



2018-2019

# Annual Report



### **Our Mission**

We are committed to improving the lives of individuals, children, seniors and families in Montgomery County, Pennsylvania.



### **Our Vision**

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



### **Agency Goals**

- People have improved life prospects.
- Families function adaptively.
- Clients reduce risks to achieve and maintain self-sufficiency.

# Letter from Our Executive Director

## Our Board of Directors

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## Our Leadership

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Dear Friends,

As we reflect on the past year, we are equally humbled and inspired. Because of your generous support, we continue to improve the lives of many in Montgomery County.

At Family Services, the work we do, the people we reach and the progress we make are all possible because of you. This report provides a brief overview of whom our services have positively influenced and the accomplishments each program has reached. Whether it's providing family support and education to parents, nourishing and caring for older adults, engaging our youth and steering them on a path to success, or empowering individuals within our area to be the best version of themselves, we can't help but feel enthusiastic for all that's been done and all the meaningful work we still have left to do.

We look forward to an eventful, spirited year ahead and we thank you for your unwavering commitment to helping us impact and strengthen our communities. Thanks to you, it's a bright future ahead.

We are, as always, grateful for your support.



Timothy F. O'Connell, MBA

EXECUTIVE DIRECTOR



# Providing Family Support and Education



"It's best to keep an open mind about being a parent because there is always something we can learn. Triple P taught me how to better handle tough challenges and get better results."

—  
Positive Parenting Program  
(Triple P) Participant

**TRIPLE P**, our Positive Parenting Program, gives parents simple and practical strategies to help them build strong, healthy relationships, confidently manage their children's behavior and prevent problems from developing. **In 2018, 102 parents completed the Positive Parenting Program. Of those, 74% of participants achieved higher test scoring regarding knowledge of social and emotional competence of children. 93% of participants report that after partaking in Triple P, they know where to find continued educational resources about parenting.**

**ALTERNATIVE RESPONSE HOUSING INITIATIVE (ARHI)** assists **100 families per year** who are facing financial hardships by providing diversionary case management services. These families, often in need of housing stability, are referred by the Montgomery County Office of Children & Youth. The goal is to assist these families in assessing their ongoing needs and provide support as they develop solutions in order to stabilize and become self-sufficient.

**FATHERHOOD PROGRAM** is available to fathers in the greater Pottstown area, as well as fathers incarcerated in Montgomery County Correctional Facility. **Over the past year, 92 fathers participated in this program.** Curriculums such as Parenting Inside Out and Triple P combined with case management services help to link fathers to adult education, career development and housing assistance programs while encouraging them to become the best parents they can be. Fathers participating in this program will learn healthy re-engagement activities, understand child development, effective discipline techniques and how to make appropriate connections with their children's school and community.

**FAMILY REUNIFICATION PROGRAM** is available to parents whose children have been placed in foster care with the Montgomery County Office of Children & Youth. Intensive case management services are provided within the home and community for biological parents in efforts to remedy the conditions that resulted in the placement. Parents are supported as they work towards their Family Service Plan goals to create a safe environment to which children can return in their home. **Of recent participants, 81% of parents who worked with a Family Reunification Specialist achieved at least one Family Service Plan goal outlined by Children & Youth. Of the families enrolled in the Family Reunification Program, 58% resulted in reunification or positive permanent placement while still enrolled in the program.**

**TRANSITIONAL SUPPORT SERVICES PROGRAM** is available to provide additional supportive services and case management to families whose children are returning home after having been placed in foster care and to assist with the adjustment of the children returning home. Families are referred by Montgomery County Office of Children & Youth and can participate in the program for up to six months (beginning one month prior to reunification).

