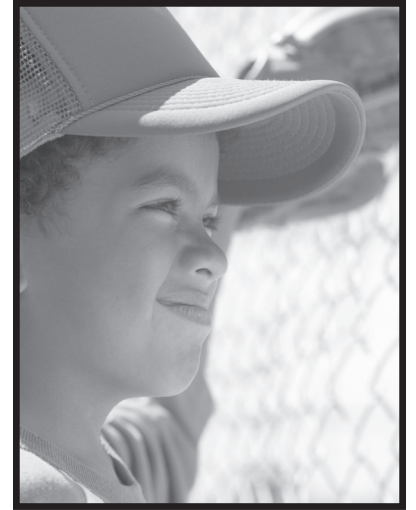


# Courier

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www.concern4kids.org



*This is the second 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 Foster Care Caseworker**

*by Kate Benion, MSW, Caseworker*

There is really no such thing as a “typical” day in the life of a caseworker. Other than scheduled office meetings such as supervision and staff meetings, one never really knows what the day will bring.

The rule of thumb in the world of casework is to expect the unexpected and be prepared to act quickly and with absolute professionalism. This is not always easy. Caseworkers often juggle intense daily schedules filled with mandated one-on-one client contacts, court appearances, county and CONCERN meetings, foster child/legal family supervised visits, school meetings, and report writing.

In a rural office such as CONCERN’s Susquehanna Valley Regional Office, many foster homes are located up to 50 miles from the office in Lewisburg. These distances can be challenging but we make the most of our “car time”; we pray for good cell phone service, plug in the Bluetooth, and manage our client cases by making telephone contact with therapists, school personnel, foster parents, county workers, corporate staff, etc. There is rarely anything that remotely resembles “downtime”.

Regardless of how busy and chaotic our daily schedules turn out to be, the start of each day gives every caseworker the chance to make a difference in a foster child’s life. Casework is a profession where nothing should be taken for granted and every caseworker should understand and advocate for all children to have the right to survival, safety, and development.

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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.

*Continued on page 2*

## **CONCERN Training Goes Online**

Pam Berg, Training Administrator, has been busy launching CONCERN's on-line training program. With the assistance of Jane Zettlemyer, Development Department Assistant, current PowerPoint trainings have been converted to a user-friendly format and uploaded to CONCERN's website ([www.concern4kids.org](http://www.concern4kids.org)) to enable staff and foster parents to complete many of their required trainings on-line.

Training courses are located behind a password protected page of CONCERN's website and can be accessed from the homepage by clicking on the link to mandatory training. User name and password can be obtained by contacting the training representative from your office site.

At the end of the Specialized trainings, users are required to complete a short quiz. A score of 70% or higher must be achieved in order to print a Certificate. If the quiz is not passed, the trainee is directed back to the beginning of the training to re-review the information contained in the training.

Currently most staff are obtaining the majority of their training by this means. It allows people to complete the training from their desk without clerical assistance and enables some supplemental staff the flexibility of being able to complete trainings on their home computer.

As of late January, a number of Foster Parent trainings were made available on CONCERN's website which enables foster parents to complete some of their required trainings from home. These trainings are accessible from any computer that has internet access including dial up connection.

Pam stated, "So far very few problems have been reported and foster parents and staff seem to be very pleased with this."

## **Foster Care Caseworker**

*(continued from page 1)*

For the children who are placed with agencies such as CONCERN, the reestablishment of those rights is critical if the child is to have any hope of reaching his or her physical, social, emotional, developmental, and cognitive potential. The child's caseworker is a central part of this process. The caseworker must ensure, on a daily basis, that every service provider involved in the foster child's life is assisting the child in the healing process and the reestablishment of their basic human rights.

At the end of each day, it is not enough to simply ensure a child's safety; we must create a foundation of trust and nurturance so that each and every child served can gain a sense of self-worth, respect, and trust and one day become a productive and positive force in their own communities.

