

STRONG LIVES STRONGER COMMUNITY



**ACCESS
SERVICES**

Creating better ways to serve
people with special needs

Message from the President & CEO



What Does Strength Look Like?

The muscles of a weightlifter, the endurance of an ironman competitor, and the extraordinary skills of a superhero all evoke a mental image of strength in our minds. But we can also find strength every day in our local communities. As you read the following pages, you will see how we at Access Services have found strength not only in the people we serve, but also in the collaborations that make our services stronger.

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Read about:

- Katie, who through collaboration between Wawa, Loaves and Fishes Food Pantry, and our Twining Life Day Program, achieved her goal of wanting to serve others.
- The partnership between Access Services and the Norristown Police Department that brings help to the most vulnerable people in this area.
- High School students who volunteer through our Teen Talk Line and the peers they help become stronger and better equipped to face the challenges of high school together.
- Brett, who was assisted in finding a faith community that fit his spiritual needs through relationship building and seeking resources in the community around him.

Our strength is multiplied by the many individuals, foundations, and businesses that give generously to Access Services! Each of you are an essential partner in bringing new program ideas to life, often before the traditional funding sources are ready to consider them. Your gifts also enhance our current work; making it possible for our staff to have the tools they need to deliver excellence.

As we consider the future for Access Services we realize there are no guarantees of continued funding from our government sources. While Pennsylvania has made a commitment to increase the budget that brings services to people with intellectual and developmental disabilities, cuts proposed to Medicaid and Medicare at the federal level could impact many people in need. Whatever the future brings, Access Services is committed to continuing services, and pursuing additional opportunities that accomplish our mission.

We are thankful for each and every supporter and partner that helps us continue serving those in need.

Thank you.

A handwritten signature in black ink, appearing to read 'Rob Reid', written in a cursive style.

Rob Reid, President & CEO

Access Services' Snapshot

Over 40 years of service

Active in 11 Pennsylvania counties

Serving more than 4,700 individuals

Through 223 host families,

667 dedicated staff members and

137 skilled clinicians.

Statement of Activities

2016 -2017 Highlights

REVENUE & SUPPORT

State Funding - ODP	\$15,810,593
County Funding - MH/Base	8,727,545
County Funding - CYS	2,408,010
Behavioral Health Funding, Net	5,193,809
Program Fees & Other Income	239,100
Room & Board/Rent Rebate Income	1,165,487
Grants & Contributions	46,852
Other Income	1,569
TOTAL REVENUE & SUPPORT	\$33,592,965

PROGRAM EXPENSES

Wages	\$14,861,762
Taxes/Benefits/Insurance	3,598,006
Recruitment/Staff Development	389,645
Accounting/Legal/Consultants	364,605
Rent/Mortgages/Utilities	914,223
Communications	395,589
Office Supplies	77,566
Food/Household/Habilitation	219,899
Transportation	1,140,030
Professional Services	6,834,851
Interest Expense	81,422
Equipment	153,562
Repairs	122,953
Depreciation	289,492
Motor Vehicles/Expenses	349,547
Other Expenses	66,780
TOTAL PROGRAM EXPENSES	\$29,859,932

ADMINISTRATIVE EXPENSES

Admin Wages	\$1,937,500
Taxes/Benefits/Insurance	458,549
Recruitment/Marketing	32,885
Accounting/Consultants	121,922
Depreciation	27,310
Transportation	25,451
Rent/Utilities/Maintenance	290,190
Office Communications	183,289
Office Supplies	49,746
Interest Expense	16,617
Office Equipment	59,276
Staff Development	29,663

TOTAL ADMIN EXPENSES **\$3,232,398**

FUNDRAISING **\$24,871**

TOTAL EXPENSES **\$33,117,201**

NET EARNINGS/(LOSS) **\$475,764**

OTHER INCOME **\$33,179**

INCREASE IN UNRESTRICTED NET ASSETS **\$508,943**

Access Services established Justice Related Services in 2016 to prevent unnecessary incarceration of people who are mentally ill, help remove the barriers that keep them in the jail, and support their successful reintegration in the community. In the first six months of startup, this new program served 148 people.

Therapeutic and Regular Foster Care expanded in the Lehigh Valley region. We served 171 children this year agency-wide. Thank you to our many Foster Families for opening their homes to these children.

There were 3,715 crisis interventions with adults in Montgomery County in 2016. In 99% of these encounters, people were diverted from psychiatric hospitalization and were directed to services in the community.

Teens reached out to the Teen Talk Line 1271 times in 2016.

The Twining Life program in Willow Grove helps adults with intellectual disabilities achieve their goals. Seventeen participants, with staff support, shared their time and talents volunteering in their local community in 2016-17.

Answering the Call At Souderton High



Scott is a running back on the high school football team. Lauren plays clarinet in the band. Sarah is treasurer of Student Council and Jake can usually be found at the local skateboard park.