**PARENTS AS TEACHERS (PAT)** is a home visiting program to assist parents in understanding their child's development and encourages the use of activities that promote healthy growth in language, cognitive, motor, and social-emotional skills. Using the Strengthening Families approach, parent educators deliver services through personal visits, group connections, developmental screenings and a resource network. Eligible program participants include pregnant women and families with children from birth through age six or enrolled in kindergarten. Family Services has demonstrated quality services in the delivery of PAT by exceeding levels of essential requirements and maintaining a National Affiliate status. **Over 100 families annually benefit from this program, while 93% of families were connected to at least one community resource throughout the program year. 89% of children enrolled received a complete annual health review during the program year, and 94% of families enrolled received a complete family-centered assessment.**



**PARENT CAFE** is a service offered to build community connections. Mothers, fathers and caregivers are invited to come and participate in table discussions where they share experiences, parenting tips, ways to strengthen and build protective factors for their families. Topics have included Love Languages, Social Emotional Development, Healthy Relationships and Building Community. Bilingual discussions are guided by trained table hosts and childcare is provided. Monthly sessions are held during morning and evening hours to accommodate working and stay-at-home parents, totaling **155 in attendance this past year.**

The **POTTSTOWN EARLY ACTION FOR KINDERGARTEN READINESS (PEAK) INITIATIVE** works with the Pottstown School District to coordinate community early childhood education and related services, as well as make them more readily available. Family Engagement services are provided by supporting families enrolled in Pre-K Counts classrooms by assisting them in fulfilling their roles as their child's first teacher, and providing resources that will foster success for the child and family. **In 2018-19, 119 families received one-on-one assistance from a Family Engagement Specialist for a variety of needs including Kindergarten registration, student attendance, safety issues, case management and translation services.**

**TRUANCY ABATEMENT INITIATIVE (TAI)** focuses on identifying and serving truant youth primarily in the Pottstown and Norristown School Districts for whom behavioral health services are a contributing factor. Since April 2016, the abatement project served 369 unduplicated students with the following outcomes: 87% have resolved their attendance issues and no longer considered truant; 52% were referred for behavioral health services; 85% had an assessment completed. **Of the 321 students who successfully completed the Truancy Abatement Initiative program, 90% of parents or guardians report improvement in child behavior at home and/or school.**

# Promoting Health and Wellness

**PROJECT HOPE** improves the lives of those living with HIV/AIDS and those at risk for the diseases by providing medical case management, prevention education, and outreach. **Since 2018, the program serviced 175 people with medical case management services, while providing permanent supportive housing for 45 households throughout the county.** Through prevention and outreach to high-risk populations, **4,000 contraceptive means were distributed, and over 400 STD and 33 HIV tests were administered.** HIV Navigation Services, a short-term case management program, was implemented for residents at high-risk of contracting HIV. Community counseling, a newly included facet to Project HOPE, has provided **14 clients with six-to-eight counseling sessions free of charge and two monthly support groups for the HIV community.**

**CHRONIC CARE MANAGEMENT** offers individuals an opportunity to address ongoing health issues more effectively so they can thrive in their daily lives. To accomplish this program, Family Services has collaborated with Green and Seidner Family Practice Associates in Lansdale. A chronic care manager works at the practice with patients who identify as needing additional resources to help manage their health more successfully in the community. The role works concurrently with the service coordination role as well as utilizing our Project HEARTH counseling and volunteer programs.

## Reducing Recidivism

**MONTGOMERY COUNTY REENTRY INITIATIVE (MCRI)** was established in 2017 by Family Services in collaboration with Montgomery County Correctional Facility, Montgomery County Adult Probation and Parole Department, and the Criminal Justice Advisory Board in response to the needs to intervene with high risk, substance abusing individuals, to reduce the rates of recidivism in Montgomery County, and to prevent the generational cycle of imprisonment. While the focus was originally on women, with the support of the Montgomery County Public Defenders Department, the collaborative expanded to include men in April 2019. MCRI is comprised of over a hundred coalition members, including returning citizens, who meet regularly to effect system level change. Within the larger coalition are five action teams dedicated to the priority barriers to successful reentry identified by MCRI. Family Services delivers three national model, evidence-based programs to individuals who are incarcerated at Montgomery County Correctional Facility and upon their release. These include:

- ▶ **PARENTING INSIDE OUT (PIO)**, a cognitive-behavioral parent management skills training program, was created to address the unique needs of incarcerated parents. **In 2018-19, 198 incarcerated individuals participated in the program, 81% of whom were referred to and participated in behavioral health treatment.**
- ▶ **CRITICAL TIME INTERVENTION (CTI)** is a time-limited case management practice that mobilizes support for society's most vulnerable clients during times of transition. **In 2018-19, 114 individuals received case management services, 78% of which did not return to MCCF.**
- ▶ **NCTI CROSSROADS** is a Cognitive Life Skills curriculum, specifically designed to help incarcerated individuals become self-reliant and establish positive, goal directed behavioral patterns that will enable them to be more productive in their environment. **Implementation began in January 2019 with 71 participants completing the program.**

"I wish that all broken women in the world had you as a friend because you have exactly what it takes to change lives. I know this from experience because you've changed mine. Thank you!"

—  
Montgomery County Reentry Initiative Participant



**CHELTENHAM COMMUNITIES THAT CARE (CTC)** is an initiative that organizes the Cheltenham and West Oak Lane communities to reduce the risk factors that contribute to youth violence and substance abuse. Family Services of Montgomery County remains the lead agency for the initiative. Evaluations and needs assessments are primary functions of the CTC model. The Risk and Resource Assessment Committee completes an extensive risk evaluation of the 20 risk factors for youth in the community. The result of this needs assessment is the adoption of four priority risk factors. In response to these priority risk factors, Cheltenham CTC creates various strategies aimed at keeping youth safe and drug-free. Strategies applied include programmatic, environmental and social marketing campaigns.

In 2019, Cheltenham CTC deployed the Strengthening Families program and continued executing the “Parents Who Host, Lose The Most” social marketing campaign in Cheltenham Township and soon will launch “Talk, They Hear You,” a program dedicated to having timely yet effective conversations with youth. Both “Parents Who Host” and “Talk, They Hear You” educate parents about the importance of talking to youth about the dangers of drugs and alcohol and the risks of providing alcohol to teenagers.

Cheltenham CTC’s partnership with Cheltenham Township Police Department expanded to include funding to support the Cheltenham Police Athletic League. Recently, the CTC Youth Subcommittee participated in events for National Drug and Alcohol Facts Week.

**NORRISTOWN AREA COMMUNITIES THAT CARE (CTC)** is an initiative that organizes the community to reduce the risk factors that contribute to youth substance abuse and violence. The target area for Norristown CTC is the communities that comprise the Norristown Area School District: East Norriton Township, West Norriton Township and the Municipality of Norristown. 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.

The **MONTGOMERY COUNTY DRUG & ALCOHOL PREVENTION PROJECT** is designed to aid communities in building capacity to enhance their ability to prevent alcohol, tobacco, and other drug use through mini grant projects. The Montgomery County Office of Drug & Alcohol recognizes that there are many community action groups and agencies throughout Montgomery County, Pennsylvania, working to prevent drug use and to create safer environments for our residents. We seek to support these local efforts by sponsoring, supporting, and providing guidance regarding effective ATOD-free (alcohol tobacco and other drug) programs, strategies and activities.

# Caring for Older Adults



"I have received Meals on Wheels for approximately two years, and I am so grateful for this service. I am 83 years old and independent in my daily living activities, however, I do have medical problems. Arthritis is slowing me down, along with hypertension. Knowing that I would be getting meals was a great relief to me. I must say they are well-planned and the portions are large. I look forward to meeting the people who make the meal deliveries—so pleasant and friendly."

—  
Meals on Wheels Recipient

**MEALS ON WHEELS** provides frequent, in-home visits that fulfill opportunities to meet nutritional needs, combat social isolation, address safety hazards and provide a nurturing companionship between older adults and volunteers within the county. **In 2018, Meals on Wheels delivered 79,562 meals, both hot and cold during the week and frozen for the weekend.**

**TELEPHONE REASSURANCE PROGRAM (TRP)** volunteers made friendly **phone calls totaling over 570 hours to clients ranging in age from 60-97.** This is a 120% increase in the number of call hours made by volunteers during the preceding year. The number of active clients in TRP is 40 and their average age is 81. Although TRP operates officially from 9am-5pm, Monday-Friday, many volunteers call their clients on holidays, birthdays, and special occasions to commemorate milestones in their lives. This strengthens the bond between clients and volunteers, many of whom visit their clients in addition to making phone calls. One client with severe depression has said "talking to my TRP volunteer is better than talking with a psychologist." Volunteers also derive great satisfaction from making phone calls and feel a keen attachment to their clients. One volunteer said about her three clients, "They're like part of my family."