## **CTUB - Lehighon Honored**

CONCERN Treatment Unit for Boys – Lehighon Campus was recognized by Safe Kids Carbon County during the group's annual award and appreciation luncheon. During the ceremony, Carbon County Commissioner Wayne Nothstein, who is a member of Safe Kids, presented the award to representatives of CONCERN. "This group has always been there when we need help," he said. "They are very community oriented."

*Information reprinted for the Times News*

## **Upcoming Events**

Wednesday, September 21 - CONCERN Vera Bradley Bingo, Fleetwood Grange, Fleetwood, PA

Tuesday, November 15 - "Building a Strengths-Based Culture" educational conference, Alvernia University, Reading, PA





Children in CONCERN'S care test out quilts provided by "Quilts for Kids"

## Quilts for Kids

*Transforming discontinued, unwanted and other fabrics into patchwork quilts that comfort children with life-*

*threatening illnesses and children of abuse.*

Wow! This mission statement of Quilts for Kids says it all! Quilts for Kids located in Fairless Hills, PA donated Christmas Quilts for our foster children this year. The quilts were age appropriate with delightful color schemes for boys and girls. What a great addition to the holidays for our kids!

We want to thank Quilts for Kids for donating quilts to all of our sites and turning tears into smiles for many of our foster children. All of these quilts are hand-made by volunteers.

Recently we had the privilege of seeing their new facility filled with bolts of materials, sewing machines and volunteers. Thank you Quilts for Kids for making the first night of foster care for our children warm and welcoming!

## Bucknell Students Support CONCERN

Students in the Management 101 program at Bucknell University, Lewisburg, PA combined education and philanthropy recently by producing and selling BU tank tops as an educational business project. Proceeds from the neon blue and orange tank tops will benefit CONCERN's Susquehanna Valley regional office. In addition to donating the funds to CONCERN, students collected gently used clothing and toys for children in care and hosted a party for CONCERN clients.

## CONCERN Community Services Reorganization

CONCERN Counseling Services continues to grow and diversify. At the beginning of 2011, the CONCERN Counseling Services Program underwent a reorganization. This reorganization was planned to accommodate the growth and diversity that Counseling Services has experienced over the past several years.

The Counseling Services Program was divided into two regions - Eastern Region and North Central Region. The Eastern Region covers services in Bethlehem, Wyomissing and Fleetwood, Pennsylvania. The North Central Region covers counseling services in Lewisburg, Wellsboro and Towanda, Pennsylvania.

Included in this reorganization was the creation of four new positions. These include Eastern Region Director, North Central Region Director, Office Supervisor for the Eastern Region, and Office Supervisor for the North Central Region positions.

In addition to the above office sites, services are provided in many school districts across the eastern half of the Commonwealth. The newly implemented Community Residential Rehabilitation Program is currently being operated from Wyomissing, Wellsboro and the Northeast Regional Offices. Other new developments include telepsychiatry and crisis services at Towanda.

## Great Job!

Congratulations to the Staff at CONCERN's Life Skills Institute in Williamsport, PA for receiving a perfect score in their recent annual Department of Public Welfare Inspection. Bob Cohick, Community Life Skills Program Director, cited his staffs' hard work and outstanding performance which made this accomplishment possible.



## Your Donations at Work

Part of the joys of summer for the children in care at CONCERN is looking forward to summer camp. In the past, the kindness of friends like you has provided the needed financial resources for the children to attend summer camp.

Last summer we responded to 80 camp requests expending nearly \$14,000. We could not have done this without your generosity and for this we are very grateful and, once again, say thank you.

This year, we are expecting about 100 requests from the children with a total dollar goal of about \$15,000. Spring has barely begun and we have already received more than a dozen summer camp requests totaling more than \$2,000.

Our casework staff does a tremendous job at securing scholarships and discounts for the children, but their efforts cannot meet all of our needs, especially in this difficult economic environment.

You have probably already received a letter from CONCERN asking you to again support the children. Please strongly consider helping the children who derive so many benefits from the camping experience.

This year's camp theme is "Share the Dream." We need you to help their dreams come true.

