



# Annual Report

## Fiscal Year 2022

### Mission Statement

Family Service Association of Northeastern Pennsylvania, a not-for-profit, non-sectarian organization, provides diverse services to children, individuals, seniors, and families, empowering them to achieve their full potential through building healthier relationships and stronger communities.



# Our Vision

## Values: We Are...

### ***Accountable***

We are responsible to the individuals, the family, and the community. Our integrity has sustained us for over a century.

### ***Client-Focused***

We respect the right of self-determination for our clients and our communities. We build trust through compassion and a focus on client potential. We provide a voice and a choice in their recovery to strengthen their families and our community.

### ***Professional***

We strive to remain on the cutting edge of social work and human services practice. We welcome our clients regardless of circumstance.

### ***Ethical***

We are dedicated to the highest standards of ethical behavior toward our clients. We build trust through transparency.

### ***Autonomous***

We are independent in our services and our programs. Our autonomy allows FSA to be responsive to community needs.

*Building resilient families and thriving communities- one person at a time*

## A Message from Our CEO!



Sean Gerow, MS, CEO

*...I had the opportunity to meet with someone who walked into the office, lost and needing assistance. Staff immediately connected her with PA 211 NE/Help Line, she was new to the area and had nowhere to turn. When I met with her, she shared her story of needing a new beginning. After listening I asked if there was anything else we can do at this time, wanting to do so much more. I knew she had a plan to get additional services. She shared how grateful she was for the helpline staff, she had resources, she had food, and I knew she wanted to chat some more. As I listened she said, if I only had a loaf of bread, I could go home and make a great peanut butter and jelly sandwich. I asked her to wait a minute and I went upstairs and brought down a loaf of bread and handed it to her. She started to cry. She said this is for me and I say yes. I said have a great sandwich and if you need anything else let us know and we will do what we can to help. She thanked me and left with tears in her eyes.*

Since the day I arrived to work at Family Service Association of NEPA, I knew right away, that it is about family and community. The above story has proven that when we work together, we are able to make a difference. Every day I am inspired by our staff, our donors, our partners, and our board of directors who have risen to the unprecedented challenges of the past two years. They have demonstrated resilience and dedication to the community we serve.

Despite uncertainty in the face of a global pandemic that magnified and exposed social and economic inequalities – there was an unwavering commitment to our mission to building healthier relationships and stronger communities. Our dedicated staff never stopped working, never stopped making a difference and never stopped being there for their families. They are truly heroes.

The extraordinary generosity of our donors allowed us to meet the needs of those we serve on a daily basis. Our board of directors provided unwavering support and guidance throughout an otherwise unknown time. We are not able to do the work we do without our donors or our board and to that, I say thank you for your generosity and continued support. These past two years have shown us we are resilient. I am proud to be a part of the FSA family and I am proud to say FSA has emerged stronger and remains even more committed to serving our community now and in the future, no matter what challenges may lie ahead.

I invite you to learn more about Family Service Association of NEPA as you read this annual report. As you read about our programs, see our data and look at financials please keep in mind this... as my message started with a story, each data point represents a story of someone we had the opportunity to work with and impact. Because for every life we impacted, they made an impact back on us tenfold.

Thank you for inspiring us and for joining us in building a stronger community together.

Sean Gerow, MS, CEO

### **Board of Directors**

**Sam Rostock - Chairperson**  
**Jeffrey Roth - 1st Vice-Chairperson**  
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### **Chief Executive Officer**

Sean Gerow, MS

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Remington Sweeney  
Adam Thalenfeld  
John Thalenfeld  
Mindy Zafrany  
Joan Zelnick  
Alison Zurawski

## A Message from Our Chair!



Sam Rostock, CPA

We remain steadfast in our mission to build healthier and stronger communities as we prepare for the next challenge. Thank you to our supporters and donors who believe in our mission. We are counting on your support as we continue to move forward. Many thanks for standing by FSA now and always; we greatly appreciate your generosity, your partnership, and your friendship.

