

Courier

Vol 21 No 2 Holiday 2011
www.concern4kids.org



A Season of Transition

Price Pritchett, a noted business consultant, once said “change always comes bearing gifts.” Change is on the horizon at CONCERN and it will be bearing gifts both for what we have and are losing and for what we are receiving and gaining.

Rest assured the change will be seamless and with the confidence that CONCERN will be the same mission driven organization dedicated to meeting the needs of children, youth, and families.

At the April 2011 CONCERN Board of Directors meeting, long-time Executive Director Glenn Hillegass announced his retirement. Choosing the appropriate replacement for the role of Executive Director was a task not taken lightly by the Board of Directors. We needed to find an individual who not only possessed the experience and the expertise, but also the dedication to our core values in serving the most vulnerable in our society and to lead CONCERN in the ever-changing child welfare field and that person was CONCERN’s Director of Behavioral Health Paul Rieger.

Saying Goodbye and Thank You

Glenn Hillegass’ retirement announcement was met by staff and foster parents with both joy and sadness. It was joyous as everyone wanted to see Glenn happy, retire on his own terms, and be able to spend quality years with his family and to simply enjoy life. It was sad because those who are part of the “CONCERN family” consider Glenn the face of CONCERN and it would be difficult to imagine not having him leading us into the future.

Glenn has been the steady hand guiding the agency through good times and not so good times, the father figure offering encouragement and words of advice, the consensus builder who brings the ultimate “we not I” attitude, and finally, the leader who leads by example and

(Continued on page 4)

Page 2
CONCERN Launches Event

Page 3
A Day in the Life

Page 4
Youthful Achievements

Through teamwork, cultural awareness and quality personalized services, CONCERN promotes respect, self-worth and trust in individuals and fosters the growth of healthy, responsible and productive community members.

 **CONCERN**
Hope. Opportunity. Change.

CONCERN Launches Inaugural Education Series Event

On Tuesday, November 15, 2011, CONCERN hosted the inaugural installment of the CONCERN Education Series at Alvernia University. This day-long conference entitled “Building a Strengths-based Culture: A Framework for Agency Practice” featured nationally known trainer Terri Pease, Ph.D. This training presented a structured and evidenced informed approach to developing a strengths-based organization.

This mission driven event was designed to provide professional development for those in the child welfare field, in order for us to continue to provide the best care possible for children and youth in need. In all, nearly 50 individuals participated in the training, including social workers, clinicians, permanency specialists, and supervisors from both private and public child welfare agencies.

Dr. Pease, who has for over 20 years worked in various facets of the child development, trauma and domestic violence fields, summarized her training by stating “The concept of strengths-based practice has become a shorthand term to describe a positive and encouraging way of offering social work and child welfare services. On the surface the term does reflect our values of avoiding undue criticism and focusing on the deficits that families and individuals face. However, without a more careful analysis of strengths-based practice, we risk an unthinking avoidance of the difficult realities of our work and the important straight-talk that must play a part in supporting change in families and communities at risk.”

Using a mixture of lecture and discussion, small group work sessions and guided discussions, Dr.

Pease offered concrete strategies for re-directing agency goals, human resource practice and social work services from a strengths-based perspective. Continuing Education Units (CEUs) were also available to those with licenses to maintain.



Terri Pease, Ph.D., presents at CONCERN's inaugural Educational Series Event.

When attendees were asked to discuss what was useful about the training, one attendee stated “This approach enables clients to see their strengths on their own and find solutions.”

When asked what aspect of the training could be implemented in their workplace, another participant responded by saying “Always focus on the positive. Empower families to realize that they can bring about change in their lives.”

CONCERN wishes to thank the following sponsors for their very generous support to this event:

Leader – Carpenter Technology Corporation

Innovator – East Penn Manufacturing Company, Inc., Nancy Weikert and Jack Tibbetts

Creator – Fulton Bank, JAGCO, Inc., Scott and Stefanie Nester, Stevens & Lee, Wal-Mart

Educator – Children's Clinic of Wyomissing, LANtek, ParenteBeard LLC, Rosemary McGuinness

CONCERN also wishes to extend a heartfelt thank you to Alvernia University, the Bernardine Franciscan Conference Center, and the Sisters of the Sacred Heart Convent for their hospitality and generosity.



This is the third in a series to feature different positions throughout CONCERN to help all those inside and outside of the organization better understand the scope and depth of our programs and staff activities.

A Day in the Life of a Youth Worker II

by the Youth Worker IIs, CONCERN Treatment Unit for Boys - Lehighton Campus

The Youth Worker II position at CTUB - Lehighton Campus faces numerous challenges throughout his or her work shift. There is no such thing as a “typical day” for the Youth Worker II. Each day is a new adventure filled with challenges.

This position oversees the shift from start to finish, the day begins by gathering information. Through discussion with the departing staff from the prior shift, reviewing the communication log, observation logs, and reading the daily schedule of events, the youth worker can begin developing a strategy for the day ahead. The Youth Worker II must ensure that clients are punctual and prepared for doctor appointments, court hearings, working sessions, therapy sessions, county worker visits and home visit departures.

