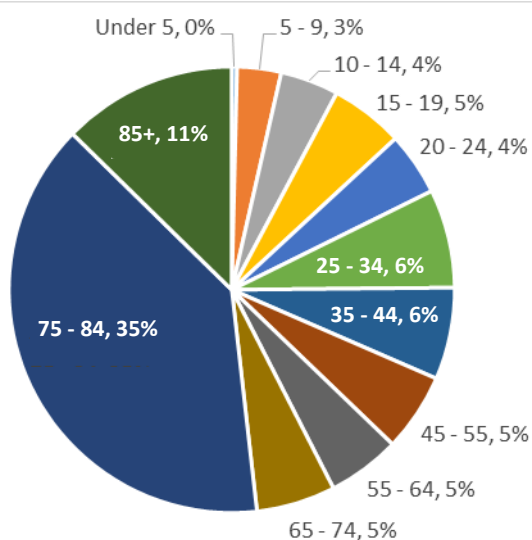


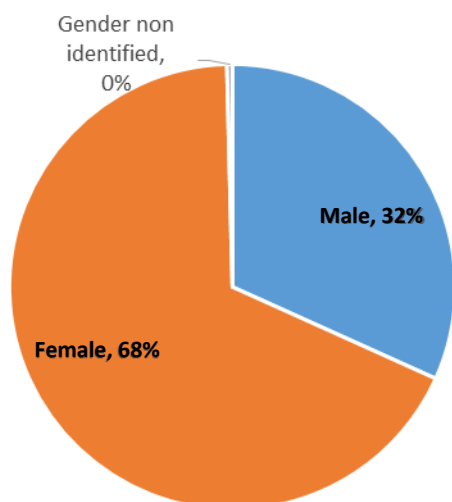
# 2016 Annual Report

## Overview of All Clients Served in Fiscal Year 2016

### By Age Group



### By Gender



## From the President's Desk

Dear Friends of Family Services,

Since mankind first invented it, the wheel has played an important role, perhaps the most important role, in the development of societies and in fostering economic growth around the globe.

The wheel, i.e., the transportation form of it, plays an important role at Family Services each day as well, allowing our staff to reach clients in their homes and communities where they might feel more comfortable, and allowing them to get to us at our locations throughout western Pennsylvania. In addition to our behavioral health array of services, our Ways to Work Transportation Loan program provides loans at low interest rates for individuals and families with poor credit histories to purchase a pre-owned car or to repair their current one; Families Outside provides bus transportation to Pennsylvania's State Correctional Institutions so that family members can visit an incarcerated loved one; and as part of its service package, our In Service of Seniors: Pittsburgh program provides transportation to medical, grocery and other appointments for older adults who are unable to drive themselves and who reside in our designated service area in Allegheny County.



Two of our newest services, the Veterans Express Transit Shuttle and the St. Margaret Foundation Medical Shuttle, both free forms of transportation to program participants, are highlighted inside this 2016 Annual Report. I hope that you'll take a moment or two to read about them.

At Family Services, we continue to strive to find creative solutions to help those in need of services, even if it means us taking the wheel.



Stephen Christian-Michaels  
President and Chief Executive Officer

*\*An audited financial statement for fiscal year 2016 is available by sending an email request to [fswp@fswp.org](mailto:fswp@fswp.org).*

## Our Mission

Family Services of Western Pennsylvania, a 501 (c) (3) established in 1885, impacts the lives of more than 30,000 individuals and families each year. We deliver innovative and integrated care through more than 40 programs in the areas of behavioral health, intellectual and developmental disabilities and family life solutions. No matter the program, one thing is constant: Our mission to **empower people to reach their full potential.**



*"The Veteran Shuttle Program is a blessing to me", said Greg (pictured above left with the van's driver, Roy. "It helps me to get to my Dr. appointments since I don't have a car anymore! The staff and everyone has been wonderful and Roy is easy to talk to; I confide in him, a lot."*

## Agency Revenues and Expenses 2016

### SUPPORT, REVENUE, GAINS, LOSSES

Gov't Grants & contracts	\$16,047,807
Other Grants & Contracts	1,260,977
Client Fees	9,521,792
Contributions	87,287
Northco Contracts	123,200
Drug & Alcohol	514,952
United Way	685,712
School District income	52,628
Realized/Unrealized gain (loss) on Investment	(61,026)
Interest income	79,238
Miscellaneous income	255,881
<b>Total Support, Revenue, Gains &amp; Losses</b>	<b>\$28,568,448</b>

### EXPENSES

Behavioral Health	\$12,070,302
Drug & Alcohol	518,681
Intellectual Developmental Disabilities	8,446,853
Community Partnerships	4,276,768
Management & General	3,715,849
Fundraising	359,724
<b>Total Expenses</b>	<b>\$29,388,177</b>

### CHANGE IN NET ASSETS (\$819,729)

Net Assets - Beginning of year	\$9,551,472
<b>Net Assets - End of year</b>	<b>\$8,731,743</b>

## Veterans Express Transit Shuttle

In October of 2008, the United States Congress passed the Veterans Mental Health and Other Care Services Improvement Act to improve the treatment and services provided by the Dept. of Veterans Affairs to assist our nation's veterans with PTSD and substance abuse disorders and for other purposes. Section 604 of the Improvement Act authorized the Supportive Services for Veterans Families (SSVF) grant in an effort to stop, by the year 2015, the incidences of veteran homelessness throughout the United States.