Warm Regards,

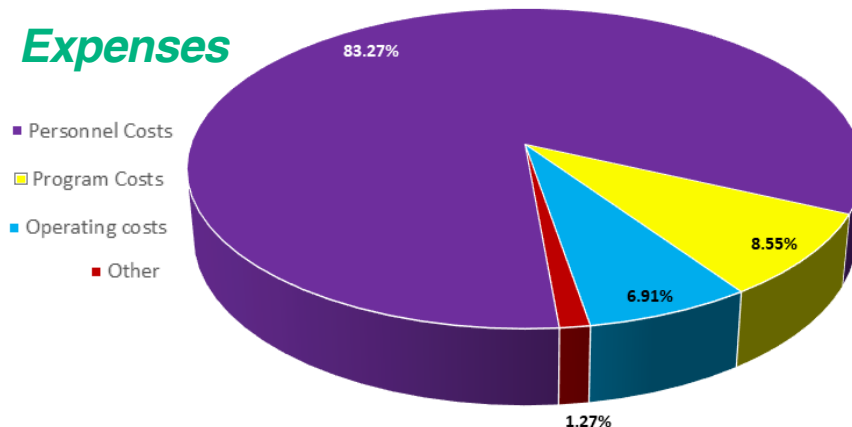
**Sam Rostock, CPA, Board Chair**

These past two years we were put to the test as we navigated, and continue to navigate, the global pandemic, which threatened so much of what we hold dear. I am immensely proud of our Family Service Association team for supporting each other and constantly pivoting and innovating to continue to provide hope for the community in which we live, play and work.

With your support, FSA was able to be at the forefront of our community's response and played a pivotal role in ensuring our community continued to be well-served and our staff remained safe. This response, including helping to coordinate COVID-19 vaccine appointments for so many in our community, has saved lives and provided most of us an opportunity to move beyond the pandemic. In addition, FSA has emerged stronger than ever because of the support of our Board of Directors, staff, and friends who helped us weather this unimaginable, volatile, and still uncertain time.

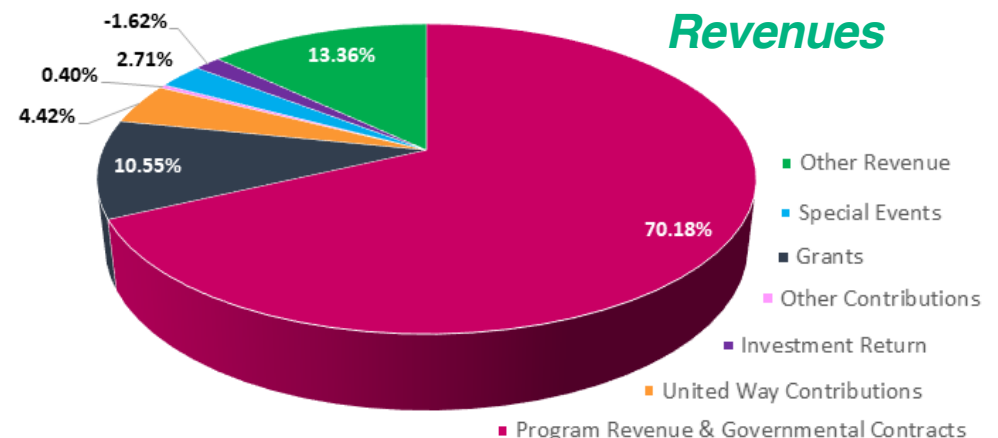
FSA would not be where we are today without the brilliant, creative, strong and compassionate leadership of our entire FSA team. Their dedication to the work they do and the community continues to shine through every single day and we are extremely grateful to have a wonderful group of people working at FSA. The work they do impacts the lives of so many every day and we are honored to have them with FSA.

## Expenses



## Financials

### Revenues





# Outreach Prevention Program (OPP)

**73.5%**  
**Success**  
**Rate**

focuses on families and children that are in active crises and in danger of interaction with the court system.



New Referrals



Cases Opened



Cases Closed  
2021-2022 cases

**36 of 49** *Finished*  
*OPP Successfully*

**13 of 49**  
*were Unsuccessful due to*  
*non-compliance / recidivism*  
*and placement*



## *Family Group Decision Making*

Brings all members of the family together to discuss the problems and form mutually-agreeable solutions.



