



# Access Services

Annual Report 2019



I'm so proud to be part of an organization which enhances the lives of so many people. The level of care and concern exhibited by staff for Access Services' clients is moving, matched only by the instances of true sensitivity and thoughtfulness leadership has shown for its own staff.

**Gina Ameci, donor**



The spirit of Access Services, embodied by its staff and volunteers, acknowledges the value of all people. There is an understanding that we exist to serve others. This includes reaching out to the lonely, the lost, the hopeless, the deeply saddened and supporting many whose life circumstance is not a result of their own choice.

**Frank Menna, business partner and donor**



Access Services has been helping the community for 43 years in 11 Eastern Pennsylvania counties. This past year, we served 4,049 individuals and 237 host families with 611 dedicated staff members and 152 clinicians.

## Snapshots

Access Services provided foster care for 311 children from 97 families across our service area

74% of the at-risk youth in the Rebound program report improved relationships with teachers and family members



Being able to witness the difference we make in the lives of the people we serve, no matter how small, is priceless. If you have a passion for helping others and want to work with an organization who will help you succeed, grow, and motivate you to strive for greatness, Access Services is THAT organization!

**Sheneika Wright, Assistant Director of Foster Care**



By providing support 24/7/365, Access Services fills a crucial need for our department. Very often police officers are called upon at all hours to respond to people who are in crisis and in need of help. Having Access Services staff who are willing to respond not only helps free up officers for service, it provides professional and caring support for the consumer.

**Sergeant Roger Gillispie, Abington Police Department**

211 people with intellectual or developmental disabilities received In Home Supports; 195 participated in a Life Day Program

The Behavioral Health Service Line received the 2019 Impact Award from the Montgomery County affiliate of NAMI

More than 167 individuals, including children on the autism spectrum, benefitted from Respite Care



Access Services supports some of the most vulnerable people in our communities and they serve them with compassion and competence. It is a privilege to witness and be a small part of that experience. I look forward to our growth in helping our consumers with innovative and caring methods.

**Rev. Wakaki Thompson, Access Services Board of Directors**



ALTEC always felt a connection with Access Services due to their generous and collaborative spirit with all people, business partners and professional colleagues. We now look forward to a better future with greater opportunities as we become ALTEC, a division of Access Services.

**Deb Kunch, Executive Director of ALTEC**



## Service Line Highlights

### **ALTEC Joins Access Services**

ALTEC Services formally affiliated with Access Services on July 1, 2019, bringing a well-developed, innovative employment service under our Intellectual and Developmental Disabilities umbrella.

### **Respite Care Expands**

In July 2019, Access Services signed a contract to bring respite care to children and families in Northampton County through June of 2023. During this time, the organization expects to provide 360 days of respite.



Why do we support Access? Because, from the beginning, Access Services has always been about meeting needs and providing services that are on the cutting edge. Also, Access Services seems to have a God-given ability to hire excellent staff. It is important for us to have our financial resources used in an appropriate and God-honoring way.

**Carol Neumann, donor**



It really makes a difference when people come together to support children in need, allowing them to blossom, grow, and reach their potential. It's a privilege to work with Access Services. We have grown as foster parents, because of the support that they have given to us, and we see Access Services as an extended family to us. We can always call, and they are always there.

**Angela and Umesh Candeparcar, foster parents**

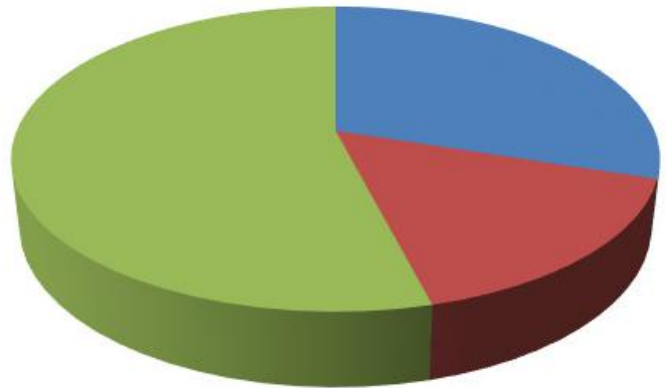
### **Mobile Psychiatric Rehabilitation in Bucks County**

Access Services initiated Starting Point in Bucks County. This mobile psychiatric rehabilitation program supports adults who have chronic mental illness and the goal is to reach 100 individuals in the first year.

