



Mission Statement

A not-for-profit, non-sectarian organization, provides diverse services to children, individuals, seniors, and families, empowering them to achieve their full potential, resulting in healthier relationships and stronger communities.

2018-19 Annual Report

A Message from Our CEO



Gertrude C. McGowan, Esq.

Greetings!

How exciting to be celebrating Family Service Association of Northeastern Pennsylvania's (FSA) 124th year of dedicated service to our community!

I am so honored to be the new CEO of FSA at this exciting time in its history. I look forward to the continued evolution as FSA grows and adapts to meet the ever-changing needs of its community and families.

This past year, in response to a need identified by our stakeholders, a new program began, Turning Points Program to address the needs of women who use violence in relationships. This program will continue the great success of Batterers Intervention, with a 96% no recidivism rate. PA 211 NE/Help Line handled a record 96,408 calls. The tremendous success of our numerous programs continues to grow each year as detailed in this Annual Report!

Most exciting was the receipt of the 2019 Non-Profit of the Year by the Chamber of Commerce! This award acknowledged the dedication of our Board of Directors, Trustees, staff, and volunteers to serving the needs of individuals, empowering them to reach their full potential, resulting in healthier relationships and stronger communities.

I am thankful for the opportunity to lead this most dedicated team of employees, volunteers and supporters, and thank all of you for your continued support that makes this possible!

I am hopeful that this Annual Report in its exciting new format provides valuable information about FSA and assures you that your dedication to FSA, whether in time or resource, has been well invested.

Please never hesitate to contact me to share your thoughts at (570) 823-5144, ext. 351 or gmcgowan@fsanepa.org.

My best,

A handwritten signature in black ink that reads "Gertrude C. McGowan". The signature is written in a cursive, flowing style.

Gertrude C. McGowan, Esq.

BOARD OF DIRECTORS

John Thalenfeld, Chairperson
Megan Kennedy, Esq., 1st Vice Chair
Mary Agnes Kratz, 2nd Vice Chair
Sam A. Rostock, Treasurer
Rachel Pugh, Secretary

Annmarie Andrejko
Charles Barber
Jessica Mancus Bartalotta
Antoinette Cisowski
Paula Jump
Teresa Lacey
Sandra J. Orlando
Brittany Quinn, Esq.
Linda Ross
Mary Rosto
Larry Singleton
Patricia Skrynski
Joan Zelnick

TRUSTEES

Dr. William V. Lewis, President
John Corcoran, Vice-President
Linda Casey, Treasurer
Sally Connor, Secretary

Charles Barber
James Gallagher
Paula Jump
Juanita Namey
Joseph Perugino
Robert Silvi

CHIEF EXECUTIVE OFFICER

Michael Zimmerman

Out and About



VOLUNTEER COMMITTEE



BOARD OF DIRECTORS



FAMILY SERVICES STAFF



Outcome by the Numbers



Batterers Intervention Services

High Risk Youth

Family Finding

230

Enrolled

96.5%

Non-Recidivating Rate

78

Children Served

87.2%

Not Re-Offending

2,458

Kinship Connections

69

Kinship Placements

Parent Child +

Guardianship

Outreach/Prevention

685

Visits Held

51

Served

62

Served

83%

Success Rate



Children's Advocacy Center of Susquehanna & Wyoming Counties

56 Exams

84 Forensic Interviews

1,301 Outreach

Changing lives and impacting communities across 17 counties...