Provided

**111**

Conferences  
in the FGDM  
model



**0**

Held meetings  
to modify their  
family plan



**488**

Family  
Supports  
participated in  
conferences

In the past fiscal year, we provided 111 Conferences in the FGDM model. Of those 111, no families had meetings reconvened to modify their original family plan. 488 Family Supports participated in conferences.



# Events Recap

- 13th Annual Pauly Friedman 5K Family Walk/Run was held on Sunday, August 29, 2021 at the Friedman JCC.
- Spring Fling was held on Thursday, May 12 at the Westmoreland Club in Wilkes-Barre. This year we celebrated 50 YearS of PA 211 NE/ Help Line.
- Day of Caring with the United Way- our staff joined nearly 500 local volunteers to assist nonprofits and local organizations to finish projects at their facilities. This year staff worked with Temple Israel in Wilkes-Barre.
- FSA staff recognition awards: Rebecca Ciliberto, 5 years; Jeannette Hontz, 10 years; Aimie Voelker, 10 years; Carrie Greenberg, 10 years and Jessica Ives, 10 years. Not pictured: Keith Trumbower 35 years.
- Board Members & FSA NEPA participated in Valley Santa





# FSA Food Pantry

*(Started in April 2022)*

In partnership with the Commission on Economic Opportunity (CEO), has started a food pantry for those who receive services at FSA NEPA. CEO will provide non-perishable food items as well as other household staples such as cleaning products, diapers, and menstrual products. FSA NEPA is also accepting appropriate donations from affiliates. Food insecurity continues to affect families at higher rates than ever and FSA NEPA is grateful for the opportunity to be able to provide some assistance to families. Since the program's inception in April 2022 through June 2022, the pantry has served 16 families, with 7 of them accessing the food pantry more than twice. In June 2022, FSA NEPA launched a collection for the Food Pantry to recognize National Hunger Month, collecting donations from the organization's affiliates. Overall, the donations exceeded 454lbs of food. As a result, the Food Pantry was expanded into a larger space at FSA NEPA as it outgrew the originally designated room.



While every family has benefited and has been appreciative, one specific family has been incredibly grateful as they have been transitioning from a hotel after experiencing a long period of houselessness. Supplemental food and hygiene products allowed them to save a few extra dollars towards their new home, which they have recently moved into. After asking their clinician for a little extra help with laundry detergent, they were able to thoroughly clean all of their linens and clothes before moving. Having these comforts in their home was worth more than anything- which is actually what the FSA Food Pantry is aiming to do.

**454**  
pounds received  
in **DONATIONS**

Total Adults 29

Total Children 21

Total Families 16

Families that access 2x 7



Board members Adam Thalenfeld donates bread & eggs weekly



# PA 211 NE/Help Line

## *Fiscal Year 2022*

Free 24 / 7 / 365 information and referral service covering a 17-county region which provides callers with access to urgent human service needs.

Total Calls	85,835
Social Media	3,840
Local Resources	3,529
211 Transactions	28,331
211 Needs Addressed	34,109
211 Website Hits	9,201
211 Website Page Views	15,734
Text Messages	1,335



Question 1. Did you receive new helpful information?

Question 2. Would you use the service again?



## Top Need Categories

Rent Payment Assistance: 13.45%

Electric Service Payment Assistance: 8.13%

Housing Related Coordinated Entry: 5.95%

Community Shelters: 5.64%

Food Pantries: 4.89%



# PA 211 REGIONAL CONTACT CENTERS

## PA 211 NORTHEAST WILKES-BARRE

Operated by Family Service Association  
of Northeastern Pennsylvania

**24/7 SERVICE IN  
ALL PA COUNTIES**

## PA 211 EAST LANCASTER

Operated by United Way  
of Lancaster County

## PA 211 SOUTHCENTRAL HARRISBURG

Operated by Contact Helpline

## PA 211 SOUTHWEST PITTSBURGH

Operated by United Way of  
Southwestern Pennsylvania  
*Serving the SW, NW, and SE regions*

*Counties served by the  
SW, SC, or NE regions*



**78** Engaged Through  
Case Planing

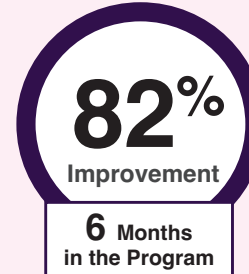
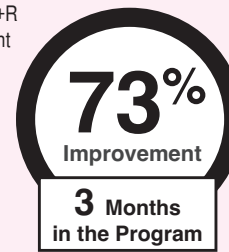
**15** Families  
Reunified Total

## Intensive Family Reunification Service

works directly with families, children,  
community, and courts to address these problems.

