

2025 ANNUAL REPORT

Building Community
Empowering Voices



To the Access Services Community,

As we reflect on 2025 and look ahead, we are reminded that our greatest impact is found in lives strengthened through connection, stability, and hope. Every day, Access Services walks alongside individuals and families, supporting them as they navigate challenges and move toward belonging within their communities.

Across our programs, people were supported to build and sustain relationships, secure safe and stable housing, navigate moments of crisis, and take meaningful steps toward belonging. The progress we see is rarely marked by dramatic turning points. Instead, it unfolds through steady presence, deep collaboration, and person-centered support that honors each individual's personal journey. Community impact is experienced in familiar but powerful moments: a family finding a place to call home, a quiet path toward recovery, or the joy of shared celebrations with peers.

These stories also reflect a broader reality. The needs facing our communities continue to grow in complexity, shaped by economic pressures, housing instability, mental health challenges, and social isolation. Meeting these realities requires not only compassion, but adaptation with new approaches, stronger partnerships, and the courage to lead through change with clarity and purpose. Access Services remains committed to evolving how we serve, while staying grounded in our mission and values.

As we mark 50 years of Access Services, we see clearly how our work has been guided by a simple yet compelling belief: strong communities are built when people feel seen, supported, and empowered to belong. That belief has sustained us for five decades and it continues to call us forward. The future demands strong, principled leadership at every level: leadership that listens, responds, and mobilizes resources so that individuals and communities can thrive.

To our staff, partners, donors, and community members: thank you. Whether you have been part of this journey for decades or just beginning, your commitment matters. Together, we carry this work forward, with gratitude for the past, resolve for the present, and hope for the future we are building side by side.



A handwritten signature in black ink that reads "Sue Steege".

Sue Steege
President and CEO

Board of Directors

Cindy Bergvall
Board Chair

Tom Miorelli
Board Vice Chair

Carol Johnson
Board Secretary

Steve Kirsch
Board Treasurer

Tracy Burke
Board Member

Dr. Allena Moncrief
Board Member

Behavioral Health

Building stronger communities involves providing support in critical moments and training other community members. The Behavioral Health team continues to show up in both prevention and intervention methods for our community. This year thousands of people reached out to our mobile crisis team and warmlines to find support in their hardest moments.

As one community member shared, “I just want to express my gratitude for the support received from Mobile Crisis. They really stepped up and took action which really took a lot of pressure off my shoulders during a difficult time. I am very impressed and thankful.”



Another community member who called into the warmlines said, “Truly the most supportive team of people. Although my mental health is more stable now, they always reach out to check in and offer to talk. Forever Thankful.”

The Behavioral Health team also empowers the community by offering trainings in suicide prevention through the Hope 4 Tomorrow program. Over two thousand community members, many young adults and students in local schools, colleges and universities, were trained this past year.

As each program learns and grows, our leaders take what they learn and share it with industry peers and other professionals to help support the work in other communities as well. This year teams presented at Crisis Con, NatCon, Open Minds, and RCPA. In this photo, the Montgomery County Overdose Response Team (MCORT) presents at RCPA on “The Power of Peers & Partnership” sharing what they’ve learned in this unique collaborative program that pairs a Department of Public Safety paramedic and a Certified Recovery Specialist (CRS) to supports individuals and families affected by substance use and crisis situations.

Together, these efforts reflect a simple but powerful truth that strong communities are built when people know they are not alone.



Listen to Ivan Rosa (pictured above) share his experiences on our podcast

2025 Highlights

5,518 mobile engagements by Mobile Crisis teams, a 35% increase from 2024.

12,000+ contacts made to our Warmline services. This includes our Adult Peer Support & our Teen Talk lines.

2,117 community members primarily young people in schools & universities, trained in suicide prevention.

Intellectual Disability & Autism

Building community starts with the ability for those we serve to be involved with their community and have connections in ways that are meaningful to them. This year our Intellectual Disability & Autism division collaborated together to ensure that those we serve had numerous opportunities to connect with their peers and build relationships. From large full division events like an Iron Pigs game or the 4th of July picnic to smaller program level events like the Lifesharing prom and birthday parties, our individuals were able to participate in a total of 75+ peer-to-peer events.

Jose Colon shared his thoughts from prom, "It was a great time that night! When's the next one?"