**SERVICE COORDINATION** has undergone many changes over the past year including staffing as well as the roll out of Community Health Choices. **Five service coordinators serve approximately 170 participants over age 60 who reside in Montgomery County.** Our agency is subcontracted with two of the three managed care organizations, with the goal in mind to continue keeping these individuals safe at home.



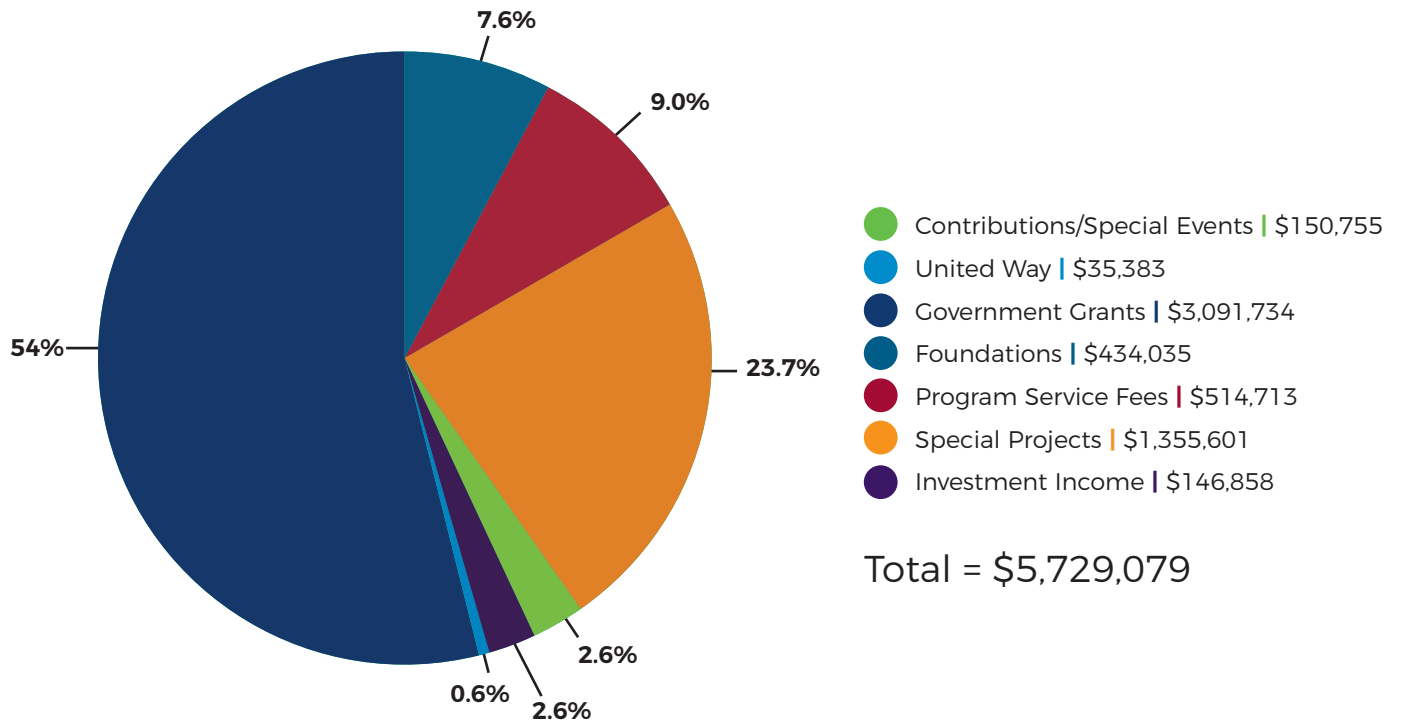


**PROJECT HEARTH (Helping Elderly Adults Remain in Their Homes)** provides senior adults who are healthy enough to remain independent in their homes with support services, including professional in-home counseling, errand and transportation services, light home repairs and friendly visits or phone calls.

