



Stranger Together



2020
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.

Our Board of Directors

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DRUG AND ALCOHOL COMMUNITY
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COUNSELING

From Our Executive Director

2020 has been a year of historic turmoil for our nation: an election year marked by a global pandemic, massive unemployment, and protests against racial inequality.

Here in Montgomery County, many of our neighbors were struggling during these unprecedented times. Thanks to you, Family Services was here to answer their calls for help.



- When homebound seniors needed vital, nutritious meals during the shutdown, our **Meals on Wheels** program didn't miss a beat. Volunteers delivered much-needed food to hundreds of isolated seniors within our traditional service area and beyond.
- When parents were struggling with how to support their children during the pandemic and a sudden switch to remote learning, our **Parents as Teachers** and **Positive Parenting Program** transitioned to virtual parenting sessions to offer guidance and support.
- When the Montgomery County Office of Public Health needed to start **COVID-19 Contact Tracing** efforts, they turned to trusted nonprofit partners, including Family Services.
- When our local HIV/AIDS community was struggling with access to basic nutrition, **Project HOPE** provided fresh fruits, vegetables, and grocery store gift cards. In addition to supporting their immune system, good nutrition helps our clients maintain a healthy weight and absorb HIV medicines.

We are able to extend a helping hand to those in need — today and every day — because of caring people like you who believe in our mission and programs.

I believe that with all the challenges facing our community today, Family Services is well positioned to meet them head on.

Thanks to you, Family Services will continue to provide proven-effective programming and support to help the most vulnerable members of our community.

Gratefully,

A handwritten signature in black ink that reads "Tim O'Connell". The signature is stylized with a large, flowing "T" and "O".

Timothy F. O'Connell, MBA
EXECUTIVE DIRECTOR

Family Support and Education

ALTERNATIVE RESPONSE HOUSING INITIATIVE assists families 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.



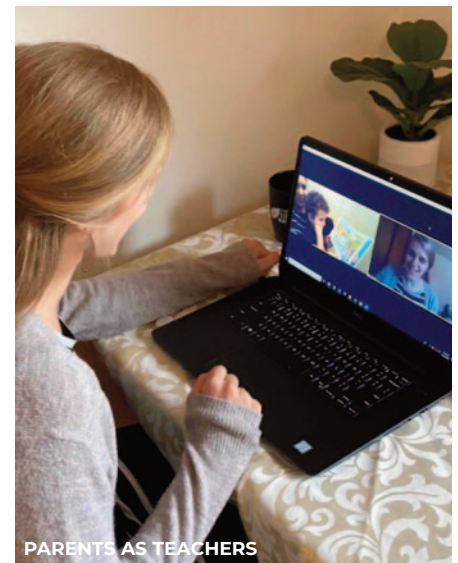
FAMILY REUNIFICATION PROGRAM is available to parents whose children have been placed in foster care with the Montgomery County Office of Children & Youth. Intensive case management services are provided within the home and community for biological parents in efforts to remedy the conditions that resulted in the placement. Parents are supported as they work toward their Family Service Plan goals to create a safe environment to which children can return in their home.

FATHERHOOD PROGRAM is available to fathers throughout Montgomery County. Parent education 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 learn healthy re-engagement activities, understand child development, effective discipline techniques, and how to make appropriate connections with their children's school and community.

PARENT CAFÉ is a service offered to build community connections. Parents and caregivers are invited to come and participate in table discussions where they share experiences, parenting tips, and ways to strengthen and build protective factors for their families. Topics have included Love Languages, Social Emotional Development, Healthy Relationships, and Building Community. **In addition to our traditional Parent Café, we now offer separate sessions for Dads and Spanish-speaking families. During the COVID-19 pandemic, all Parent Cafés were held virtually.**

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.



PARENTS AS TEACHERS

POSITIVE PARENTING PROGRAM (TRIPLE P) 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 2020, 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.



In 2020, when parents were struggling with how to best support their children during the pandemic and a sudden switch to remote learning, our Parents as Teachers and Positive Parenting Program quickly transitioned to virtual parenting sessions to offer guidance and support.

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.

TRANSITIONAL SUPPORT SERVICES 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).



TRUANCY ABATEMENT INITIATIVE promotes attendance and increases the graduation rates of youth in the Norristown School District through a variety of support services and linkages with community resources. Support services include:

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

YOUTH DIVERSIONARY CASE MANAGEMENT is provided for non-violent youth under the age of 18 who have committed a criminal offense. Support services and resources are made available to the youth and family to ensure their successful completion of the Youth Aid Panel or Juvenile Probation process.