Another component is having opportunities to participate in the community in meaningful ways to them. This effort is deeply impacted by our commitment to person-centered care. Each person decides what community involvement looks like for them. From volunteering to participating in activities or clubs and much more, 134,389 hours of community participation support were completed by our direct support professionals as they helped to make this possible for those we serve in 2025.

This year we were able to empower the voices of those we serve in new ways through our social media platforms as well as featuring some of our individuals on the Strengthening Communities podcast. One particularly meaningful moment was the legislative visit to our vocational program in Colmar. This important program has been part of Access Services for six years now, formerly known as Altec Workshop. Kay, an individual we serve, was able to self-advocate and share the value of the program and the difference it makes in her life with multiple representatives of Montgomery County.



Watch Kay's speech
to legislators



2025 Highlights

75+ peer-to-peer events were held across the ID/A program area to promote relationship building for those we serve.

134,389 hours of Community Participation support (CPS) hours were completed.

303 individuals supported by Employment Services in job development, on-site job support, work assessments, and benefits counseling.

Children & Family

Marissa's journey illustrates the profound impact that coordinated community supports, trauma-informed care, and mentorship can have on a young person navigating adversity. Removed from her biological parents' custody at age nine due to abuse and neglect, she entered the foster care system with her twin sister. Her first foster placement offered stability, educational support, and a nurturing environment, an experience that remained formative even decades later.

Following two years in foster care, Marissa transitioned into kinship care with her aunt, uncle, and four cousins. Although they worked to create a sense of normalcy, significant trauma and family strain persisted beneath the surface. During adolescence, Marissa began therapy through NOVA, marking the first time she spoke openly about her history of abuse, neglect, and the emotional burdens she had long carried alone. The therapeutic relationship continued into early adulthood and became a crucial source of stability.

At age 19, following an inpatient hospitalization and without a permanent residence or reliable family support, she entered the adult mental health system.

It was during this transition that Marissa was introduced to the TIP (Transition to Independence Process) program. As one of the earliest youth participants in Bucks County, she found the program deeply impactful. Through TIP, she connected with a facilitator who provided nonjudgmental support, life-skills coaching, and consistent guidance as Marissa navigated housing through a CRR program, employment, and the early responsibilities of adulthood. Participation in "My Life," a youth leadership and empowerment group operated by Magellan, further reinforced her developing identity as both a peer and a leader.

TIP and My Life offered Marissa more than services, they provided purpose. Through peer mentorship, she discovered a path where her lived experience could be used to support others facing similar challenges.

With support from her TIP facilitator, she pursued and earned certification as a Certified Peer Specialist (CPS). This milestone led to roles at Access Services and Bucks Life, where she provided peer support to transition-age youth. Her credibility,



2025 Highlights

616 youth served by our programs mentoring youth across the agency.

210 families supported through our family support program, Bucks LIFE.

11,000+ hours of support & mentorship provided to youth & families by our programs.

Reminder:

Our foster care program was established as an independent entity in October, 2025, now known as **Access Foster Care & Adoption**.

Visit www.AccessFosterCare.org to learn more.

empathy, and lived expertise helped her connect with young people who often struggled to trust adults.

Over the next several years, Marissa advanced into increasingly responsible positions, including roles in High Fidelity Wraparound and as Magellan's Youth Support Coordinator for Bucks County. Despite not holding a college degree, she continually demonstrated leadership, professional competency, and a deep understanding of youth needs grounded in both training and lived experience. Her growth reflects the value of recognizing nontraditional pathways into behavioral health careers and the importance of elevating lived experience within service delivery frameworks.

More than a decade after graduating from TIP, Marissa returned to Access Services in a supervisory capacity as the Director of the Bucks LIFE program. Her full-circle journey highlights the long-term effectiveness of mentorship, peer support, and community-based care. Today, she continues to serve transition-age youth and recently welcomed her first child, an important personal milestone for Marissa, underscoring the life she dreamed of building.

Marissa's story demonstrates the transformative power of compassionate adults, trauma-responsive programming, and opportunities for youth to gain skills, support, and purpose. It underscores the importance of investing in mentorship and peer-driven services, which can provide not only immediate stabilization but pathways to resilience, leadership, and long-term wellbeing.



Listen to Marissa share how Access helped shaped her future on our podcast



Housing & Homeless

In 2025, Supportive Housing grew exponentially with the addition of The Housing Assistance Administration Programming which includes a 2.25-million-dollar contract to manage 60+ supportive housing options in Montgomery County. This award is a testament to the Housing Services team's quality of service in our other housing programs – CBCM, Montgomery County PSH, RRH, and Bucks Master Leasing! These programs have set a high standard in supportive housing within the county. The HAA programs continue the organization's commitment to delivering excellence to the community! Our small team that started with 2 leaders, a housing locator and a housing stability specialist has grown to 7 Housing Stability Specialists and 2 housing Locators!

