



A STORIED YEAR OF SUCCESS  
2010 Annual Report

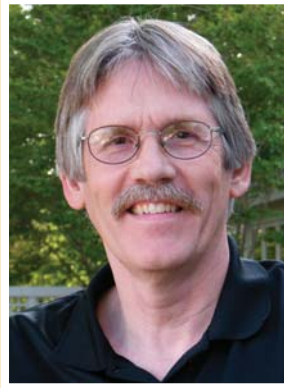


**ACCESS  
SERVICES**  
Creating better ways to serve  
people with special needs





## A Letter from the President



This year we faced the most severe recession in recent history. There were limited funds available in the federal and state budgets for new programs or any kind of expansion. There were, and continue to be budget cuts which threaten our base allocation. I am very pleased to report that even with these barriers, Access Services' projected revenues during fiscal year 09-10 were \$24,772,319.00. This represents 6.94% growth in a year where there were no cost of living adjustments. The revenues are up from the 4.83% reported growth in fiscal year 08-09, which is exceptional in this environment.

I believe our success is due to the great work our staff is doing out in the field. Access Services has developed an excellent reputation with our funders. Our programs and services are becoming more in demand as they have been very effective in meeting consumers' needs, thus reducing the need for hospitalization and other higher cost services. Our staff continue to show a passion for serving others, flexibility in meeting changing needs, and a willingness to be mobile by providing supports in people's homes and in the community.

This year we expanded our Children's Crisis Support program into Bucks County. We also expanded both the Starting Point Program, supporting individuals with chronic mental illness, and our Rebound Program which provides counseling and other services to adjudicated youth. In addition, we were awarded a contract in Northampton County to provide supported housing for individuals leaving Allentown State Hospital.

Other highlights for this year included the opening of our 2nd Hand Treasures Thrift Store, which has been very successful. We also completed a total rebranding and marketing initiative, and implemented the myDials dashboard and performance improvement platform which allows users to see metrics for better decision making and results.

It is good to take a moment and reflect back on all the organization's achievements. Looking ahead we are excited about the opportunities available to the organization as well.

I want to thank our staff and associates for the successful year we had. As the economy begins to recover, we may still see difficult times ahead; but I am confident that Access Services will continue to grow during this time and fulfill our mission of helping people with special needs to live successfully in the community.

Sincerely,

Rob W. Reid  
President & CEO

### Board of Directors

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*Secretary*

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**Barb Matyszcak**

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## You're Supporting Success

Your generous donations have allowed us to continue serving the special needs members of our communities. We're indescribably grateful for your support, and we wanted to share some of the success stories you've help sponsor over the last year.

### Transformed Truant

A heartbroken couple came to us because their niece was doing poorly in school, continually cutting class, and fighting incessantly with them. Her behaviors had become so uncontrollable that she was hospitalized several times and they became wholeheartedly concerned for her future.

The couple turned to Access Services for hope and together, they placed her with a foster family. With our continued counseling and support, she flourished and is beginning to get her life on a successful path. During her senior year of high school, she did not miss a single day of class and earned straight A's on her report card. She has greatly excelled through this program and, with the support of Access Services, will be attending Kutztown University this year.

### Coordinating Communication

The relationship between this individual and his mother was becoming increasingly volatile. Their intense, screaming fights often led to physical damage in the home and his mother was ready to send him to live somewhere else.

Access Services offered assistance by assigning both Behavior and Mobile Therapists to their family to work on their communication skills, which resulted in a complete transformation of their behavior. We helped teach them more productive and respectful ways to communicate and compromise. Now, they even do activities together, like cooking and taking walks in the park, which would have been completely unimaginable just over a year ago.

### Reformed Reformer

The first years of this teen's life were filled with challenges and turmoil. Her parents died at age 6 and for three years she bounced around the system before coming into our care. Not being able to read by 2nd grade, this teen's emotional past left her with nearly unmanageable mental health issues when she was admitted to our Specialized Foster Care Program.

With our support and a lot of determination, she had an amazing turnaround. By 10th grade, she no longer needed our help, making honor roll every year and volunteering to help mentor autistic students. She's currently a dedicated member of the Youth Advisory Board, a group committed to reforming the foster care system. This year, her convictions will take her to Bucks County Community College, where she'll be majoring in social work.