**26** Children reunified  
with their families

**137** Families  
Referred



## Turning Points

teaches  
women who  
are abusive in  
their home,  
that violence  
is not a  
solution  
to problems.

**13**  
enrolled

**9**  
successfully  
completed

# Children's Advocacy Center of Susquehanna & Wyoming Counties

provides a safe space where a child receives a single exam and interview for the legal system, in addition to trauma therapy

19

Medical  
Exams

Forensic  
Interviews

45

36

Trauma  
Counseling  
Center Clients



## High Risk Youth Re-Entry

Caseworkers in this program work directly with children who are deemed high risk. Served 648 children at risk for delinquency or dependency.

In the past fiscal year ending June 30, 2022, FSA High-Risk Youth served 64 youth and their families, with a rate of

**91%**  
not re-offending.

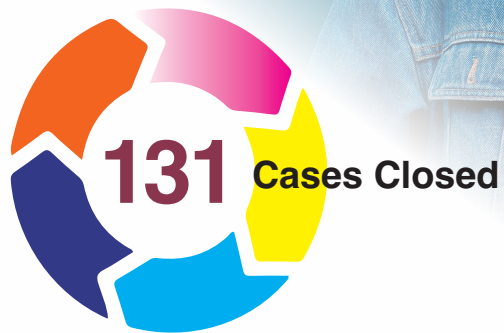
At this time, FSA has served 791 youth and their families with a rate

**82.3%**  
not re-offending.



# Specialized Adolescent Assessment Unit\*

works with referred children and families in severe conflict, truancy, pre-delinquent behaviors, or drug/alcohol issues to develop plans with the family to prevent any form of escalation, and establish a safe home space.



**31 Cases**  
into the next quarter/year

## Guardianship

*caseworkers become the legal guardians of individuals who are declared incapacitated by a doctor and courts due to mental or physical illness, trauma, or aging.*

**100%** Medical and Safety Needs within 90 days

**100%** Care Plans Developed within 90 days

**59** Active Cases

**69** Individuals Served

**92%**

**10** Cases Closed

accomplished end-of-life burial accounts/plans within 90 days

## Anger Management

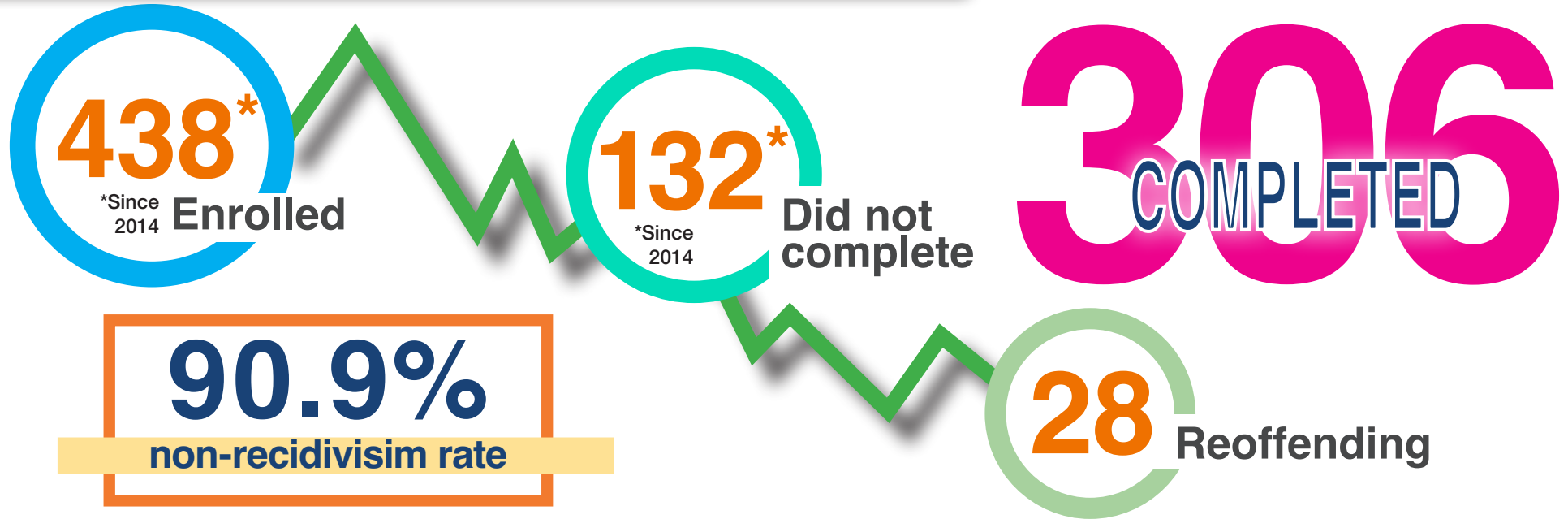
*for individuals who want to learn to control their anger before it gets them into any further, more permanent trouble.*

