

# All in, no matter what!

Now and into the future.



**ACCESS  
SERVICES**

Creating better ways to serve  
people with special needs





## Message from the President

### I'm all in, no matter what!

During this past year I have seen the extraordinary efforts of our front-line staff. With as many protections in place as possible, they have still taken personal risks to love, care, and support people from the beginning of this pandemic. They have been dedicated to helping others and making a difference in our communities. They have helped many vulnerable people survive and thrive. This is what it means to be "all in."

The term "all in" arose from the card game poker and refers to a situation where someone either wins a hand or loses everything in a flash by putting all they have on the line. The term is now used to describe a person who is enthusiastic and fully committed to what they are doing.

I am proud to be a part of Access Services that fields hundreds of staff, host families and other professionals in our communities who are "all in" and fully committed to making the world a better place.

The world is changing and Access Services will continually adapt to the needs of our communities and the people we serve. Program models and service delivery strategies will surely change, but our Board and management team will continue to reinvent the organization to ensure its relevance in the future.

I am confident that our "all in" commitment will carry us forward and ensure our success.

Sincerely,

Rob Reid  
President

### Board of Directors

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**Access Services has been helping the community for 45 years in 11 Eastern Pennsylvania counties. This past year, we served 4,049 individuals with 611 dedicated staff members, 237 host families, and 152 clinicians.**



## Message from the Chief Executive Officer

### Looking to the future

This annual report is being put together during a time when the world is facing the pandemic of the century, which has impacted our work, our personal lives, and our relationships. We have witnessed the undeniable strength of character of Access Services' front-line workers, middle management, executive leadership, and board of directors. We have experienced overwhelming support from our communities, our partners, our donors, and many other stakeholders. You have offered a dedication to serve, words of encouragement, gifts of masks and winter coats, and financial gifts. These acts of kindness have encouraged us to continue to provide excellent services during this very challenging time. We are grateful.

Access Services has a 40+ year history of supporting people in their communities through innovative services. This commitment has not changed, and we will continue to meet the goal of helping people live fulfilling lives through passionate care. Yet, how we do this has and will continue to change. To meet the demands of today and to be prepared for the future, Access Services' focus is on workforce development, technological infrastructure, and strategic partnerships.

A strong and energetic workforce will always be the first layer necessary for providing quality services and supports. Yet, now we must be able to prove this quality and value through data. Access Services technological framework of security and software platforms is developing and will allow for increased automation and efficiencies that will lead to better service delivery. Additionally, robust community partnerships allow us to leverage strengths of various partners to strategically affect our services and communities. Continuing to strengthen and make investments in people, partnerships, and technology will position Access Services for an optimistic future.

Read through this report and you will see how we are creatively ensuring that those we serve continue to receive the best of care, even in challenging times.

Sincerely,

Susan M Steege  
CEO

### Snapshots

Access Services' Human Resource Department received the Delaware Valley HR Department of the Year award for Non-Profits by the Society for Human Resource Management (SHRM) in 2019.

New Life Youth and Family Services formally affiliated with Access Services in July of 2020. New Life was founded in 1953 and provides excellent children and family support services in Chester County.



## Janice Knowlton, Vice President of Intellectual Disabilities and Autism

“As our communities increasingly realize the effects of the pandemic, the need for our physical presence has never been greater. This would not be possible without the commitment of our courageous staff who make presence a priority.”

- Janice Knowlton

**In-Home Supports** - Susan is now in her early 30s, but has been supported by Access Services since childhood. She has an intellectual disability, and we have stood with her through the untimely death of her brother years ago and her mother’s passing. She lives with her dad, and our staff interacts with Susan on a regular basis.

A few months ago, when her father tested positive for COVID-19 and was isolated for a few weeks, Susan had to remain isolated in her home. During this time, our dedicated staff put together a round-the-clock care schedule for Susan as her regular activities were suspended and she had to be isolated from her father.

For Susan, changes in routine are difficult, and she expresses her frustration through outbursts and negative behaviors. Our team planned for and supported her during this time, which enabled her to get through with only one major outburst. The employee who helped Susan through the outburst remains committed to caring for her. Susan’s dad is feeling better and continues to recover at home. This is just one story of many that shows the extraordinary efforts of our front-line staff.

“Having autism is not a bad thing. It doesn’t characterize who we are. Everyone is unique and special just like a rainbow.”

Ben Hartranft, Access Services Ambassador & Autism Advocate

**The Ben and J Show** - With the onset of COVID19, the Access Services’ World Autism Day planned by employees for early April 2020 was moved from an in-person event to virtual event, and it was a success! This experience helped us identify an emerging need and desire in the autism community for frequent connection during the pandemic.

Many individuals on the autism spectrum and their families are struggling with stay at home orders and the suspension or closing of the services they have come to rely on for needed supports. To increase connection and the sharing of information, Access Services started producing a weekly webinar called, “The Ben and J Show.”

Ben Hartranft, an individual on the autism spectrum, is a part-time employee at Access Services and the webinar is his concept. He recruited his friend Jamiel Owens (the “J” in Ben and J) to offer the perspective as the parent of a child with autism.

