

Annual Report

2021-2022

**Build
More
Together**



CONCERN

Hope. Opportunity. Change.

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Our Mission

CONCERN brings hope, offers opportunity, and inspires change.



Our Vision

To encourage growth and promote positive healthy lives!

Our Core Values

Compassion

We bring a genuine sensitivity and understanding about another person's trauma and a willingness to help to make that person's situation better.

Commitment

We are dedicated to the success of our clients, community partners, and employees. If they succeed, we succeed.

Respect

We are considerate and helpful, recognizing the inherent worth and dignity of every person treating everyone with fairness and respect.

Community

We accomplish more when we work together, understanding our collective strengths and having shared attributes with those among us.

Diversity

We value and respect the natural individual differences of our backgrounds, cultures, interests, and experiences that make us unique.

Dedication

We are devoted to our work, mission, and the well-being of others to ensure the "hope, opportunity, and change" we promise.

Dependability

We are reliable and trustworthy, and our word is our bond.



Message from Our President/CEO



.....
“A leader’s job is not to do the work for others, it’s to help others figure out how to do it for themselves, to get things done, and to succeed beyond what they thought possible” – Simon Sinek

During this past year, there were moments where I stood back, took a deep breath, and relished in the successes achieved by CONCERN’s leadership. I saw direct service staff, administrative staff, supervisors, and senior leaders working toward CONCERN’s mission, figuring out what they didn’t know, striving toward progress to get things done, and succeeding beyond what they thought was possible. As the CEO/President of CONCERN, it is a true privilege to observe leadership qualities in all areas of the organization, seeing how staff work together toward a common goal, and knowing that each day, our children, youth, and families are receiving high-quality services.

Just like every year, CONCERN experienced successes, along with opportunities to grow and change. The highlight of the year was receiving the COA Accreditation in June 2022, which was only possible because the staff, community partners, and board of directors worked together as a team. We developed plans to open new offices in the year ahead, expanded programming in out-patient behavioral health and school-based programs, and prepared to make changes to the organizational structure when CONCERN’s Vice President, Mary Beth Hughes announced her retirement. Sadly, Mary Beth passed away a few months after her retirement. The staff at CONCERN were in shock, cried in sadness, but smiled knowing that Mary Beth’s memory will live through the children, youth, and families she served during her 43 years at CONCERN. The loss of Mary Beth was a reminder that we must always stick together, take care of one another, and help each other succeed- whether that is personally or professionally. When we stick together, we can Build More Together and succeed beyond what we think is possible!

With warm regards,
Gordon H. May, MSW
President/CEO



Message from Our Board Chairperson

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To many of us, this is in some ways, a time of reflection and assessment; What have we accomplished and what we haven’t, what we are proud of and what we would have done differently. Most importantly, all those things that would not have happened without partnerships with others. Over the years, I have come to believe that when we all “throw in” to a common cause, we amplify our impact.

This year CONCERN became a fully accredited member agency through the Council on Accreditation (COA) on the collective strength of our staff, our Board of Directors and, in the spirit of our mission- Hope, Opportunity, Change. COA Evaluators gave CONCERN accolades for exemplary qualifying work. We can all share pride in our affiliation with CONCERN, its history, and the promise it holds for our communities. Everything we build together is better, more durable, and more satisfying. When you donate to CONCERN, consider those donations as a firm down payment on the purchase of a better tomorrow and the likelihood that the work of CONCERN will resonate in our communities for generations. As chairperson of the Board of Directors, I ask that you join us in contributing to our dedicated funds - Any amount advances CONCERN’s ability to improve our community and provide assistance to those we serve.

For those of us who can contribute to CONCERN’s work in our communities, rest assured that every dollar received by CONCERN is accounted for, securely held, and disbursed with no administrative fees. Every dollar reaches the intended recipient.

Thank you for your kind consideration.

With kind regard,
George M. Kovarie, MSW
Chairperson, Board of Directors



CONCERN Leadership

Board of Directors

Christopher J. Bigos
Shirlene T. Chase
Martin J. D'Urso, Vice-Chairperson
*Glenn J. Hillegass
Richard W. Hunt
George M. Kovarie, Chairperson
Jon L. Kunkle, Treasurer
Stefanie E. Nester
Paula M. Plageman, Secretary
Kevin L. Washington
Sandra L. Weidner
*Nancy W. Weikert

*Director Emeritus (retired director serving in an advisory, non-voting capacity)

Maryland Advisory Board

Denise Brown
Richard Brown
Dana Fay
Beverly Goldstein
Kim Whetstone-Wilson

Senior Leadership Team

Gordon H. May, President/CEO
Tanyalee Jones, Vice-President
Scott Lubinski, Chief Administrative Officer
Glenn Miller, Chief Financial Officer
Cheryl Reeling, Director of Quality Assurance
Tricia Reedy Jones, Director of Development & Marketing
Carri Prior, Senior Executive Assistant

Regional Leadership Team

Jen Bowen - Northern Tier Director
Stacey Page-Miller - Central Region Director
Maria Flores - Eastern Region Director
Kelly Crum - Greater Berks Region Director

Crystal Boggs-Jennings - CTUB Director
Carrie Knebel - Maryland Director
Kassie Irwin - HR Manager



CONCERN Affiliations



CONCERN is Now Accredited!

In June 2022,
CONCERN became officially accredited by
Council on Accreditation (COA).