**211 Northeast/
Help Line**

96,408

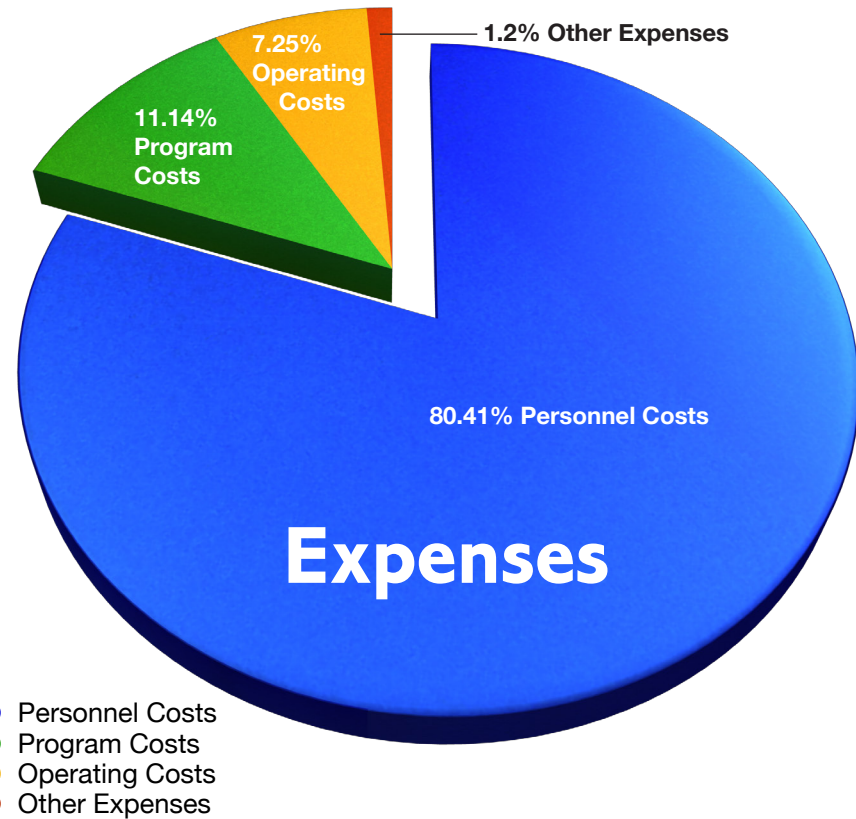
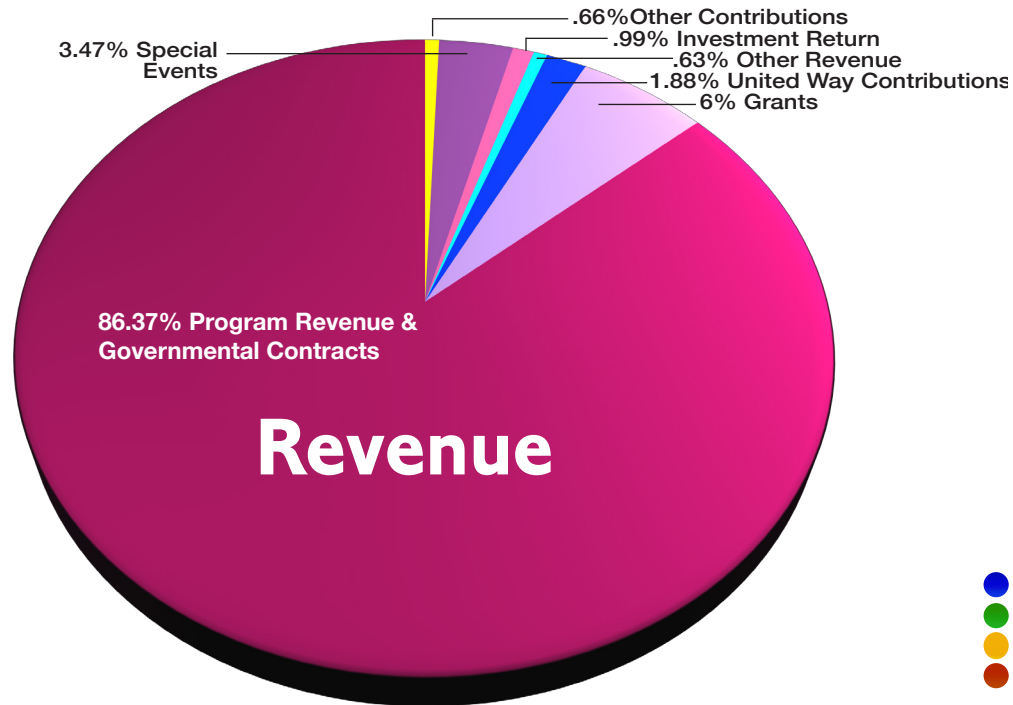
**Callers Connected
to Resources**

10.7%
Increase
in Calls



Financials 2018-2019

- Other Contributions
- Special Events
- Investment Return
- Other Revenue
- United Way Contributions
- Grants
- Program Revenue & Governmental Contracts