The show engages with families and individuals who are on the autism spectrum to offer support, information, and discussion. It also addresses the larger topic of changing the perception about people with autism. We do not know when the pandemic will end, but the Ben and J Show will continue to offer hope and support into the future.



Hosts of The Ben and J Show, Ben Hartranft and Jamiel Owens





## Jess Fenchel, Vice President of Behavioral Health

“While the pandemic has certainly brought significant organizational challenges, as a behavioral health provider there has also been great opportunity. Recognizing that the best community outcomes are delivered through partnership, our Mobile Crisis program has utilized relationships to create a tighter safety net for several Montgomery County communities.” - Jess Fenchel

**Mobile Crisis** - Together with Abington Township Police Department, Mobile Crisis established “The Bridge” project to increase collaborative and co-response to Abington Township residents experiencing crisis of any kind. Abington Police report that the individuals referred to Mobile Crisis often have no further police contact, even high users of police services.

Mobile Crisis established another new level of collaboration this year with Einstein Medical Center Montgomery through a collocation program in their emergency department. Through this new level of proximity, Mobile Crisis and emergency department staff have been able to collaborate toward positive outcomes for individuals known well to Mobile Crisis and on behalf of those individuals not yet known to the crisis program.

Connecting with individuals while still in the emergency department and supporting them in the community often reduces the need for those same individuals to return for emergency services. One well-used phrase this year is “proximity has its own rewards.” Alignment to shared outcomes with community partners creates great community benefit.

**Homeless Street Outreach** - A time of crisis is also a time of opportunity. Access Services’ Street Outreach Team experienced this first-hand as the pandemic hit and the community was locked down under a stay-at-home order. People living outside found themselves pressed even further into the margins. There were no places to get inside to warm up, no places to use the bathroom, no access to supplies to protect themselves from the spread of COVID-19.

Lack of access to health care intensified the crisis. People whose baseline health was already poor, making them vulnerable to illness, were left out of the community health response to the pandemic. Homeless individuals had no existing pathway to receive health care, but that created an opportunity to bring the care to them – virtually.

“The pandemic created a defining moment for us to respond to immediate needs and plan a sustainable response.”



COVID-19 Scalable Solutions funding allowed us to develop and pilot a telehealth platform to expand access to health care and treatment for vulnerable people across Montgomery County. Using cellular enabled iPads and canopies outside of the places where people were gathering for food helped connect them in real time to needed services at accessible locations in the community. Telehealth services are a strong and viable way to bridge this health care gap.





## Ailene Keys, Vice President of Children and Family Services

“During these unprecedented times, our staff have found creative and innovative ways to reach out and connect with those we serve. Our staff have demonstrated commitment and passion for the holistic well-being of children and their families – motivated by our mission and beliefs that all people have value, are worthy of love and are lovable, and should not be deprived of the opportunity to live the lives they envision. We are incredibly grateful for our staff who carry out our mission every day – without them, we could not exist.” - Ailene Keys

**Foster Care** - In 2020, many foster families found themselves in a situation they could never have predicted. Although prepared to take on the challenges of a child’s specific needs, being disconnected from resources and socialization was unanticipated. Just like everyone else, they needed support as they have struggled during the isolation of quarantine.

It has been a challenge for our staff to interact with children in care and assess their emotional well-being via tele-health, Zoom or at a social distance. Access Services’ Foster Care team has responded by collectively scanning the landscape of webinars, online seminars, and other resources for creative ways to support children and families.

Staff organized many ‘drive-by’ events, including a coloring contest. Children created themed pictures and our staff collected the pictures from their front porches or mailboxes, which also allowed a few in-person minutes with the children while being socially distant. Families hosted Very Merry Un-Birthday and Birthday Parties via Zoom to stay in touch. Birth parents connected with their children in virtual supervised visits using fun online activities like building contests and art fairs. Our workforce continues to rise to the challenge and find creative ways to help.

“We are advocating on behalf of grandparents who need to have that voice and representation for the best interest of their children.”

**Bucks LIFE and Grandfamilies** - Michaela Smith, Director of Family Support Programs explains the growing population of grandparents caring for their grandchildren, and how our Bucks LIFE\* program is supporting them:

“Parents and caregivers seek out assistance from Bucks LIFE. One trend we noticed is the increase in grandparents raising children, often because of the rising opioid epidemic. We helped two grandparents set up a grandfamilies support group in Bucks County. We are advocating on behalf of grandparents who need to have that voice and representation for the best interest of their children.”

This support group is facilitated by grandparents for grandparents and other relatives raising the children of loved ones. It offers an opportunity to build support, talk through challenges, celebrate successes, broaden areas of knowledge, and educate others through lived experience. Beth and Roberta, the founders of the Bucks County Grandfamilies Support Group share, “This is a safe place where everyone in the room understands each other’s daily lives. The children learn that they too are not alone.” Since March of 2020, the group has met in person in local parks and via Zoom to help Grandfamilies stay connected.