On Tuesday and Thursday afternoons, these students who might not typically cross the lines of their established social groups come together to address issues which unite, far more than divide them through the Access Services Teen Talk Line.

Through this innovative program, student volunteers meet after school, connecting with their peers via phone and text on topics ranging from bullying and family relationships, to test-taking anxiety and dating issues. All Teen Talk Line communication is anonymous, offering a safe connection to a supportive community.

Jonathan explains, “I personally feel like it has been one of the most valuable experiences of my high school career. It allows for a teenager, who might be going through the hardest thing they have ever had to deal with, to talk to someone their age openly, without worrying about being judged.”

The lived experience of some of these volunteers – abuse, trauma, depression, anxiety - motivates them to help fellow teens who are on similar journeys. Christina shares, “Before joining TTL, I judged everyone before I met them, and now I realize that everyone has their own problems whether they show them freely or hide them. You just never know what others are battling.” Sarah adds, “When I volunteer with Teen Talk Line, I can say, ‘What I did today mattered’.” It is hard to say who is impacted more profoundly—the teens who call in for support or the young volunteers on the other end of the line.

Working With Wawa to Knock Out Hunger



Katie was born with Down syndrome. She began receiving special medical services within hours of her birth. Throughout her childhood, she received occupational, physical and speech therapy. She rode the “special” small bus to school and attended special education classes.

Katie will tell you, however, that what she wants isn’t really special at all. She wants to help people. She wants not to just receive services, but provide services to others. She wants people to see her abilities, her talents, and what makes her strong. The desire to feel included and valued isn’t special. It’s something we all share.

Thanks to an innovative partnership between the Access Services Twining Day Program, Wawa, and the Loaves and Fishes Food Pantry, Katie has the opportunity to realize her goals.

The Twining Life Program is excited to be part of local food sustainability initiatives to reduce waste and address hunger in our community. On a weekly basis, adults with developmental disabilities help package fresh, but unsold, food at their local Wawa and deliver it to the Loaves and Fishes

food pantry. This simple, but powerful partnership not only feeds hungry people, but also provides valuable opportunities for individuals with disabilities to connect to their community. They learn to see themselves as capable providers of service to others, and the larger community learns to see them this same way.

Finding Faith

How can I feel close to God? Where can I find a faith community where I feel welcome and connected? Brett, a 30 year-old man living with an intellectual disability, wondered about the same things many of us do.

Brett wanted to attend church services, but his job at a local supermarket required Sunday morning hours. Dave Eckert, a chaplain with Access Services, stepped in with a creative solution. Dave connected Brett with Jon, a pastor at Cheltenham Church of Hope. Jon offered to meet during times that were more convenient for Brett's schedule, and also connected Brett to a young adults group which gathered in the evenings.

A few years after connecting with the church, Brett's father passed away. The church stepped in with grief counseling, supporting Brett during one of his most difficult times, just as they would for any of their congregants. By introducing Brett to the Cheltenham Church community, Dave set off a ripple effect of relationship building and natural support.

Seven years after first being connected to Cheltenham Church, Brett continues to meet Dave for lunch once a month to talk and study together. The Cheltenham Church community is Brett's spiritual home, providing connection, friendship and support. By partnering with faith communities, Access Services holistically meets the needs of individuals, while empowering local congregations with resources and training to ensure that the doors of faith communities are open to all of us.





Partnering With Police

A particular block in Norristown was well-known to police. Drug deals, robberies and assaults were a daily occurrence. Violent crime was making the evening news. Norristown Police Chief Talbot reached out to Access Services with the hope of making a significant difference with a new approach.

Access Services partnered with the Norristown Police Department to establish the HUB, a gathering of agencies across the county who come together to address the needs of the most vulnerable members of our community. The HUB is about strengthening the community, building our capacity and bridging services.

Ben and his grandmother were two of these vulnerable people, lost in the social services system, and as a result, especially familiar to the police. Ben, a young man living with both an intellectual disability and behavioral health challenges had moved in with his grandmother after graduating from high school. Ben's grandmother was calling police at least once a month due to Ben's

threatening and abusive behavior. She didn't know where to turn, but knew that she couldn't continue to support Ben alone.

The Norristown Police reached out to Access Services for help. The mobile crisis team connected Ben's grandmother to the local services they needed to achieve stability and keep both Ben and his grandmother safe at home.

With supports in place, Ben and his grandmother have rebuilt a loving, healthy relationship and police resources can now be directed in other ways. Access Services looks forward to expanding its collaboration with other police departments, building on the success of this innovative and collaborative model.

THANK YOU TO OUR SUPPORTERS

We appreciate all those who support Access Services. The list below highlights all donors of \$150 or more during the time period July 1, 2016 through June 30, 2017.

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