Family Services is one of three nonprofit community partners of the Montgomery County Office of Public Health in providing **COVID-19 CONTACT TRACING** efforts in Montgomery County. Contact Tracing follows case investigation and is a process to identify, monitor, and support individuals who may have been exposed to a person with COVID-19. This includes working with patients and contacts in isolation and quarantine.



PROJECT HOPE improves the lives of those living with HIV/AIDS and those at-risk for the disease by providing medical case management services, including supports for food, transportation, nutrition, psychosocial, and housing (HOPWA) for those that qualify. Our HIV Navigation Services, a short-term case management program, continues for residents at high-risk of contracting HIV.

In addition, Project HOPE provides HIV and STD testing, prevention, education, and outreach throughout Montgomery County. **In 2020, Project HOPE began offering free at-home HIV testing kits.**

During the COVID-19 pandemic, when our local HIV/AIDS community was struggling with access to basic nutrition, Project HOPE provided fresh fruits, vegetables, and grocery store gift cards. In addition to supporting their immune system, good nutrition helps Project HOPE clients maintain a healthy weight and absorb HIV medicines.

Warm Hearts, Warm Bodies Coat Drive

Every October, local REALTOR® associations coordinate volunteer activities in their communities for REALTORS® Reach Out Month.

This year, our friends at the Montgomery County Association of REALTORS teamed up with Suburban West REALTORS Association to hold a coat and gift card drive to benefit our families.

Our sincerest thanks to all the members and offices who contributed to help make this year's collection drive a success. We are so incredibly grateful for your generosity and continued support.



BENEFITS ACQUISITION, a new service, assists low-income seniors in increasing their financial well-being by accessing public benefits for which they qualify. Our staff offers assistance to apply for benefits through COMPASS including:

- LIHEAP
- Medicaid
- Prescription assistance
- Rent rebate
- SNAP



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. Thanks to the devotion of our 160 caring volunteers, we delivered over 79,000 nutritious meals in 2020 to more than 250 homebound seniors in Pottstown, Royersford, and the Lower Perkiomen Valley.

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.

For the health and safety of our senior clients, all counseling sessions were held virtually during the COVID-19 pandemic. 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.

Through the **TELEPHONE REASSURANCE PROGRAM** participating older adults receive scheduled, weekday phone calls from caring, trained volunteers. These courtesy calls ensure the safety and well-being of senior residents throughout Montgomery County.

In 2020, volunteers made friendly phone calls totaling 975 hours to 45 clients ranging in age from 60-100. Although this program operates during normal business hours, many volunteers call their clients on holidays, birthdays, and special occasions to commemorate milestones in their lives.

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, the collaborative expanded to include men in 2019.

MCRI is comprised of over 100 coalition members, including returning citizens, who meet regularly to effect system level change. The collaborative focuses on increasing access to:

- Securing IDs
- Behavioral health services
- Safe and sober housing options
- Gainful employment
- Individualized behavioral health services to respond to concerns such as trauma
- Reentry case management



In addition, Family Services provides **PARENTING INSIDE OUT**, an evidence-based parenting skills program developed specifically for incarcerated and criminal justice involved parents. It is designed to interrupt patterns of criminality and substance abuse and address adjustment of child and family to parental incarceration and reentry into society.

For more information on MCRI, visit www.montcoreentry.org.

PPE and Mask Donations

We were blown away by the outpouring of support from the community during the COVID-19 pandemic. We received thousands of beautiful, handmade masks for our staff, volunteers, and clients. In addition, we received donated PPE supplies, including masks, disinfecting wipes, face shields, and more, from local businesses and the Alliance of Montgomery County Chambers.



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 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 2020, Cheltenham CTC launched the “Talk. They Hear You” social marketing campaign while continuing to executive the “Parent Who Host Lose the Most” campaign. These social marketing campaigns educate parents about the importance of talking to youth about the dangers of drugs and alcohol and the risks of providing alcohol to teenagers.

For more information on Cheltenham CTC, visit www.cheltenhamcommunitiesthatcare.org.

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.

