

*WE LISTEN, CARE AND HELP. EVERY DAY.*



**FAMILY  
SERVICE**



**FY 2023-2024**

# **ANNUAL IMPACT REPORT**

## **ABOUT FAMILY SERVICE**

For over 70 years, Family Service Association of Bucks County (Family Service) has been a 501(c)(3) non-profit leader in providing vital human and social service programs to children & families throughout Bucks County, in ways that are innovative, inclusive and dynamic. Our programs and services treat mental health issues, reduce substance use; shelter, feed & seek permanent housing for the homeless; improve parenting; reunite families, prepare children & teens for the future & improve the quality of life for those living with HIV/AIDS. We draw on our experience to develop programs that meet emerging needs.

## **MISSION**

We listen, care and help. Every day.

## **VISION**

A community where anyone can achieve their full potential.

Family Service Association  
4 Cornerstone Drive  
Langhorne, PA 19047

[www.fsabc.org](http://www.fsabc.org)  
215.757.6916  
[fsabc@fsabc.org](mailto:fsabc@fsabc.org)

## **FY 2023-24 BOARD OF DIRECTORS**

Deborah B. Van Aken, Ph.D., President  
Alice Gens, Vice President  
Clifford Davis, Secretary  
Joseph J. Stoll, Esq., Treasurer  
Mark S. Cappuccio, Esq.  
Sonja Foster-Storch  
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Christine M. Zador-Silverman, D.O.

*\*This list is not reflective of any Board changes that took place after July 1, 2024. Those will be listed in the FY2024-25 Report.*

## **CHIEF EXECUTIVE OFFICER**

Julie Dees, MBA, LPC

# A MESSAGE FROM LEADERSHIP

Dear Friends,

Family Service continues to be a lifeline for many of the most vulnerable people in Bucks County. Our vital programs and services helped thousands of our neighbors in 2024, and with your partnership, we hope to make an even greater impact in 2025.

Our highly skilled staff regularly meets clients where they are and helps them overcome barriers to stability, such as homelessness, trauma, mental illness, and/or substance use disorder. Family Service utilizes our years of experience and expertise to empower children, families, and individuals, ensuring that they not only go on to recover, but thrive.

Through the launch of innovative and impactful programs, increased staff training opportunities, diversity and inclusion initiatives, as well as groundbreaking partnerships, our agency is poised to continue advancing our mission to listen, care and help. Every day.

As CEO and on behalf of our Board of Directors, we would like to thank you for your ongoing support of Family Service in the past year. Donors, grant makers and volunteers are the driving force behind our success, and your partnership helps ensure that we will continue to provide the level of service that our neighbors in need have come to expect.

Thank you for your steadfast commitment to Family Service.

Sincerely,



Julie Dees, MBA, LPC  
Chief Executive Officer



Deborah Van Aken  
President, Board of Directors



Julie Dees,  
Chief Executive Officer



Deborah Van Aken President,  
Board of Directors

# BY THE NUMBERS

The Housing Link Helpline & Call Center supported 9,041 calls from 4,950 families who were experiencing a homelessness crisis

Outpatient Behavioral Health Services - 1,610 clients served

Housing First/Blended Case Management Program - 30 individuals supported

Blended Case Management Program - 186 individuals served

Certified Peer Specialist Program - 37 people assisted

Community Addiction Recovery & Engagement - 359 individuals counseled

Food Pantry - 1,192 individuals nourished

Shelter - 359 people and 174 households served

Teen Center - 10 supported

Pennsylvania Family Support Alliance - 25 individuals supported

Nurturing Parents Program - 83 individuals served

Parents as Teachers - 95 individuals and 63 families served

Parenting Together Program - 10 individuals supported

LINKS Family Reunification Program - 17 individuals served

Forensic Highway Safety Program - 667 individuals served

Housing Opportunities for Persons with AIDS (HOPWA) - 47 individuals & 29 households supported

Volunteers - 156

Grant Funding - \$4,599,802

HIV/AIDS Program - 118 individuals supported

Street Medicine - 105 individuals served

Nurse Navigation - 62 individuals supported



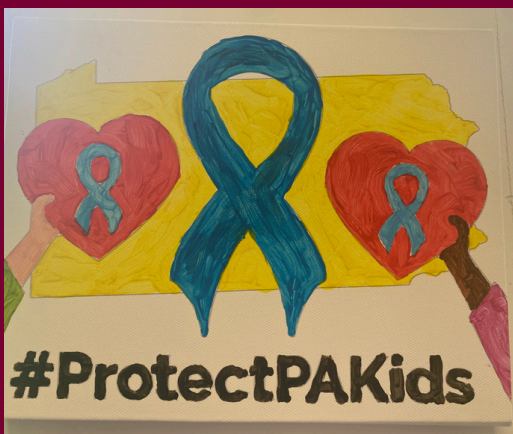
# FORGING FAMILY CONNECTIONS



Family Service is adamant about supporting families throughout and beyond Bucks County. It is in our name.