# Statement of Activities

|                                     |                     |
|-------------------------------------|---------------------|
| REVENUE & SUPPORT                   |                     |
| State Funding - ODP                 | \$18,734,906        |
| County Funding - MH/Base            | 9,205,059           |
| County Funding - CYS                | 4,232,208           |
| Behavioral Health Funding           | 5,357,462           |
| Program Fees & Other Income         | 296,927             |
| Room & Board/Rent Rebate Income     | 1,130,227           |
| Grants & Contributions              | 153,562             |
| Other Income                        | 20,451              |
| <b>TOTAL REVENUE &amp; SUPPORT</b>  | <b>\$39,130,802</b> |
| PROGRAM EXPENSES                    |                     |
| Wages                               | \$15,917,468        |
| Taxes/Benefits/Insurance            | 4,326,210           |
| Recruitment/Staff Development       | 450,817             |
| Accounting/Legal/Consultants        | 399,085             |
| Rent/Mortgages/Utilities            | 1,117,757           |
| Communications                      | 563,496             |
| Office Supplies                     | 104,723             |
| Food/Household/Habilitation         | 240,521             |
| Transportation                      | 1,183,014           |
| Professional Services               | 8,965,521           |
| Interest Expense                    | 102,259             |
| Equipment                           | 214,774             |
| Repairs                             | 117,155             |
| Depreciation                        | 373,250             |
| Motor Vehicles/Expenses             | 365,925             |
| Other Expenses                      | 98,767              |
| <b>TOTAL PROGRAM EXPENSES</b>       | <b>\$34,540,742</b> |
| ADMINISTRATIVE EXPENSES             |                     |
| Admin Wages                         | \$2,275,983         |
| Taxes/Benefits/Insurance            | 610,251             |
| Recruitment/Marketing               | 36,626              |
| Accounting/Consultants              | 175,235             |
| Depreciation                        | 44,832              |
| Transportation                      | 46,436              |
| Rent/Utilities/Maintenance          | 369,002             |
| Office Communications               | 175,025             |
| Office Supplies                     | 47,292              |
| Interest Expense                    | 14,006              |
| Office Equipment                    | 53,218              |
| Staff Development                   | 46,929              |
| <b>TOTAL ADMIN EXPENSES</b>         | <b>\$3,894,835</b>  |
| FUNDRAISING                         | \$126,233           |
| <b>TOTAL EXPENSES</b>               | <b>\$38,561,810</b> |
| NET EARNINGS/(LOSS)                 | \$568,992           |
| OTHER INCOME                        | \$141,540           |
| INCREASE IN UNRESTRICTED NET ASSETS | \$710,532           |

# Revenue by Service Line



- **Intellectual and Developmental Disabilities 54%**
- **Children and Family 30%**
- **Adult Behavioral Health 16%**

Our biggest and best resource is our people. 83% of every dollar we receive for our programs is used for:

- payroll and benefits costs of full and part-time employees
- payments to our host families who provide foster care, respite care and other services
- contracts with therapists and other professionals

Across the organization, 90% of our total expense is for programs and 10% is for administration.

# Why Access Services

Recently someone asked me, "Why Access Services?"

What came to mind are three ideals that we aspire to achieve as an organization. We relentlessly pursue these three things even with the many barriers that often stand in the way. While we might not ever fully attain them, we are on a journey to live up to what they represent. Striving to achieve these ideals has made us a better organization. They are:

**Love and compassion for others** - I have been truly honored and humbled to work with the staff and associates at Access Services who desire to serve others. They are mission minded, compassionate and caring people who make the world a better place. They serve selflessly and put the needs of others before their own. They have supported and watched thousands of children and adults achieve their goals and live a fulfilling life.

**Commitment to excellence** - Steve Jobs once said "Be a yardstick of quality. Some people aren't used to an environment where excellence is expected." We strive to have an environment where excellence is demonstrated. Working together as a team we recognize each person's unique gifts, skills, and strengths. This diversity has allowed us to accomplish more than we ever thought possible.

**Remaining relevant and responsive to changing needs** - Remaining relevant calls for understanding your environment and making the adjustments needed to meet peoples' changing needs. Access Services has always valued strategic planning as a way to keep up with the changes in our world and to be a leader in our fields of service. Our goal is to be an employer of choice, a service provider of choice, and a charity of choice for those who partner with us in building a strong organization and community.

Remembering the "Why" has made a difference in our journey and helped us remain focused on what is important. We strive to be better tomorrow than we are today.

Sincerely,



Rob Reid  
President & CEO



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Vice Chairperson

Percell Berry, Jr.

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Rob Reid

# Thank You to Our Supporters

We appreciate all those who support Access Services. The list below highlights donors of \$100 or more during the time period July 1, 2018 – June 30, 2019.

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Trinity Asset Protection, Inc.  
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Wells Fargo Regional Foundation  
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## \$500 - \$999

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John and Melinda Clark  
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St. Johns United Church of Christ  
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Roy and Kerstin Trapp  
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## \$250- \$499

Erin Achuff  
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Crossing Community Church  
Faith Community Assembly of God  
Elizabeth Fleming  
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## \$100 - \$249

TD Bank  
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United Way of Greater Philadelphia & SNJ  
John Walbridge  
Andrew and Linda Ward  
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Richard and Julia Wise  
Jason and Jennifer Yashin

Front Cover: Amanda Stifnell, an Access Services Direct Support Professional, reads with an In-Home Supports recipient. Amanda was named the Direct Support Professional of the Year for the Southeast Region by PAR in October 2019.

“While serving in this field for 20+ years, it has given me great joy to be able to serve our consumers and spend time with them every day. There is no better feeling than watching them become more independent in their everyday lives.” - Amanda Stifnell, Access Services Direct Support Professional



**ACCESS  
SERVICES**

Creating better ways to serve  
people with special needs

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