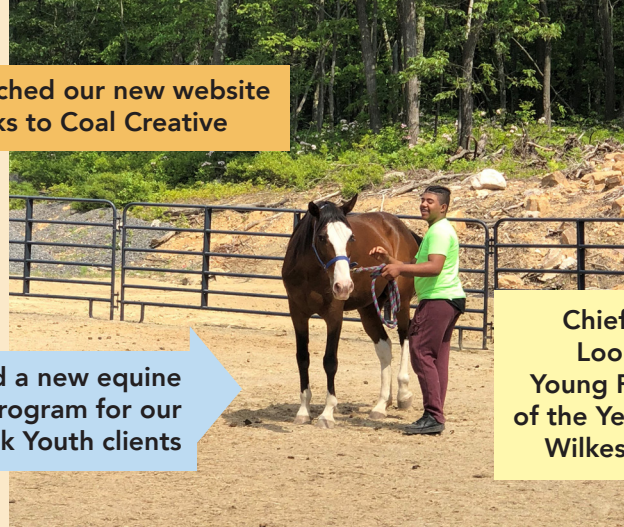
- Personnel Costs
- Program Costs
- Operating Costs
- Other Expenses



2019 Highlights



Launched our new website thanks to Coal Creative



Launched a new equine therapy program for our High-Risk Youth clients

Chief Advancement Officer, Amber Loomis, was recipient of the 2019 Young Professionals Voluntary Leader of the Year Award through the Greater Wilkes-Barre Chamber of Commerce



Mike Zimmerman retired after 10+ year's with FSA and Gert McGowan, Esq. was named new CEO

Named "Charitable Organization of the Year" by the Greater Wilkes-Barre Chamber of Commerce



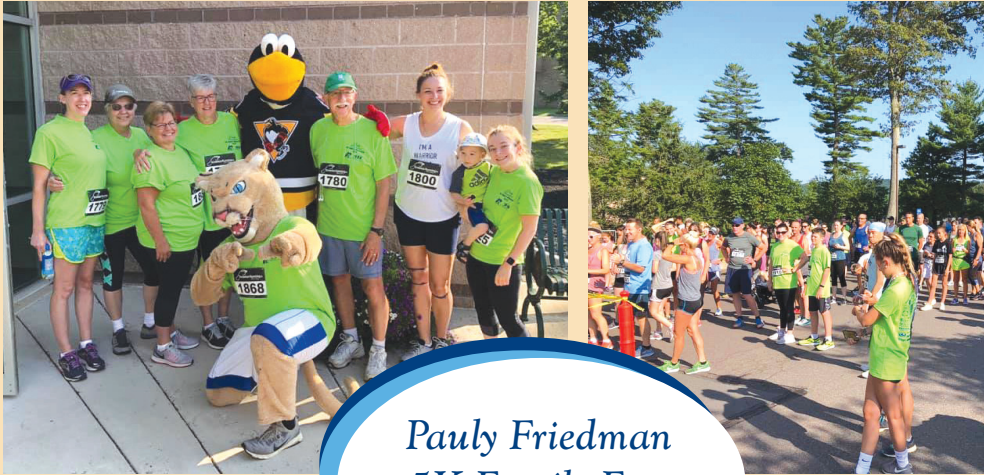
Participated in NEPA Match Day through the Scranton Area Community Foundation