Throughout the year, our **Family Strengthening Programs** connect highly skilled staff with hundreds of families in the community, providing essential educational information, parenting skills, networking opportunities, special events like the annual *Family Service Community Festival* and case management. All of these offerings play a key role in keeping vulnerable families together, reunifying those which have perhaps experienced past challenges and teaching proven, evidence-based strategies to bolster family connections on every level.

Family Strengthening staff, with the assistance of dedicated volunteers, donors and partners, also manage our on-site **Food, Pet & Diaper Pantry**. The Pantry serves over 1,000 individuals each year, who are experiencing food insecurity. Best of all, many our award-winning Family Strengthening programs including the Pantry, are bilingual, thus allowing us to serve our Spanish Speaking neighbors in need.





# COMBATTING HOMELESSNESS



The plight of homelessness in Bucks County is a very well-kept secret among many. Nevertheless, it is absolutely a crisis that affects more than 500 of our neighbors each year, and that number continues to grow.

It is for this reason that the **Bucks County Emergency Homeless Shelter** in Levittown, Pa., owned and managed by Family Service, operates at full capacity 24 hours a day, 7 days per week, often with a waiting list that exceeds 100. More tragic is the fact that of the approximately 350 individuals who take temporary residency in the Shelter each year, *1/2 are young children* and a growing number of residents consist of families, most of whom never had to previously concern themselves with becoming unhoused.

A key component of the Shelter, beyond the fact that it is the only one of its kind in Bucks County, is that it offers residents much more than the basic necessities of three meals a day and a safe warm place to sleep. Through comprehensive case management, proactive nursing, mental health, and substance use counseling, and the availability of vital community resources, our dedicated staff, volunteers and partners aim to transition residents back to permanent housing within 60 days of admission. In the forthcoming year, plans are underway for a complete renovation of the Shelter, to support more families and provide more privacy and dignity for our residents.

Beyond the Shelter, our **Street Medicine** team spends their days traveling throughout the County in their mobile medical van, visiting more than 100 unsheltered homeless individuals, making wellness checks, preventing emergency room visits, and ensuring they are as healthy as they can be under the circumstances. The team, which consists of a registered nurse, licensed practical nurse, case manager and medical case manager have also recently added the support of physician assistants and medical students from Delaware Valley University, Philadelphia College of Osteopathic Medicine, and Doylestown Hospital.



# SUPPORTING RECOVERY & WELLNESS



A primary reason for the establishment of Family Service in 1953, was to address the growing and complex mental health problem throughout Bucks County. Since then, our agency has grown in both size and scope, now offering more than 25 programs, all of which serve the purpose of supporting the most vital needs of our community.

**Outpatient Services** supports and counsels over 1,600 children and adults, many of whom are experiencing serious mental health crises. Through funded programs such as Project Access, our agency successfully filled a commercial insurance coverage gap, to counsel over 100 children and youth.