In 2011, Family Services of Western Pennsylvania began collaborating with the Veteran's Leadership Program of Western Pennsylvania to support homeless or near homeless veterans in Westmoreland County and the Alle-Kiski Valley region of Allegheny and Westmoreland Counties through SSVF. This program offers temporary financial assistance to veterans who are eligible under the program guidelines to assist with housing emergencies. We also established employment workshops to help with resume writing, interview skills, and applying for careers online, began establishing connections between potential employers with local veterans in need of a job, and created a Veterans Helping Hand Fund supported through private donations to assist veterans with emergency needs.

Through working with veterans and their families for the past five years, Family Services' program staff identified the lack of available transportation as one of the greatest barriers to success that our veterans faced, a challenge directly attributed to the highly rural geography and lack of public transportation in the service areas. Currently, there is no direct transportation service for veterans—outside of the city center of downtown Greensburg—in Westmoreland County and the Alle-Kiski Valley regions combined.

In response to the dire need for access to services for both veterans and their families, Family Services established our Veterans' Express Transit (VET) shuttle to provide free transportation to veterans and their families living in the Alle-Kiski Valley region and throughout Westmoreland County. Family Services' Supportive Services for Veterans Families program and surrounding veterans support programs/agencies have access to free, reliable transportation to support veterans access for medical, employment, social and other appointments.

Family Services hired a part-time veteran driver who can provide up to 10 transports per week, resulting in a maximum of 400 transports per year, to any veteran or family member living within our service areas. In only a matter of several weeks on the road, the program's driver averaged nearly 20 hours of driving and outreach per week. It is anticipated that the program will reach capacity very quickly, as word is getting out through veterans and our collaborating agencies that the Veterans Express Transit Shuttle is a viable option that can meet the needs of our veterans.

## St. Margaret Foundation Medical Shuttle

One of the primary reasons that individuals, including low-income families and elderly patients, miss or do not schedule their medical appointments is lack of available transportation options. Even individuals with medical insurance will avoid appointments and decline exams because they cannot get to their doctor's office or medical facility. This increases health risks for patients who do not get adequate medical attention, ultimately raising the cost of care, and for medical facilities which may experience high "no-show" rates for scheduled appointments.

According to figures received from the St. Margaret Foundation on patient missed appointments, in fiscal year 2011-2012 it was determined that 7,420 patients missed their scheduled medical appointments. Medical facilities may lose revenue of \$175 per patient for missed appointment, plus an additional \$175 of estimated cost of potentially scheduling another patient in that time slot. Therefore, it could be calculated that UPMC facilities in the Alle-Kiski area missed out on an estimated \$649,250 - \$1,298,500.00 in revenue during that time period.

With the support of a grant from the St. Margaret Foundation, Family Services of Western Pennsylvania brought a low-cost solution to this issue in the form of a free medical transportation service for UPMC clients. Operated through Family Services' Fairweather Lodge Program in New Kensington, PA, the St. Margaret Foundation Free Medical Shuttle Program provides non-emergency medical transportation services for residents in designated service areas in Allegheny County and Westmoreland County to UPMC facilities in the Alle-Kiski Valley. UPMC doctors offices can call the service on behalf of their patients or patients may call to schedule transportation for their next scheduled medical appointment. Additionally, the service confirms appointments directly with each patient, thereby lessening the chance of a missed appointment.

By removing the transportation barrier, UPMC patients' anxiety will be reduced when scheduling their appointments. Patients may utilize the service multiple times for one way, as well as roundtrip, needs throughout the year. In the past year, the Shuttle provided transport to 189 patients, including 109 riders who used the service multiple times.

The following comments were reported on the annual client satisfaction surveys:

- ◆ **Would did you like about the service?**  
"Knowing that they are there for me"; "Very courteous and helpful"; "You are picked up and dropped off at the door"
- ◆ **Would you tell your friends about the service?**  
"I've already told lots of friends...and doctor's offices, too"



*"Many thanks for providing transportation for me to and from the doctors", said Thelma Dickerson, In Service of Seniors: Pittsburgh service recipient (pictured left above.) "My volunteers Brenda Goggins (pictured right above) and Mary Kay Clement, are just wonderful. They are so kind and caring. Again, many thanks to all of you for your kindness."*

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## Thank You to Our Donors!

Since 1885, when a gathering of women first met in Pittsburgh and formed the Pittsburgh Chapter of the Children's Aid Society, known today through mergers as **Family Services of Western Pennsylvania**, our staff have worked tirelessly to meet the critical behavioral health needs of our region's citizens, young and aged, individuals and families, providing hope where there is none, shielding the flickering embers of a healthier, more hopeful life until dreams are ignited anew. One constant in our ability to help those in need has been the support of our donors—individual, corporate and foundation. Again this year, we would like to thank all of you who have supported this agency and our staff and, ultimately, those we served over the past year. Your generosity of heart and spirit has been invaluable to us and has played a mighty role in changing lives in 2016!

## Looking Ahead

In our 2015—18 Strategic Plan, the management team and the Board of Trustees of Family Services of Western Pennsylvania identified two key areas to improve the long-term viability of our programs and services: (1) to improve the immediate fiscal strength of the agency and (2) to grow the stature of the agency throughout western Pennsylvania through new, innovative programs, and through mergers and acquisitions if such opportunities presented themselves.

In 2016, Family Services began exploring the possibility of a merger with another agency of a similar size and with similar values. If the merger is completed it will increase our geographic footprint of the merged agency, service array and ability to handle transitions from one service to another across the lifespan.

Another exciting opportunity that we continue to pursue is a venture to expand into affordable housing. If funded, this mixed-use facility would create both quality, affordable housing, new office and work space for approximately 170 New Kensington-based staff, and programming to specifically serve the needs of the apartment's residents. These services would include, but are not limited to, transportation, life skills and service coordination, as well as financial education and household management education.