Supportive Housing is currently assisting 84 unique households across programs. 34 of these are new housing opportunities! They targeted a 60-day time frame to provide housing and hit that mark with a 79% success rate across all programs. This achievement required a coordinated effort involving numerous elements and resources. Our program provided meals and essential items to make the transition into housing as smooth as possible! To ensure that individuals could attend housing viewings and move-in appointments, we offered transportation services to ensure logistical barriers did not hinder progress toward stable housing!



2025 Highlights

Street Medicine celebrates **5th anniversary!**

412 unique people served by the Street Medicine program.

2,233 unique people served by the Street Outreach team.

84 unique households supported across Bucks & Montgomery counties in our supportive housing programs.

This success was not achieved in isolation. It was a testament to the power of community collaboration, the dedication of our staff, and the resilience of those we served. Together, we made it possible for 34 households to find a safe and stable place to call home. And even further, more than 25 households successfully graduated from the programs to their own independence!

The impact of this extends beyond just providing shelter; it represents a new beginning and a chance for a better future for each of these individuals! As we celebrate this achievement, we remain committed to continuing our efforts to support those experiencing housing insecurity.

Lastly, we are thrilled to announce a significant success for our programs made possible through our ongoing partnership with the Intersect division and the Care Portal. This highly successful collaboration has resulted in generous contributions that profoundly impact our ability to support the unhoused population by distributing essential resources and providing much-needed assistance. Thank you to all our donors for standing by us and making a meaningful difference in our community. Your efforts have truly transformed lives.



Learn more about Intersect & the Care Portal

Intersect

For much of his adult life, Christopher lived with a heavy weight that few could see. His journey had been marked by repeated hospitalizations, long seasons of depression, and years of navigating mental health systems that often felt overwhelming and impersonal. Despite cycling through multiple therapists and treatment programs, stability remained fragile. Some days he woke up angry, discouraged, and unsure how to face what came next. What he wanted most was simple: to learn how to live and get by.

Christopher’s turning point wasn’t a sudden transformation, but a slow gathering of support. Through the Starting Point program, he was connected to housing that offered structure, daily-life assistance, and people who treated him with dignity rather than judgment. For the first time in a long while, relationships began to form—small but meaningful friendships with staff and peers who walked with him through ordinary days. He began focusing on manageable goals: meal planning, gentle exercise, volunteering when his schedule allowed, and holding onto routines that gave his life shape.

One quiet thread running through Christopher’s story was his reawakening faith. Memories of church from childhood showed him something was missing. Through a warm handoff from his care team, he met Mike, a chaplain with Intersect whose approach contrasted with what Christopher had often experienced before. There were no quick fixes, no clichés, and no pressure to “be better.” Instead, Mike showed up consistently, listened deeply, and reminded Christopher of progress he often couldn’t see himself.

Together, they explored what spiritual community might look like now, not as a cure, but as a source of connection and meaning. Christopher began engaging with church services, sometimes in person, often online, at his own pace. Prayer became less about escaping life and more about surviving it. While hope remained small and inconsistent, it existed, buoyed by the knowledge that he mattered to others and that his struggles did not disqualify him from belonging in the faith community. He learned that progress in mental health is rarely linear, and that being “in the mix” is often the most faithful work.

Christopher’s story is not one of easy resolution, but rather endurance. It is about the many hands along the long road to recovery in mental health each offering something small but essential. Together, they form a net strong enough to hold someone who is still learning how to live, one day at a time.



2025 Highlights

262 faith community members trained in how to support their parishioners with mental health struggles.

160 human services providers trained in how to support people’s chosen faith in their recovery journey.

100+ community members connected through the Answering the Call events, a collaborative project between Intersect & the Housing and Homeless Divisions.

An Invitation to Be Part of What's Next

Every day at Access Services, lives are strengthened through connection and hope. That impact is only possible because of people who believe in building stronger communities.

As the needs around us change, we're changing too. Access Services, as we have done since our founding, is identifying and seeking to fill gaps in our community that lead toward stability and sustainability for our most vulnerable neighbors.

This kind of work doesn't happen without support.