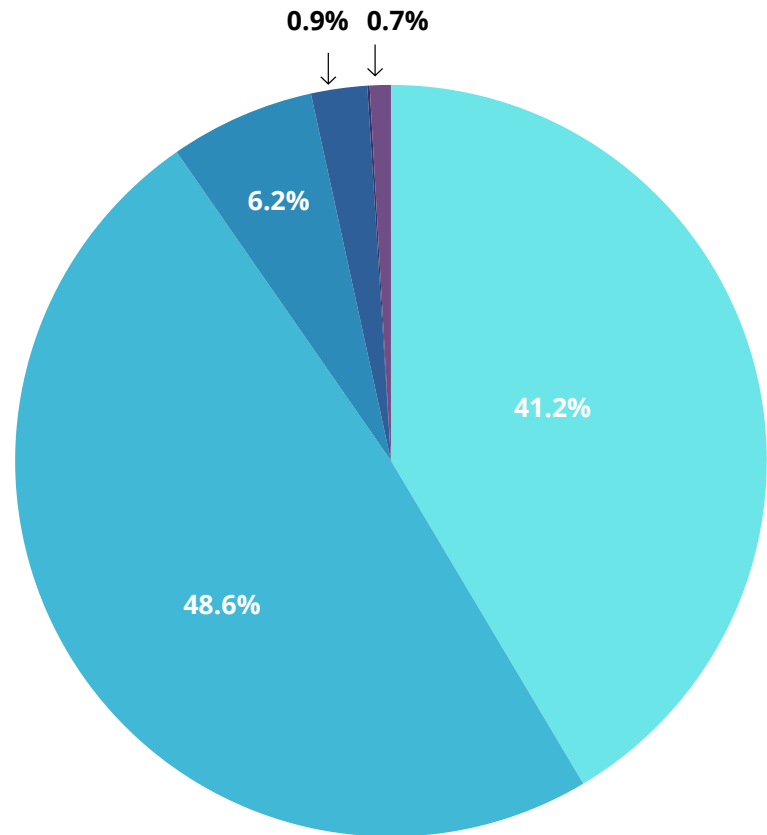


In the past year, our **Community Addiction Recovery & Engagement (CARE)** Program supported Bucks County neighbors on their journey through substance misuse and recovery. By offering proactive harm reduction training and supplies, educational programming and lived-experience drug and alcohol counseling, CARE, in conjunction with our growing **Certified Peer Specialist, Street Medicine** and **Forensic** programs have served more than 1,000 over the past year.

# FINANCIAL SUMMARY

## FY 2023-2024

# REVENUE



Client Services & Insurance Fees	48.6%
Grants & Contracts	41.2%
Donations	6.2%
340B Program	2.4%
Other	0.9%
United Way of Bucks County	0.7%

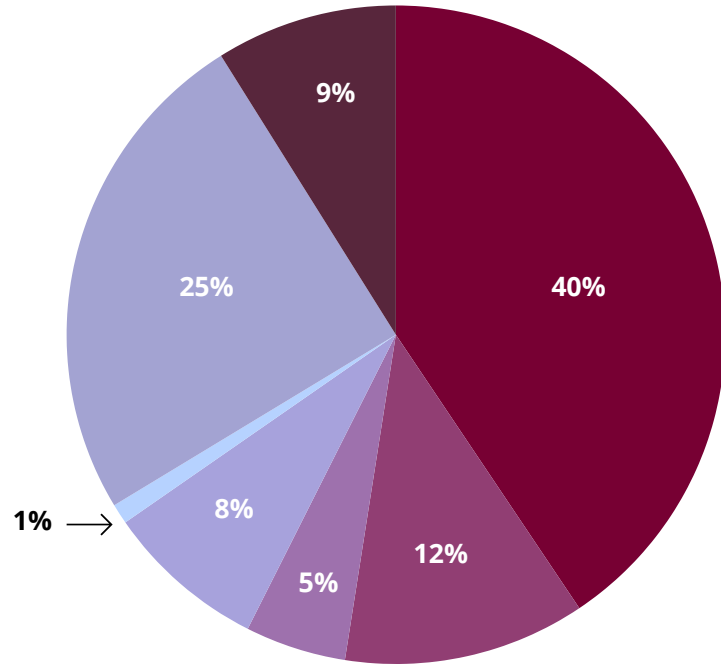
*Family Service remains well-positioned to serve individuals and families for many years to come. We are proud to say that more than \$0.87 of every dollar goes directly to our vital programs and services.*



# FINANCIAL SUMMARY

## FY 2023-2024

# EXPENSES



■ Mental Health & Wellness .....	40%
■ Homeless Services.....	25%
■ Substance Use & Recovery.....	12%
■ HIV/AIDS Services.....	9%
■ Family Strengthening.....	8%
■ Development & Funding.....	5%
■ Suicide Prevention.....	1%
General Agency.....	0%

*Note that administration is included in program expense at 12.8% of program cost before administration*

# GRANTS & CONTRACTS

## FY2023-2024



- Amerihealth Caritas Pennsylvania
- Bucks County Correctional Facility
- Bensalem Township
- Bensalem Township Community Development Block Grant
- Bristol Township
- Bristol Township Community Development Block Grant
- Bucks County Behavioral Health System
- Bucks County Children and Youth Social Services Agency
- Bucks County Community Development Block Grant
- Bucks County Department of Housing and Community Development
- Bucks County Department of Human Services
- Bucks County Department of Mental Health/Developmental Programs
- Bucks County Division of Housing and Community Services
- Bucks County Drug and Alcohol Commission
- Bucks County Housing Authority
- Bucks County Human Services
- Bucks County Opportunity Council
- Bucks County Redevelopment Authority
- Bucks County Suicide Prevention Task Force
- Children's Trust Fund
- City of Philadelphia/Office of Housing and Community Development
- Foundations Community Partnership
- Health Partners Plan, Inc.
- Janssen Pharmaceutical
- Keystone Family Health Plan
- Magellan
- National Suicide Prevention Lifeline
- Neshaminy Pharmacy - 340B
- PECO/Exelon Foundation
- Pennsylvania Commission on Crime and Delinquency
- Pennsylvania Department of Community and Economic Development
- Pennsylvania Department of Human Services - Office of Budget
- Pennsylvania Department of Human Services, Office of Child Development and Early Learning
- Pennsylvania Housing Finance Agency - Home4Good
- Pyramid Healthcare, Inc
- St. Mary Medical Center Mission Committee
- State of New Jersey Department of Children and Families
- Thomas Jefferson University
- Today Inc.
- U.S. Department of Health and Human Services
- U.S. Department of Housing and Urban Development
- U.S. District Court, Eastern District of Pennsylvania, Probation Office
- United Way of Bucks County
- Vibrant Lifeline Evaluation
- Vibrant Veterans Amendment
- Wawa Foundation