### Embodying Hope

None of these amazing stories would be possible without the help and support of Access Services' incredible benefactors like Carol Macrone, a charismatic woman who has been aiding our success for many years. To continue her history of helping those in need, Carol wanted to get involved with our initiatives to aid the homeless and low-income members of our community. Together, we created a meaningful program that had a great impact on our neighborhood.

The goal of the program was two-fold. The first goal was to literally aid those in need in our community but the second, and perhaps more important goal, was to raise awareness of how easy it is to help when everyone does their part. Carol created custom, quilted bags to distribute to the impoverished members of our community. Using her vast network of friends and contacts, she began collecting food and household items to fill the bags. To say that this program was a success would be an understatement.

Carol helped collect an astonishing amount of products—over 1,600 personal care items, 500 kitchen supplies and nearly 300 lbs. of food. She delivered the now stuffed bags to us and we distributed them to the people who needed them most through our programs like Respite and Starting Point. Seeing the appreciation in their eyes was worth every second we spent on this project. As Carol said, "When everyone contributes just a little bit, we can make a big difference." Carol continues to help people with her Quilts for Kids program—soliciting companies for fabrics that would otherwise be garbage to make quilts for kids stricken with cancer. We're so lucky to have people like Carol supporting us, and we could never thank her enough.

## ACCESS SERVICES STATEMENT OF ACTIVITIES

For the 12 Months Ended 6/30/2010

	ACTUAL YR TO DATE
<b>REVENUE &amp; SUPPORT</b>	
County Funding - ODP/MH/MR	\$ 16,703,722
County Funding - CYS	994,573
Respite, Summer Programs	295,979
Behavioral Health Funding, Net	5,628,808
Room & Board Income	880,963
MA Transportation, Rent Rebate	71,512
Other Income	112,607
Contributions	59,559
<b>TOTAL REVENUE &amp; SUPPORT</b>	<b>\$ 24,747,723</b>
<b>PROGRAM EXPENSES</b>	
Wages	\$ 11,162,473
Taxes/Benefits/Insurance	2,554,136
Recruitment/Staff Development	407,347
Accounting/Legal/Consultants	244,833
Comm Outings/Meetings/Recreation	90,065
Rent/Mortgages/Utilities	547,540
Communications	237,143
Office Supplies	33,950
Food/Household/Habilitation	125,158
Transportation	831,701
Professional Services	5,174,575
Library & Membership Fees	18,716
Interest Expense	53,681
Equipment	33,228
Repairs	93,555
Depreciation	141,312
Motor Vehicles	149,007
<b>TOTAL PROGRAM EXPENSES</b>	<b>\$ 21,898,420</b>
<b>ADMINISTRATIVE EXPENSES</b>	
Admin Wages	\$ 1,226,120
Taxes/Benefits/Insurance	303,777
Adv/Training/P.R.	43,167
Accounting/Consultants	23,553
Depreciation	4,775
Transportation	16,573
Rent/Utilities/Maint	326,116
Office Communications	198,519
Office Supplies	82,211
Office Equipment	24,839
<b>TOTAL ADMIN EXPENSES</b>	<b>\$ 2,249,650</b>
<b>FUNDRAISING</b>	<b>\$ 59,188</b>
<b>TOTAL EXPENSES</b>	<b>\$ 24,207,258</b>
<b>NET EARNINGS/(LOSS)</b>	<b>\$ 540,465</b>
<b>ASSETS RELEASED FROM RESTRICTION</b>	<b>\$ 117,751</b>
<b>PRIOR PERIOD ADJUSTMENT</b>	<b>\$ 95,531</b>
<b>INCREASE IN UNRESTRICTED NET ASSETS</b>	<b>\$ 753,747</b>

# Donors

## \$10,000+ Founders' Circle

Bill & Maureen Schreiber  
myDials

## \$5,000 - \$9,999 Chairman's Circle

Child Development Foundation  
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## \$1,000 - \$1,499 Leadership Circle

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The Helping Hand Foundation  
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Nancy & Tom Messerschmidt

Lori & Craig Miller  
Rosemarie Moretz  
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Laverne Yackel  
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Sarah Zeigler  
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*We apologize for any errors or omissions.*



# ACCESS SERVICES

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[www.accessservices.org](http://www.accessservices.org)