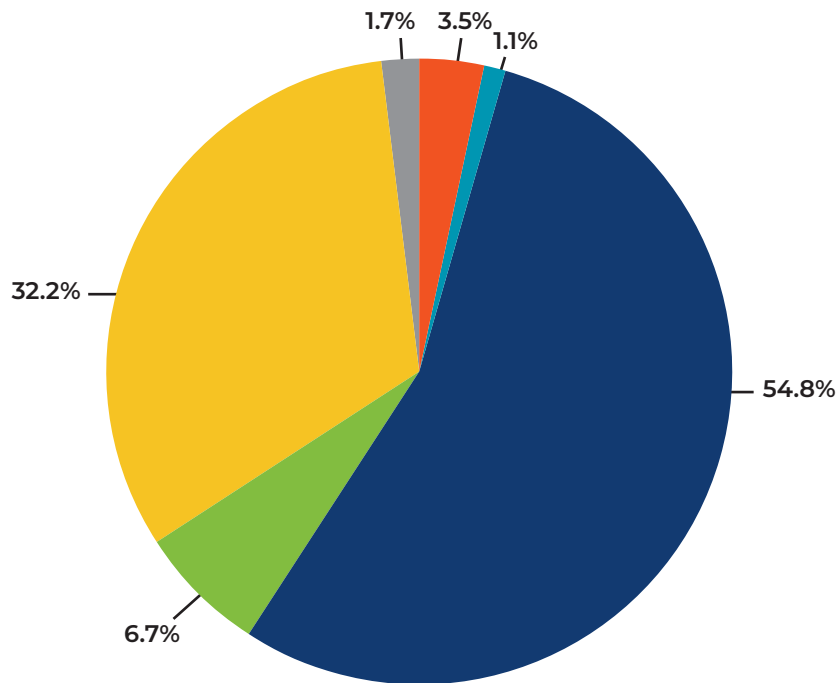
The **MONTGOMERY COUNTY DRUG & ALCOHOL COMMUNITY PREVENTION PROJECT** is a new contract with the Montgomery County Office of Drug & Alcohol to establish School District Prevention Committees in seven targeted communities, as well as to implement a range of environmental strategies to prevent youth alcohol and marijuana use, as well as vaping. Strategies include:

- Pediatrician outreach
- Pennsylvania Youth Survey (PAYS) Summit
- Social norms campaigns
- Social marketing
- Township outreach



The **YOUTH MARIJUANA PREVENTION PROJECT** is a collaborative community initiative that focuses on creating systems change to reduce marijuana use in Montgomery County youth, ages 12-18.

Financials (2019-2020 audited)



Income

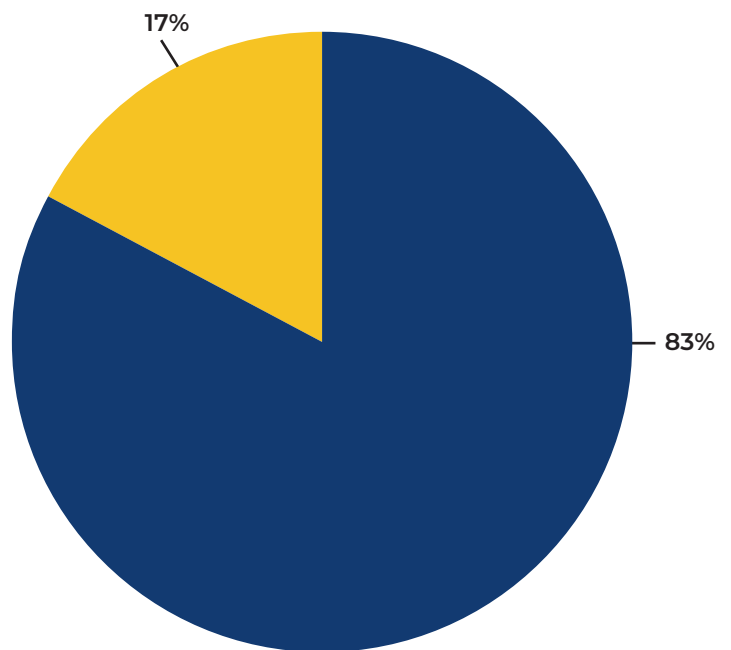
Contributions/Special Events	\$226,886
United Way	\$75,390
Government Grants	\$3,581,887
Foundations	\$436,166
Program Income	\$2,101,121
Investment Income	\$110,274

Total = \$6,531,724

Expenses

Programs	\$5,035,615
Management & General	\$1,020,450

Total = \$6,056,065



2020

by the Numbers



5,046

total number of individuals served by our **direct service programs**



297

total number of **volunteers** with the majority serving in our Older Adults programs



6,349

total number of individuals served by community, county, and school-wide initiatives such as **COVID-19 Contact Tracing, Drug & Alcohol Community Prevention Project, Montgomery County Youth Marijuana Prevention Project, Cheltenham Communities That Care, and Norristown Area Communities That Care.**



73%

of our clients are considered **low income**



11,395

total number of individuals served in 2020

Muchos de nuestros programas están disponibles en español.
Para obtener más información, llame al 610-630-2111 ext. 228.





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