Your gift helps us stay agile, respond when systems fall short, and keep our focus where it belongs - on person centered care. Together, we're not just meeting needs. We're helping shape what care and connection can look like in our communities.

We invite you to give and be part of strengthening communities.



Be a part of supporting the work in your community. Visit our donation page here!



Access Services



Save the Date

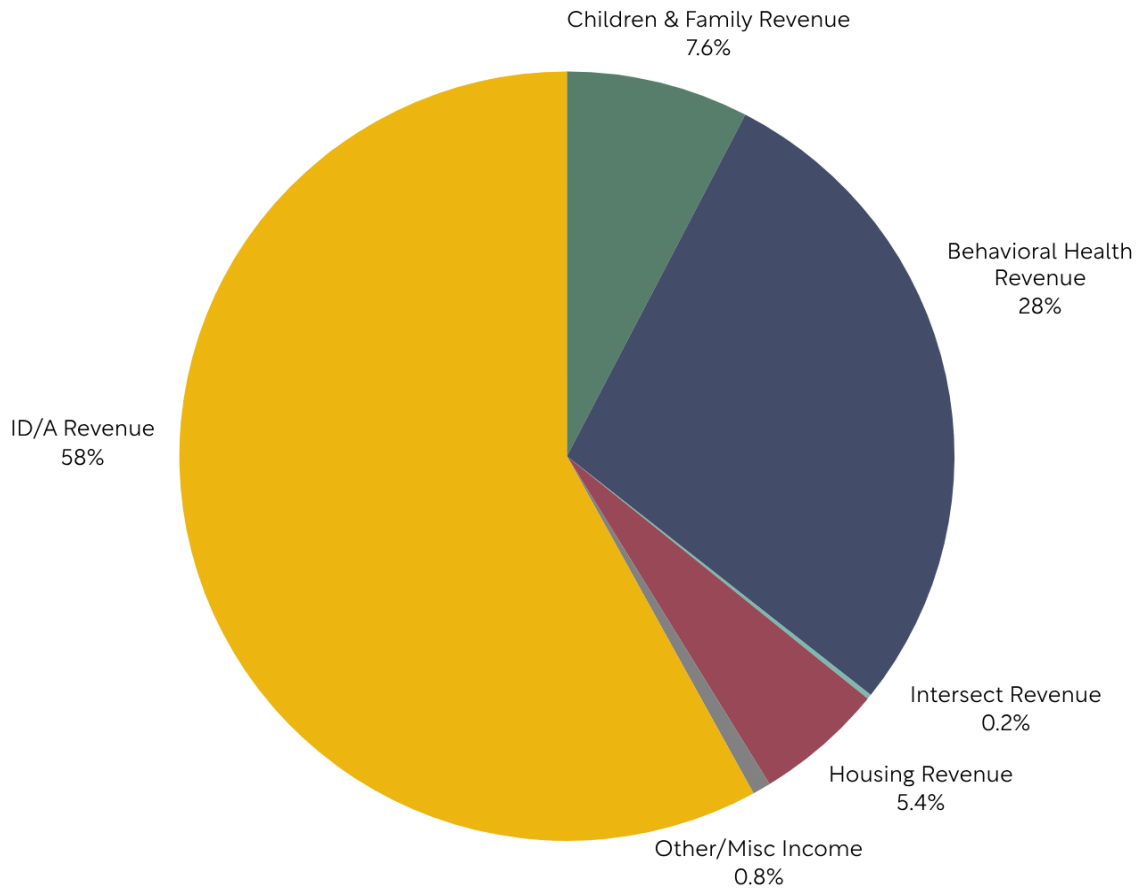
This year marks a milestone. For **50 years**, Access Services has been serving and strengthening our community. We invite you to join in our celebration on **October 22nd, 2026**. This day will include a free Walkthrough Experience for the community and a ticketed Gala dinner in the evening. Watch our 50th Anniversary page for the most up to date information.

We are pleased to announce **Enkompas** as our Title Sponsor for this important event!



Follow Our 50th Anniversary Page

Fiscal Year 2025 Support and Revenue



ID/A Revenue, \$28,803,653.61



Housing Revenue, \$2,673,537.13



Children & Family Revenue, \$3,781,908.07



Intersect Revenue, \$99,167.74



Behavioral Health Revenue, \$13,926,872.39



Other/Misc Income, \$376,958.50



Access Services

strengthening communities



Access Services, Inc.



accessservicespa



company/access-services



@accessservices



Strengthening
Communities Podcast