This position is also responsible to administer and document all medications to clients throughout the shift. This is a complex task that requires full concentration to avoid errors. Special documentation is required when a client refuses to take a prescribed medication. Counting of all Class II medications (stimulants, depressants, etc. or medications that have a high potential for abuse) is required at the start and end of each shift. Dose inventories are reported to the case managers as well. Medications are taken at different intervals throughout the day, and some clients are taking multiple meds.

Education is an essential component to our program and during the school day the Youth Worker II is available to address behavioral issues in the classroom. In the afternoon and evening, this position organizes and oversees sporting events and other group activities. Another role of the Youth Worker II is to delegate resources to ensure that clients are selected and dispatched for scheduled community service projects. In

addition, the Youth Worker II will coordinate some of these projects with members of the community as well.

The Youth Worker II wears many hats. He or she will sometimes be a cook, a project foreman, a coach, or simply just be a good listener. The Youth Worker II is the person who keeps communications flowing between administrative and support staff as well as with direct care staff and educational staff.

Above all, the Youth Worker II is responsible for the health and safety of each and every client. This person develops an action plan when conflict arises. It is the vigilance of this staff member and his or her shift members to recognize conflict between clients and act promptly to avoid these situations from escalating out of control. The Youth Worker II is instrumental in reporting and attempting to resolve crisis situations which sometimes cannot be avoided. Some examples include: assaultive behaviors, runaway, suicide threats or attempts, and cause to search for contraband.

The career of a Youth Worker II can sometimes appear to be a thankless one, yet an occasional phone call from a successful young man who once walked our hallways reminds us of the reasons we are still here.

Go online for CONCERN

Anyone using the Internet can help CONCERN raise funds to benefit children in care, whether searching for a specific web page, shopping at a favorite store, or catching up on Facebook.

Please consider using **GoodSearch.com** as your search engine, shopping on **GoodShop** or **Amazon.com** through CONCERN's website, and becoming a fan on CONCERN's **Facebook** and **Cause** pages.



Youthful Achievements

CONCERN congratulates the many children in care who are active in their schools and communities and achieve personal and public goals. The following is just a small representation of the achievements of our youth over the past several months:

Cassie H., 9, wrote a book at North Pocono School about her life. The third grade class wrote their stories and created all the art work and had them bound professionally. They also had a tea party to present some of their stories.

Christie B., 16, is currently enrolled in Advanced Placement history classes. She also performed in a church play.

Sabrielle C., 4 months, has had successful surgery to fix a cleft lip and is getting stronger every day. She can now hold her own bottle.

Chris L., 10, is learning effective ways of communicating his emotions.

Talia H., 14, is succeeding in school and received high honors on her recent report card.

Kiann R., 15, continues to actively participate in soccer and is the soccer boy for the Warrior Run High School team.

A Season of Transition *(continued from Page 1)*

constantly encouraging others to not only speak their minds, but also to have open minds.

Glenn has given unselfishly of himself for more than four decades in the child welfare field. His passion for children is virtually unmatched and his retirement has been well earned. Glenn became one of CONCERN's founders in 1978 after working in a children's residential facility in the beginning of his career.

Glenn should be proud of leaving a legacy of sound financial management, program and geographic expansion, and, above all, the respect of his peers, colleagues, foster parents, and the thousands of children who came through CONCERN under his watch.

The Dawning of New Leadership

Paul Rieger officially began his tenure of CONCERN's
(Continued on page 5)

Enclosed is my gift to CONCERN

in the amount of: \$ _____

Name _____

Address _____

City _____ State _____ Zip _____

e-mail _____

Please charge to my credit card: MasterCard VISA

Cardholder signature (required) _____

Card number _____ Exp. date (month/year) _____

Visit www.concern4kids.org for secure online donations

Contributions are tax deductible to the fullest extent of the law.

Please mail coupon to: CONCERN • Development Department
One West Main Street • Fleetwood, PA 19522

The official registration and financial information of CONCERN - Professional Services for Children, Youth, and Families may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, (800) 732-0999. Registration does not imply endorsement.

Documents and information filed under Maryland charitable organization laws can be obtained for the cost of copies and postage from the Secretary of State, Charities Division, State House, Annapolis, MD 21401.



A Season of Transition

(continued from Page 4)

Executive Director on November 10, 2011. While replacing Glenn Hillegass may be a daunting task to most individuals, Paul Rieger comes to the position well qualified with his own track record of success and ability to build a business even in the most tumultuous economic times.

Paul came to CONCERN in April 1998 and since June 2001 he has served as CONCERN's Director of Behavioral Health. It is in this position that Paul has shown his tremendous leadership capabilities and ability to position CONCERN Counseling Services to take advantage of market opportunities in previously underserved areas such as Bradford, Sullivan, Tioga, and Union Counties.