## Counseling

*providing confidential counseling for families, couples, and individuals addressing the personal, mental, and relationship challenges of life.*

# Batterers Intervention Services

for men who are ready to take responsibility for abusive behavior and make a permanent change regarding how they interact with loved ones.



## Family Finding

*seeks to find other family members or potential guardians who might take over custody of that child successfully.*

Served  
**361**  
Children

**93**

**Blended Perspective Meetings**  
Bring the identified connection network together to discuss the Strengths, Needs, and Biggest Unmet needs of the Child(ren).

**219**

**Kinship placements instead of stranger care.**

**558**

**Kinship connections**



**77**

### Lifelong Connection Meetings

Having the identified connection network of the child(ren) making a plan on the Biggest Unmet needs of the child/ren, and working together for the healing process of the children.



# Thank you to all of our Donors

## 2021-2022 Donations

The 1994 Charles Degenstein Foundation  
A. Pickett Construction, Inc.  
Advocacy Fund for Grandparents Raising Grandchildren  
Mr. & Mrs. Matthew J. Alferio  
Allied Services, Inc.  
AllOne Foundation & Charities  
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Children's Service Center

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 Emil & Mindy Zafrany  
 Ms. Joan Zelnick  
 Mr. Michael Zimmerman & Ms. Laura Wereschagin

### *Thank You to All of Our United Way Partners!*

Berwick Area United Way	United Way of Pennsylvania
United Way of Bradford County	Pocono Mountains United Way
United Way of Columbia & Montour Counties	United Way of the Southern Tier
United Way of Greater Hazleton	United Way of Susquehanna County
Greater Susquehanna Valley United Way	United Way of Wyoming Valley
Lycoming County United Way	Wyoming County United Way
United Way of Lackawanna & Wayne Counties	Wellsboro Area United Way



Family Service Association  
of Northeastern Pennsylvania  
31 West Market Street  
Wilkes-Barre, PA 18701  
Tel. 570-823-5144  
Fax 570-602-3101  
fsanepa.org



# Save the Date!

## Spring Fling Gala & Auction

**20<sup>th</sup>**  
**April**

## 8th Annual Clay Shoot Breaking Clays for Kids

Supports The Children's  
Advocacy Center of Susquehanna  
and Wyoming Counties

**23<sup>rd</sup>**  
**June**

## 15th Annual Pauly Friedman 5K Family Walk/Run

Held at Friedman Jewish Community  
Center in Kingston, PA

**6<sup>th</sup>**  
**Aug.**

## 14th Annual National Family Week Conference

**17<sup>th</sup>**  
**Nov.**



CHECK OUT OUR WEBSITE [FSANEPa.ORG](http://FSANEPa.ORG) or FOLLOW US ON SOCIAL MEDIA FOR MORE EVENT INFORMATION