Our Child Advocacy Center relocated to a new location



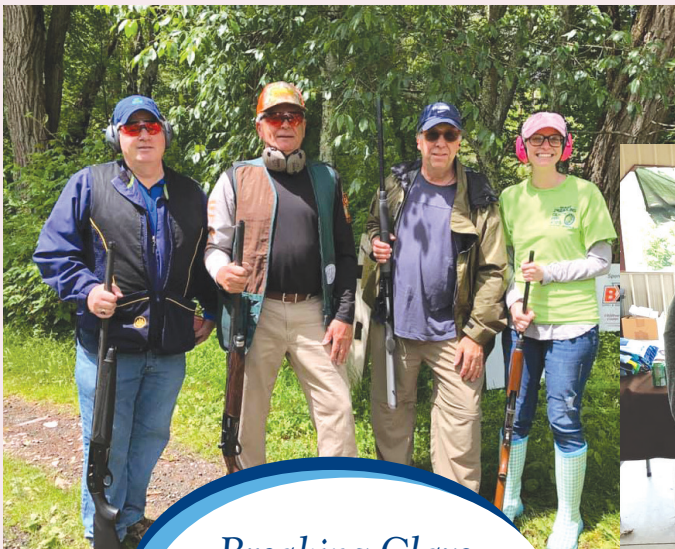
Past Events



*Pauly Friedman
5K Family Fun
Walk/Run*



*Annual
Spring Fling
&
Auction*



*Breaking Clays
for Kids Annual
Clay Shoot*





Annual National Family Week Conference



RailRiders Community Organization of the Game

Annual Meeting Luncheon



Celebrity Happy Hour

2018-2019 FSA Donors

\$5,000+

AllOne Charities
Eyewitness News
Helen T. O'Brein
John Thalenfeld
LAMAR Advertising
Thalenfeld Family Charitable Trust
The Citizens' Voice
The Constellation Fund of
The Luzerne Foundation
The Luzerne Foundation
The Maslow Family Foundation
The United Way of Wyoming Valley
Times Leader
WNEP-TV

\$4,999-\$1,000

98.5 KRZ
Allied Services, Inc.
Antoinette Cisowski
Brand Graphic Solutions
Cohen & Haydu Chiropractic Clinic
Church of St. Nicholas
DA State Drug Forfeiture Fund
Fast Signs
HighMark Blue Cross Blue Shield
John J. and Josephine Thomas
Charitable Foundation
Joseph and Erma Paglianite
Charitable Foundation
Kalinovsky Landscaping, Inc.
King Glass of NEPA, Inc.
Latcon, Inc.
Lita and Leonard Insalaco
Magic 93
Marjorie Marquart
McCarthy Tire Service Company

Michael Zimmerman &
Laura Wereschagin
Mike Walton Entertainment
MotorWorld Toyota
NAVIENT
Panzitta Enterprises
Party Peeps
PNC Bank
Pyramid Healthcare
Rock 107
Ryan Mullaney Photography
Scranton Area Community Foundation
Service Electric Cable TV
& Communications
Simon & Co. Jewelers
Sundance Vacations
The Angeline Elizabeth
Kirby Memorial Health Center
The Fund for Luzerne County of
The Luzerne Foundation
The M&T Charitable Foundation
The Meadows
Trion Industries, Inc.
WILK Newsradio

\$999-\$500

AmeriHealth Caritas Northeast
Art & Paula Jump
Assured Partners of NEPA
CleanSlate
Comitz Law Firm
Erwine Home Health & Hospice, Inc.
Frontier Communications
Frank & Sandra Orlando
Golden Business Machines
Atty and Mrs Jerry Chariton
Linda Ross and Tom O'Neill
Matthew & Ann Marie Alferio

Medical Oncology Associates
Metz Culinary Management
Michael & Beth O'Boyle
Michael & Mary Rosto
PDQ Print Center
Robert Silvi
Robert Friedman
Ron and Gail Laster
Sid Friedman
Teddi Janosov
Times Leader Media Group
& Weis Markets
US Hydrations
Valley Chevrolet

\$499-\$250

Annmarie Andrejko
Apollo Group, Inc.
Bank of America
Benco Family Foundation
Betsy Gover
Children's Service Center
Combined Underwriters of Miami
Community Care Behavioral Health
EEI & The Meadows Campus
Frank & Alice Hughes
Geisinger
Holiday Inn Wilkes-Barre
East Mountain
James & Pauline Carmody
Kuharchick Construction
Lois Rittenberg
Michele & Steve Klausner
Misericordia University
Navient Solutions, LLC
Pride Mobility Products Corp
Sam & Paula Rostock

Sandy Insalaco
Serene F. Werblood
Service Electric
Tambur Family Foundation
The Wright Center for Graduate
Medical Education
The Wright Center of
Community Health
Thomas & Christine Pugh

\$249-\$100

Ace Robbins Inc.
Amber Loomis
Anthony P. Litwin, Jr.
Funeral Homes, Inc.
Barry & Marilyn O'Boyle
Bill & Joanne Runner
Bonner Chevrolet
Brennan Electric, Inc.
BX3 Supply & Rental
Carol & Gregory Douds
Cathy Beretski
Charles Barber
Charles & Denny Barber
Fund of The Luzerne Foundation
Chet & Ann Marie Muroski
Chris and Lesley Banks
Colleen Hodakowski, CPA
Commonwealth Health Wilkes-Barre
General Hospital
Community Bank, N.A.
Corcoran Funeral Home
Dr David & Carol Greenwald
Elaine Sozzi
Ellen DiPhillips
Endless Mountain Health Systems
Esther Davidowicz
Eugene Brady

2018-2019 FSA Donors

\$249-\$100 Cont.