# CREATING BRIGHTER TOMORROWS



Each year Family Service hosts a series of special events that directly and immediately benefit all of our programs and services. Additionally, we take these opportunities to highlight some of the successful outcomes that we provide for our clients.

The 12th Annual Family Service **Emergency Homeless Shelter Benefit**, which took place at Belle Voir' in Bensalem, Pa., raised more than \$210,000. The funds that were brought in, support day-to-day operating expenses and needs of Shelter residents, as they arise.

Last October, we welcomed golfers and guests to a fun and charitable day on the links at the 24th Annual **Drive for Youth Golf Outing**, which was again held at Jericho National Golf Club in New Hope, Pa. The fundraiser brought in \$50,000, all of which went towards supporting our programs and services. Additionally, during the awards presentation, local high school student Romeo Angelini was honored with the Susan N. Altomari Champion of Youth Award, for his generous annual contributions to our Food Pantry.

For the third consecutive year, we launched our **Annual Appeal** 'virtually' via a Zoom presentation and raised approximately \$150,000 in the following month. "Joining Together for a Brighter Tomorrow" continues to be among our most unique and profitable annual fundraisers to date.

# VOLUNTEERING FOR THE GREATER GOOD



Family Service is who we are because of our dedicated and supportive volunteers. From our Board of Directors to all of our day-to-day program and event volunteers, we absolutely could not function without them.

In the past year, we were honored to have 156 of our neighbors from as far as across the bridge in New Jersey, choose to spend a portion of their time helping us assist those who need us the most. We are aware that doing so can sometimes be challenging, which makes these amazing folks all the more special.

With their help, last year Family Service provided client families in need with 250 backpacks through the Back to School Drive; 125 coats through 'Operation Warm: Driving Away the Cold'; and 500 toys and presents through the Holiday Gift Shop. These events alone are almost entirely volunteer-driven. Beyond them, our volunteers also play key roles in supporting our Food Pantry, fundraisers, community outreach and Shelter programs.

We are grateful for all that they continue to do in support of our agency. On behalf of our neighbors in need, we thank them vigorously for their assistance.

## WAYS TO GIVE:

As a nonprofit organization, our success relies heavily on public funding, as well as the generosity of our private donors and volunteers. Often, a gift of time or one in-kind, can be just as impactful as a monetary donation. Following are just a few of the ways to support Family Service.

You can make a **monetary gift** to Family Service at any point during the year. It can be done quickly and safely, via our website at **[www.fsabc.org/donate-today](http://www.fsabc.org/donate-today)**. You can contribute to our general operating fund, or you can choose a specific program or cause that will make an immediate impact. **Planned gifts, stock options and charitable gift annuities** are other options, and they are also described in detail, on the above website.

A **gift-in-kind** can range from unopened food or new household items (diapers, wipes, etc.) for our Food & Pet Pantry; new blankets, sheets or other needs for our Emergency Homeless Shelter; backpacks or school supplies; new coats with a tag, unopened toys, and much more. Our Pantries and the Shelter have regularly updated *wish lists*, which can be found on our website below.

Much of our success is possible because of our dedicated **volunteers**, and openings are always available. Help is most-often needed at our Emergency Homeless Shelter, Food Pantry, and Pet Pantry, but opportunities exist throughout the entire agency, in various programs and administrative offices. Volunteer information is listed in more detail on our website, at **[www.fsabc.org/get-involved/volunteer](http://www.fsabc.org/get-involved/volunteer)**.

## STAY CONNECTED:

Follow us on social media for the latest happenings at Family Service. The tag for all of them is @FamilyServiceBucks



Family Service Association of Bucks County  
4 Cornerstone Drive  
Langhorne, Pa. 19047

215.757.6916  
[fsabc@fsabc.org](mailto:fsabc@fsabc.org)

Visit us at [www.fsabc.org](http://www.fsabc.org), or scan the QR code



