assistance (VITA)** program offers free income tax preparation to low-income families. Volunteers are trained and certified by the Internal Revenue Service to prepare and electronically file simple income tax forms. **During the 2011 filing season, our VITA volunteers completed 302 tax returns. These families received more than \$516,550 in refunds and approximately \$202,240 in Earned Income Credits.**

The Pottstown Family Center also provided information and referral services to 490 people in 2012. These are families that only received information or assistance for community services, such as utilities, food stamps, housing, rental assistance, transportation, food, clothing, furniture, day care, employment, and school supplies.

For more information on the Pottstown Family Center, please call 610-326-1610.

Project HEARTH (Helping Elderly Adults Remain in Their Homes)



Volunteer Geoffrey Pyke works to clean up the backyard of a Project HEARTH client in Pottstown.

Created in 1994, **Project HEARTH (Helping Elderly Adults Remain in Their Homes)** links frail elderly adults who are healthy enough to live in their own homes with special support services that help them to remain independent. These services include:

- Professional in-home counseling
- Errand and transportation service
- Friendly visiting and telephone reassurance
- Handyman chore service



In 2012, Project HEARTH served seniors ranging in age from 58 to 94, with 76 being the average age. **Project HEARTH's geriatric outreach counselors provided professional in-home counseling to 50 seniors and helped them cope with chronic illness, depression, isolation, loneliness, or grief and loss.** Project HEARTH remains one of the only programs in Montgomery County that provides professional counseling services to seniors in their own homes.

The Project HEARTH volunteer coordinators were successful in recruiting 75 community volunteers who donated over 2,700 hours of time to provide transportation, friendly visiting, telephone reassurance, grocery shopping assistance, and yard work to 165 seniors. In addition, 10 church, community, corporate, fraternal, and youth groups completed group volunteer projects and helped area seniors with house cleaning, painting and yard work.

Project HEARTH's volunteer handymen completed more than 25 home repair and safety projects, such as installing bathroom safety grab bars, smoke detectors and repairing plumbing fixtures, screens and windows.

Project HEARTH is available to older adults, ages 60 and up, in the greater Norristown, North Penn and Pottstown areas. Project HEARTH is supported by grants from the Green Tree Community Health Foundation, Montgomery County Office of Aging and Adult Services, North Penn United Way, The Pew Charitable Trusts, Pottstown Area Health and Wellness Foundation, and private donations.

For more information on Project HEARTH, please call
610-630-2111 ext. 260.

For more information on Project HEARTH's
volunteer support services, please call
Greater Norristown and North Penn Areas: 215-368-0985 ext. 13
Greater Pottstown Area: 610-326-1610 ext. 235

Project HOPE (HIV/AIDS Outreach Prevention Education)



Staff and friends of Project HOPE pose for a team photo before the start of the 2012 AIDS Walk Philly.

Project HOPE (HIV/AIDS Outreach Prevention Education) began in 1989 as a demonstration project for case management to assist those infected with HIV/AIDS in Montgomery County. Today, Project HOPE provides the following services to those infected and at-risk for HIV/AIDS:

- Medical case management
- HIV pre- and post-test counseling
- Confidential HIV testing
- Housing (rental subsidies)
- Prevention education workshops
- Healthy relationships intervention



These ideals guide Project HOPE to be the only "full service" HIV/AIDS program in Montgomery County.

In 2012, 177 individuals benefited from over 6,500 hours of intensive medical case management services. Project HOPE's medical case management staff links those in need with physicians, medication and insurance programs. Clients are linked to Project HOPE's housing program, which provides rental subsidies that aid clients in finding affordable permanent housing.

This year Project HOPE gave 160 educational and preventative presentations on HIV/AIDS, sexually transmitted diseases, hepatitis, universal precautions, and stigma and discrimination at various locations throughout Montgomery County including schools, churches and counseling centers. In addition, more than 1,500 individuals received information and resources through Project HOPE's outreach efforts. Project HOPE tested 100 individuals for HIV this year.

For more information on Project HOPE, please call
610-630-2111 ext. 234.

PUENTES

(Project to Unite, Empower, Nourish,
Transform, Educate, and Serve)

The **PUENTES (Project to Unite, Empower, Nourish, Transform, Educate, and Serve)** Latino Collaborative of Montgomery County is a group of Latino/Hispanic leaders and community members who work together to discuss unmet community needs and find ways of working together to improve life for Latino families throughout Montgomery County.