Paul is looking forward to the opportunity to serve as CONCERN's new Executive Director and extremely confident that "the agency's history of resiliency and purposeful planning has provided a solid structure and mission which will be able to be continued and enhanced." Paul wishes to thank Glenn Hillegass "for his commitment and leadership for the past 21 years as Executive Director."

In addition to Paul's previously mentioned attributes and qualifications, he possesses a Bachelor of Arts in Psychology from the College of the Holy Cross, a Master's of Social Work degree from the University of Pennsylvania as well as many years as a direct care child worker and holding management and administrative positions at other mental health and child welfare agencies prior to coming to CONCERN.

Therefore, it is with great sadness to say good-bye to Glenn and with great pride and anticipation that we welcome Paul.



Glenn Hillegass

Thoughts from... ...the Past Director

It has been my honor and privilege to serve as CONCERN's Executive Director since 1990 and, as one of the agency's founders, to witness the growth and diversity of our dynamic agency over the past 33 years. However change is inevitable in the life cycle of any organization and I am confident that under the leadership of our new Executive Director, Paul Rieger, CONCERN will continue to prosper. With careful planning and purposeful communication, the transition of leadership has been very successful. CONCERN has embraced the transition as a time of opportunity and not uncertainty.

None of CONCERN's success would be possible without the dedication and resiliency of our staff and foster parents, a committed Board of Directors, and the support of our individual and corporate donors.

I will deeply miss the working relationships I have had the privilege of experiencing during my career, but I am also looking forward to retirement and spending more time with my wonderful wife JoAnn and our family. Best wishes to all of you.



Paul D. Rieger, MSW

...the Director

I thank Glenn Hillegass for his tireless dedication to CONCERN for over three decades. Under Glenn's leadership CONCERN evolved into a resilient agency focused on providing the highest quality services.

I am very humbled by the responsibility forwarded to me as CONCERN's new executive director. CONCERN is a mature agency with a proud mission backed by a strong fiscal conscience. Together we will build upon this success by enhancing the current operations and exploring new opportunities.



Leadership Statement

Leadership ... is a participative process, in which everyone is a stakeholder and has the opportunity, as well as the responsibility, to contribute to the success of the organization.

Board of Directors

Raymond J. Albert
G. Thompson Bell, III
William C. Cooperman
Glenn J. Hillegass
David W. Jay
Roger N. Longenecker
Stefanie E. Nester
Paula Plageman
Sandra L. Weidner
Nancy W. Weikert

CONCERN Service Sites:

Foster Care/Adoption Services

Greater Berks Regional Office
Fleetwood • (610) 944-0445
Lehigh Valley Regional Office
Bethlehem • (610) 691-8401
Northeast Regional Office
Eynon • (570) 876-3800
Southeast Regional Office
Willow Grove • (215) 654-1963
Susquehanna Valley Regional Office
Lewisburg • (570) 523-1297
Wellsboro • (570) 724-7142
Maryland Regional Office
Lanham • (301) 429-2370

Counseling Services

Greater Berks
Fleetwood • (610) 944-0445
Wyomissing • (610) 371-8035
Lehigh Valley • (610) 691-8401
Susquehanna Valley
Lewisburg • (570) 522-0990
Wellsboro • (570) 724-7142
Towanda • (570) 268-3073

Residential Services

CONCERN Treatment Unit for Boys -
Coatesville Campus • (610) 384-8733
CONCERN Treatment Unit for Boys -
Lehighton Campus • (570) 386-2990
Life Skills Institute • (570) 326-6425

www.concern4kids.org

The Courier is published by CONCERN Professional Services for Children, Youth, and Families
Executive Director: Paul D. Rieger, MSW. Your comments and suggestions are always welcome by mail, phone,
fax or e-mail addressed to the Development Department at our Corporate Office: One West Main Street •
Fleetwood, PA 19522 • (610) 944-0445 • FAX (610) 944-8834 • development@concern4kids.org



One West Main Street
Fleetwood PA 19522
www.concern4kids.org

NONPROFIT ORG.
U.S. POSTAGE PAID
KUTZTOWN, PA
PERMIT NO. 49



It's always a good time to help those in need.

Our children still need you!

Please give generously to
CONCERN's Holiday Appeal.

To make a donation, please visit

www.concern4kids.org

Parrot Heads Make a Difference

On Saturday, July 16, 2011, the Berks County Parrot Head Club hosted their annual "Summer Daze" fundraising event at the Leiderkrantz in Reading, PA with CONCERN being the beneficiary of the proceeds.

The Berks County Parrot Head Club is one of a network of 235 nonprofit organizations across North America and Australia of Jimmy Buffet enthusiasts whose purpose is to engage in activities that are charitable, educational and that promote the general welfare of the community.

The motto of the club is to "party with a purpose" and they certainly proved that day that having fun and raising money are not mutually exclusive. More than 400 people attended the event enjoying great music and food as well as a variety of auction items in order to raise \$16,500 to benefit the children and youth that CONCERN serves in Berks County.

Thank you Berks County Parrot Head Club for having CONCERN be a part of this very special day!