*Susquehanna Valley director Rick Alvarez accepts a donation of \$12,605 from the Inter-Fraternity and Panellenic Councils and their fraternities and sororities at Bucknell University. The project was called the "Million Penny*




*Project" and the project exceeded its goal of collecting a million pennies- or \$10,000. Thanks to Bucknell for supporting CONCERN!*

## 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**, and becoming a fan on CONCERN's **Facebook** and **Cause** pages. These little things can be done to help CONCERN in a big way.



**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)

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Card number \_\_\_\_\_ Exp. date (month/year) \_\_\_\_\_

**Visit [www.concern4kids.org](http://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.



## 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:

**Joshua P.**, 8, received all 4's and O's on his most recent report card, and achieved the Student of the Month recognition award during the last marking period.

**Damian Z.**, 15, achieved Honor Roll for the first time on his most recent report card. He worked hard for this and we are very proud. Damian also performed in a STOMP show with his step team. He has been practicing two to three times per week after school and has worked very diligently.

**Bionca K.**, 14, has made the honor roll and is doing very well in competition swimming.

**Jeremy T.**, 10, has been selected to participate in his school's Mathematics Engineering and Science Achievement (MESA) Club. He will participate in the activity group where the group will be required to write and perform a short stage performance.

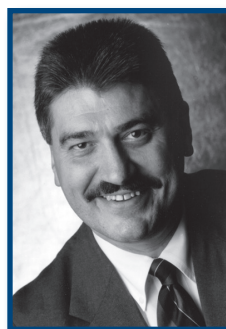
**Luis R.**, 15, had a very busy December, performing in his high school play & also participating in their choral & band recitals.

**William W.**, 10, recently started competing for Tae Kwon Do and has received his yellow/white belt.

**Christy B.**, 15, was on the high honor roll at her high school. She has joined the French Club and had a main part in the Christmas play at church.

**Carolina C.**, 20, is starting the Bridge program at Reading Area Community College and has successfully obtained employment.

**Amber L.**, 17, attended Regionals for Future Business Leaders of America. She finished in third place and will go on to participate in States.



Glenn Hillegass

## Thoughts from the Director

At CONCERN, springtime is a time to assess, a time to plan. All organizations have buzz words that define their success. At CONCERN, one of our buzz words is planning.

We feel planning is the cornerstone to our continued success. Planning keeps us on track as we seek to continue to meet our mission of providing quality services to children, youth, and families. Planning helps to prepare us for the challenges that lie ahead, especially in this difficult economic environment. Planning keeps us moving forward by analyzing the past and reacting to current trends.

We begin the processes of business and strategic planning in late winter. Business plans are prepared by each of our service sites and corporate departments. Business plans are done with an in-depth look at the past and assessing the current trends to project the organizational needs for the next fiscal year. Strategic planning is an annual process that helps shape the vision of CONCERN for not only the next year, but also for the next three to five years. Both of these processes are all-inclusive where input from all levels of the organization is very much valued.

Especially in today's economic climate, it does pay to plan ahead. Remember – it wasn't raining when Noah built the ark.



## 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.

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Basil Y. Scott  
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](http://www.concern4kids.org)

The Courier is published by CONCERN Professional Services for Children, Youth, and Families  
Executive Director: Glenn J. Hillegass. 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](mailto:development@concern4kids.org)



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**Don't forget to check CONCERN's website**

**[www.concern4kids.org](http://www.concern4kids.org)**

**to get the latest news and information!**

## CONCERN honors foster parents

The month of May is National Foster Care Month. Each May CONCERN honors its foster parents at each of our foster care sites. Foster parents play a role as an integral part of CONCERN as well as in the lives of the children in their homes.

Foster parents are often under appreciated and a simple thank you is just not enough, so once a year we set aside a day to honor their commitment to children and youth.

With over 300 foster homes, CONCERN takes much pride in its foster parents, the valuable work they perform and the services they provide. The celebrations provide staff and foster parents the opportunity to step out of that professional relationship, share a meal, and simply enjoy one another's company.

If we may say it one more time, thank you foster parents for all you do for all of the children who need you.