The mission of PUENTES is to support, coordinate and empower the Latino community through leadership development, collaboration, educational opportunities, advocacy, and cultural affirmation that strengthens and develops the capacity of existing community resources. Family Services served as the lead agency/facilitator of PUENTES until December 2012.

PUENTES continued to grow and attracted new members who participated to network and communicate regarding issues important to the Latino community in Montgomery County. Agency leaders and others with a concern for the Hispanic population meet monthly to collaborate and jointly serve the Latino community. Other organizations, governmental agencies, social service and health care agencies and nonprofits are beginning to view PUENTES as the vehicle to reach out to Latino families and individuals in our county.

In 2011-2012, PUENTES sponsored several workshops directed to social service providers, as well as the community at-large. In addition, PUENTES sponsored a collaborative health fair and workshops on legal issues, grant writing, event planning, and marketing/web presence. Other recent works of PUENTES include a partnership with the Norristown Area School District in aiding with interpreters for parent-teacher conferences and conducting a needs assessment of Latino seniors in Norristown and Pottstown.

For more information on PUENTES, please call
610-630-2111 ext. 257.

FAMILY SERVICES IS ON FACEBOOK



Looking to stay up-to-date on the latest news and events at Family Services? Connect with us on Facebook! Go to www.facebook.com/FamilyServicesOfMontgomeryCountyPA and click the "Like" icon. You'll receive our updates in your Facebook news feed.

Senior Companion Program



Senior Companion Tom Hunter teaches his clients how to use a computer, access the Internet, and how to use e-mail, helping them connect with their family and friends and with community resources.

The first of its kind in Montgomery County, the **Senior Companion Program** is the pairing of limited-income seniors, aged 55 and older, with frail elderly individuals who may have difficulty completing everyday tasks. Senior Companions offer one-on-one support by helping with mail, writing letters, playing cards and other games, offering respite care, talking and listening, all at no cost to the client.

The volunteer Companions receive a modest tax-free stipend for a minimum of 15 hours of service each week. Companions also receive paid holiday, sick and vacation leave, continuing education, and transportation reimbursement.

Community agencies and organizations throughout Montgomery County are partnering with the program to bring Senior Companions to the aid of their clients. Companions are placed in these volunteer stations, as well as individual client homes. Current volunteer stations include:

- Adult Day Services in Abington, Bryn Mawr, Horsham, Lansdale, Limerick, Norristown, North Coventry, Royersford, Souderton, Warrington, and Wyndmoor
- Family Services' Project HEARTH (Helping Elderly Adults Remain in Their Homes)
- Grand View Hospital Hospice
- Keystone Hospice
- Montgomery County Association for the Blind
- Montgomery County Office of Aging and Adult Services

The Senior Companion Program had 59 trained, active Companions serving more than 500 clients in 2012. Collectively, the Senior Companions have contributed over 329,190 volunteer hours of service since the program's launch in December 2003.

For more information on the Senior Companion Program,
please call 215-368-0985 ext. 15.

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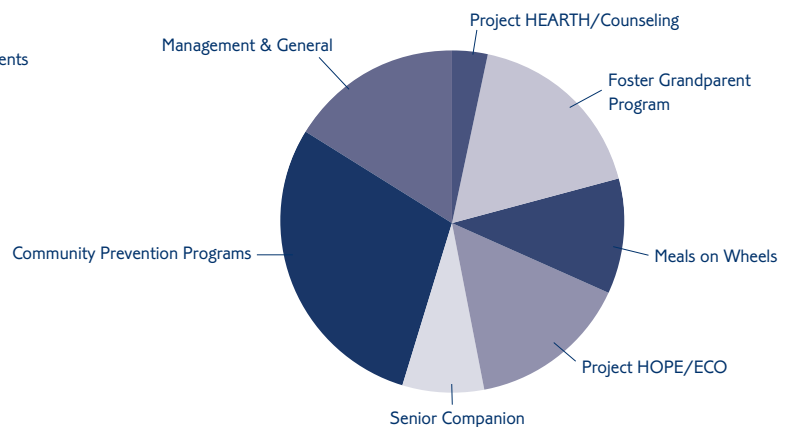
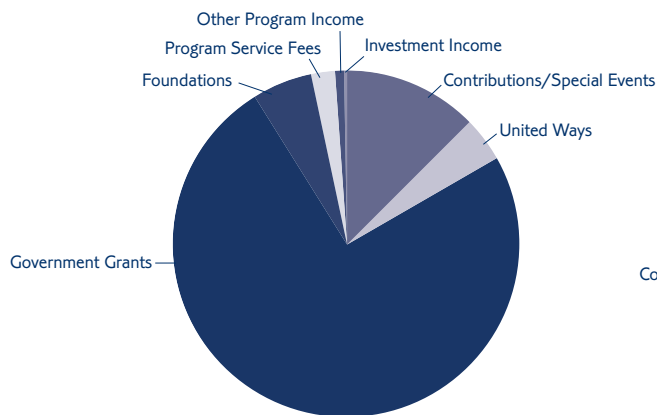
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DIRECTOR OF FINANCE