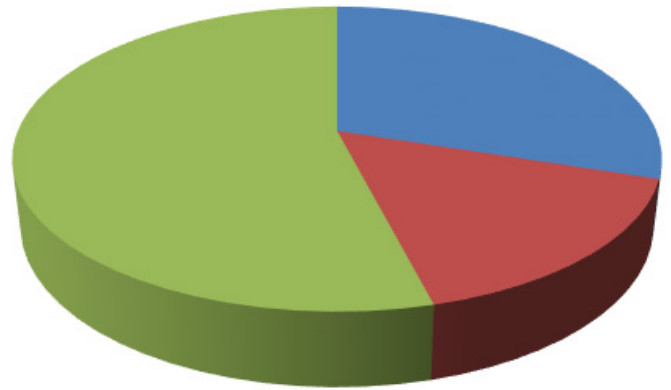
\*Access Services’ Bucks LIFE is a family support program mentoring parents, grandparents and caregivers whose children are at risk and may struggle with emotional, behavioral, social and/or learning challenges.



# Statement of Activities

REVENUE & SUPPORT	
State Funding - ODP	\$18,246,496
County Funding - MH/Base	5,681,672
County Funding - CYS	4,147,849
Behavioral Health Funding	8,859,180
Program Fees & Other Income	381,750
Room & Board/Rent Rebate Income	1,158,907
Grants & Contributions	142,427
Other Income	24,317
<b>TOTAL REVENUE &amp; SUPPORT</b>	<b>\$38,642,598</b>
PROGRAM EXPENSES	
Wages	\$15,785,079
Taxes/Benefits/Insurance	4,402,991
Recruitment/Staff Development	286,737
Accounting/Legal/Consultants	564,383
Rent/Mortgages/Utilities	1,113,826
Communications	627,239
Office Supplies	78,501
Food/Household/Habilitation	266,179
Transportation	944,734
Professional Services	8,373,389
Interest Expense	129,037
Equipment	285,700
Repairs	168,873
Depreciation	405,010
Motor Vehicles/Expenses	337,436
Other Expenses	52,877
<b>TOTAL PROGRAM EXPENSES</b>	<b>\$33,821,991</b>
ADMINISTRATIVE EXPENSES	
Admin Wages	\$2,286,535
Taxes/Benefits/Insurance	591,204
Recruitment/Marketing	28,701
Accounting/Consultants	288,384
Depreciation	60,738
Transportation	36,906
Rent/Utilities/Maintenance	371,648
Office Communications	169,427
Office Supplies	47,910
Interest Expense	16,840
Office Equipment	30,093
Staff Development	31,604
<b>TOTAL ADMIN EXPENSES</b>	<b>\$3,959,990</b>
FUNDRAISING	\$93,221
<b>TOTAL EXPENSES</b>	<b>\$37,875,202</b>
NET EARNINGS/(LOSS)	\$767,396
OTHER INCOME	\$59,867
<b>INCREASE IN UNRESTRICTED NET ASSETS</b>	<b>\$827,263</b>

# Revenue by Service Line



- **Intellectual Disabilities and Autism 54%**
- **Children and Family 15%**
- **Behavioral Health 29%**

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.



# 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, 2019 – June 30, 2020.

## \$1,000 and above

Acme-Hardesty Company  
James and Janet Adlam  
Arlington Heritage Group, Inc.  
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Buchanan Ingersoll & Rooney, P.C.  
Child Development Foundation  
Joseph and Patricia Dille/Positive Pedalers  
Easton Wrestling Program

Enterprise Holdings Foundation  
Tony and Lindsey Forlano  
HealthSpark Foundation  
Housing Alliance of Pennsylvania  
Liberty Mutual  
Lowes (Easton)  
Montgomery County Foundation, Inc.  
Plains Mennonite Church  
Rob and Judy Reid

Steve and Carrie Rutkowski  
Denis and Carol Stager  
Charles and Susan Steege  
Trinity Asset Protection, Inc.  
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## \$500 - \$999

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Hannah Merschen  
William and Carol Neumann  
Palak Patel  
David Peterson  
Power Athletics  
Scott Sharadin  
Jeffrey Walsh

## \$100 - \$249

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Troy and Suzanne Brindle  
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Christ United Methodist Church  
Scott and Leslie Clay  
Community Support Program of Bucks County  
Emil Demicco, Jr.  
Kelly DiSanto  
Carlton and Linda Dodge  
Ellen Dolan  
Faith Community Assembly of God  
Faith Inclusion Network  
Karl and Kathy Fassnacht

Elizabeth Fleming  
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Mykel and Victoria Tadros  
Marianna Timmer  
United Way of Greater Philadelphia & SNJ  
Ginny Welsh-Steinmetz  
Robert and Beverly Wisniewski  
Richard and Julia Wise

Front cover: Staff members show how they all stayed connected through the use of technology. Photos include Maisie Prophet and Julius Odero (Community Living Arrangements), Andrea White (Community Living Arrangements), Christine Beckfield (Rebound), Caleb Buckley (Peer Support and Teen Talk Line), Mariah Hardy (Mobile Crisis), John McGuire (Foster Care), Linda Chen (IT), Denise Kovalovsky (Leighton Life), and Oneida Young with a client (In-Home Supports).



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