Frank & Maureen Keating
 Gerrity's Supermakets
 Gertrude McGowan
 Gladys Weisberger
 Harold & Sallanne Rosenn
 Harry & Liz Reich
 Dr. Herbert Fellerman
 IMG, Inc.
 James & Colleen Panzitta
 Janice & Sandor Yelen
 Janyne and Gino Gurnari
 Joan Zelnick
 Jonathan Fritz
 Joseph & Mary Perugino
 Joseph & Rose Marie Panzitta
 Juanita Namey
 Kathleen & Lawrence Churnetski
 Kathy Atwell
 Kelly Klein
 Keystone Community Resources, Inc.
 King's College
 Larry & Yulinda Singleton
 Linde Corporation
 Luzerne County Community College

Mary Agnes Kratz
 Megan Kennedy, Esq.
 Michael & Ethel Moskow
 Dr. and Mrs. Michael Rittenberg
 Michael & Patricia Last
 Michael's Family Restauraunt
 Montrose Area Kiwanis Club
 NAMI Luzerne/Wyoming Counties
 P&G Mehoopany
 Pat & Deb Evans
 Patricia Skrynski
 People's Security Bank & Trust Co.
 Perkins
 Phillip W. Roth
 PS Bank
 Rachel Pugh-Blanchard
 Reddon's Drug Store
 Drs. Robert & Janice Seeley
 Ruth Catina
 Sandor & Janice Yelen
 Sandy Feldman
 Schneider's Market
 Senator Lisa Baker
 Sheila Saidman, Esq. &
 Steve Kafrissen, MD
 Steve & Iris Libenson

Subway
 Susan & Emmanuel Pons
 Suzanne Kapral
 Teresa & David Lacey
 The Black Horse Foundation
 The Lefkowitz Family Fund
 of The Luzerne Foundation
 The Lita & Leonard Insalaco Family
 Charitable Fund of The Luzerne
 Foundation
 Honorable and Mrs. Thomas Burke
 Venesky Railroad Ties
 Visions Federal Credit Union
 Wegmans
 Welch Associates Insurance
 Honorable and Mrs. William Amesbury
 Dr. William V. Lewis

\$99-\$50

Agolino's Restaurant
 Barbara Shadie
 Calli Berg
 Chris and Leslie Calzaretta
 Culnane's Garage, LLC
 Dr. & Mrs. Loren J. Grossman

Elaine Malley
 Eugene & Constance Roth
 Frank Pangallo
 Harry & Linda Krape
 Helene Reed
 Irene Blum
 Jay Delaney
 Jessica Mancus-Bartalotta
 John Miller
 Keith & Joan Kleinman
 Mr. and Mrs. Kevin Smith
 Linda Ross
 Mrs. Lynn Gonchar
 Mark J. Sobeck Roof Consulting
 Dr. and Mrs. Martin Blidner
 Murray & Elly Miller
 Patricia Deirdre Mullan
 Prahlad Murthy
 Randall Olszyk
 Dr. Richard Silbert
 Ruth Kemmerer
 Sally Connor
 Sam Greenberg
 Samuel & Toni Hockman
 Steven Davidowitz
 William Obeid





Family Service Association
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31 West Market Street
Wilkes-Barre, PA 18701
Tel. 570-823-5144
Fax 570-829-5054
fsanepa.org



Save the Date!

Spring Fling Auction
Wednesday

Honoring the Borland Family
Held at The Woodlands

17th
June

5th Annual Clay Shoot
Breaking Clays for Kids
Friday

Held at Rock Mountain Sporting Clays

19th
June

12th Annual Pauly Friedman
5K Family Walk/Run

Sunday

Held at Misericordia University

2nd
Aug.

11th Annual
National Family Week Conference

Friday

Held at Best Western Plus
Genetti Hotel & Conference Center

20th
Nov.