Shushma Patel, MBA, LCSW
PROGRAM DIRECTOR, PROJECT HEARTH | ETO ADMINISTRATOR

Daiquiri Y. Robinson, M.Ed.
PROGRAM DIRECTOR, PROJECT HOPE

Viviann Schorle, MA
COORDINATOR, NORRISTOWN VIOLENCE PREVENTION INITIATIVE

Financials



Support

Contributions/Special Events	\$591,933
United Ways	\$186,113
Government Grants	\$3,457,595
Foundations	\$255,489
Program Service Fees	\$111,336
Other Program Income	\$40,910
Investment Income	\$1,626

Total Revenue

\$4,645,002

Expense

Project HEARTH/Counseling	\$155,093
Foster Grandparent Program	\$776,922
Meals on Wheels	\$479,451
Project HOPE/ECO	\$686,948
Senior Companion Program	\$346,461
Community Prevention Programs	\$1,290,463
Management & General	\$712,384

Total Expense

\$4,447,722

How You Can Support Family Services

Donate

Family Services transforms donations of all sizes into programs and services that benefit children, seniors and families throughout Montgomery County and the surrounding communities. Donating to Family Services is easy:

- Mail a check to Family Services, 3125 Ridge Pike, Eagleville, PA 19403
- Use a credit card to donate online at our website, www.fsmontco.org. Credit card donations are also accepted by phone. Please call 610-630-2111 ext. 227.
- Direct your United Way gift to benefit Family Services. This can be easily noted on your United Way donation form. If you give through the United Way of Greater Philadelphia and Southern New Jersey, Family Services' "agency designation code" is 42. If you give through any other United Way, there is no agency designation number. Simply write the complete agency name and address on your donation form.
- Support our agency and program-specific fundraising events, including our annual gala auction. Visit the Events page of our website, www.fsmontco.org, for a complete list of upcoming fundraising and community events.
- Designate a contribution to honor, celebrate or memorialize a loved one or special event by purchasing a bronze or brass "leaf" engraved with a personalized message in our Commemorative Grove, an impressive hardwood sculpture located near the main entrance of Family Services' Central and Administrative Office in Eagleville. Commemorative gifts become part of Family Services' Century Fund which supports our many professional programs. A photograph and description of your engraved "leaf" will be sent to you and others.
- Bequeath a gift to Family Services in your will. We also accept gifts of trusts, real estate and life insurance policies. For a gift of stocks and options, Family Services has a dedicated account that makes transfers simple and efficient.

All donations to Family Services are tax deductible to the fullest extent of the law.

For more information on donating to Family Services, including opportunities to help build our endowments and other special funds, please visit our website or call the director of marketing and communications at 610-630-2111 ext. 227.

Volunteer

Family Services recruits, trains and supports volunteers for programs, special events and administrative functions. Volunteers may choose to work with a specific program or be available for a variety of services. Some volunteer opportunities are one-time tasks, while others are ongoing. Volunteers are also needed to serve on program Advisory Committees.

For information on volunteering with a specific program, please contact the program directly. For general information, please visit our website or call the director of marketing and communications at 610-630-2111 ext. 227.



A Nonprofit Serving Children, Seniors and Families

3125 Ridge Pike
Eagleville, PA 19403

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To be added or removed from our mailing list, please call 610-630-2111 ext. 247.

Administrative & Central Office

3125 Ridge Pike
Eagleville, PA 19403
610-630-2111
610-630-4003 fax

North Penn Office

1715 Sumneytown Pike, Suite 203A
Box 1197
Kulpsville, PA 19443
215-368-0985
215-368-0724 fax

Pottstown Office

1976 East High Street
Pottstown, PA 19464
610-326-1610
610-326-3104 fax

www.fsmontco.org