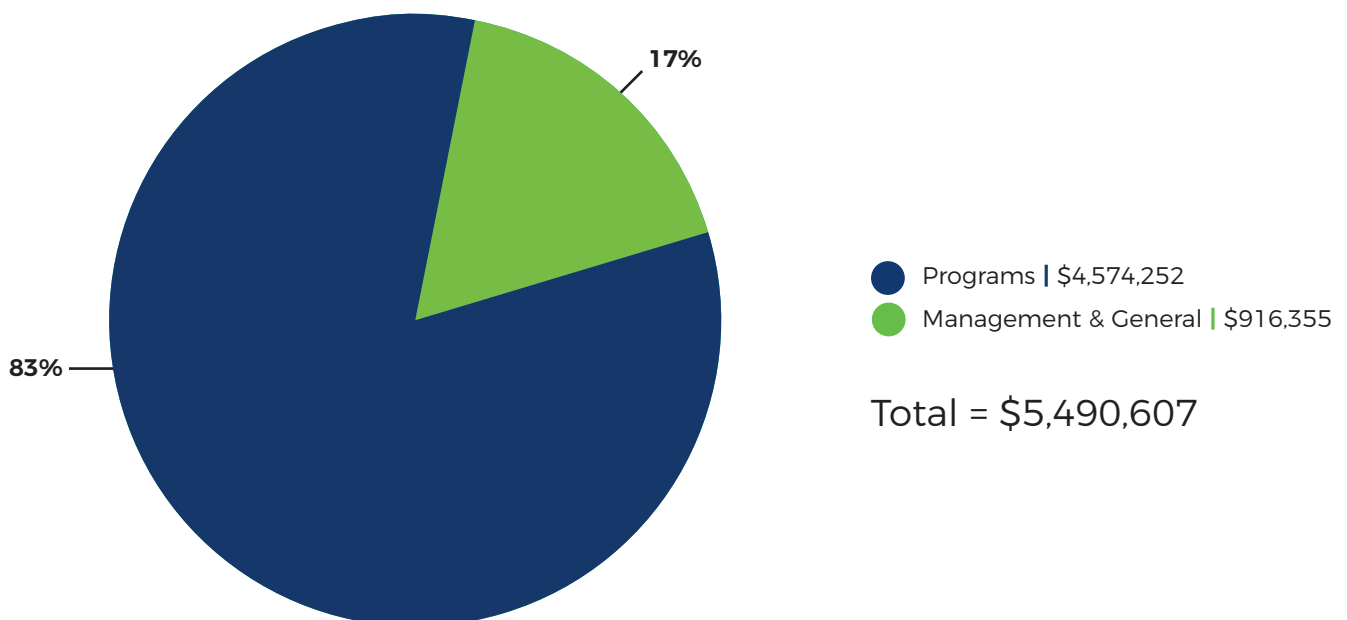
The **IN-HOME COUNSELING** component of Project HEARTH addresses symptoms of depression and anxiety, grief and loss, complicated family dynamics, trauma, compulsive behaviors, family support around dementia and provides empathic support around loss of mobility, functioning and participation in society. In addition to in-home counseling, a grief and loss group was implemented at the request of the Advanced Living Communities in North Penn. Clients reported an increase in motivation to connect in the community, such as attendance at senior centers or in older adult activities, which in turn, increased feelings of connection with the world outside their homes. **75% of clients who completed satisfaction surveys agreed or strongly agreed that the counseling component of Project HEARTH helped with the issues for which they sought service. 92% of clients agreed or strongly agreed that they would recommend Project HEARTH's counseling component to others.**

# Financials

## Income



## Expenses







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Community Partner



Member