Follow us on Digital Media

@concern4kids.org or
<https://www.youtube.com/@concernprofessionalservices>

www.concern4kids



Licenses

Pennsylvania Department of Human Services
Office of Children, Youth, and Families
Office of Mental Health and Substance Abuse
Services
Maryland Department of Human Resources

Association of Fundraising Professionals
Berks County Networking Association
Bryan Hughes Business Connection (BHBC)
Bradford Area Chamber of Commerce
Delaware Valley Adoption Council
Eastern Montgomery County Chamber of
Commerce
Family Focused Treatment Association (FFTA)
(PA/MD)
Greater Lehigh Valley Foster Care Coalition
Greater Susquehanna Valley Chamber of
Commerce
Greater Wilkes Barre Chamber of Commerce
HealthCare Compliance Association
Lackawanna County Interagency Council
Luzerne County Interagency Council
Mansfield Area Chamber of Commerce
Maryland Nonprofits (formerly Maryland
Association of Resources for Family and
Youth (MARFY))
National Council for Behavioral Health
Northeast Berks Chamber of Commerce
Open Minds
Pennsylvania Children and Youth
Administrators (PCPA)
Pennsylvania Council of Children, Youth and
Family Services (PCCYFS)
Pennsylvania State Resource Family Association
Pennsylvania Statewide Adoption and
Permanency Network (SWAN)
Reading Berks Conferences of Churches
(RBCC)
Rehabilitation & Community Provider
Association (RCPA)
Society for Human Resource Management -
Berks
Tioga County Partnership for Community
Health
Wellsboro Area Chamber of Commerce

Agency Successes



Grand Opening of the Easton Clinic

Providing Behavioral Health Services via telehealth and in-person.

The clinic is within walking distance to local schools and provides another option for school-based clients and their families to receive service when school is not in session.

Services provided through the Easton Clinic include psychiatric evaluation, medication management, and individual, group, and family psychotherapy.

Officially accredited by The Council on Accreditation (COA) in June 2022

Being accredited means that COA has determined through a rigorous assessment of evidence that CONCERN meets all important standards, follows best practices, and provides quality services. It is a badge of honor!



Benefits of Accreditation

- In-Depth Self Evaluation.
- Builds/Strengthens Organizational Infrastructure.
- Adoption of Known Best Practices.
- External Validation of Your Practices.
- Recognition from government agencies, foundations, and insurance companies.

CONCERN created a worksite wellness initiative to support staff's overall well being

Mission:

The mission of the CONCERN Wellness Committee is to strive to educate employees through intentional programming and educational resources that encourage health, wholeness, and care for every employee.

Vision:

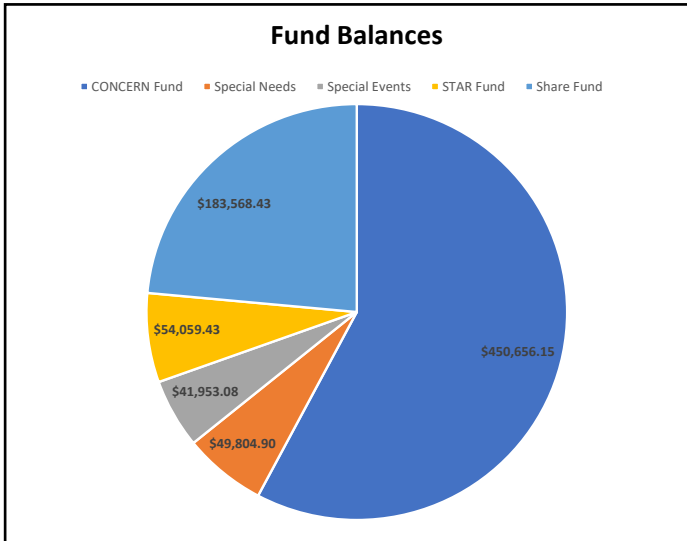
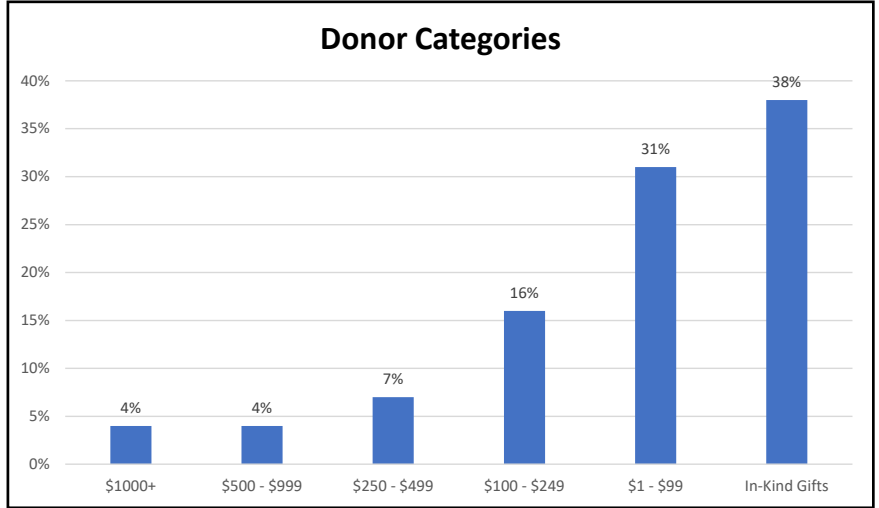
The vision of the CONCERN Wellness Committee is to create, inspire and maintain an environment that supports each person's healthy lifestyle choices and improves employees' overall health and wellness.

Goals:

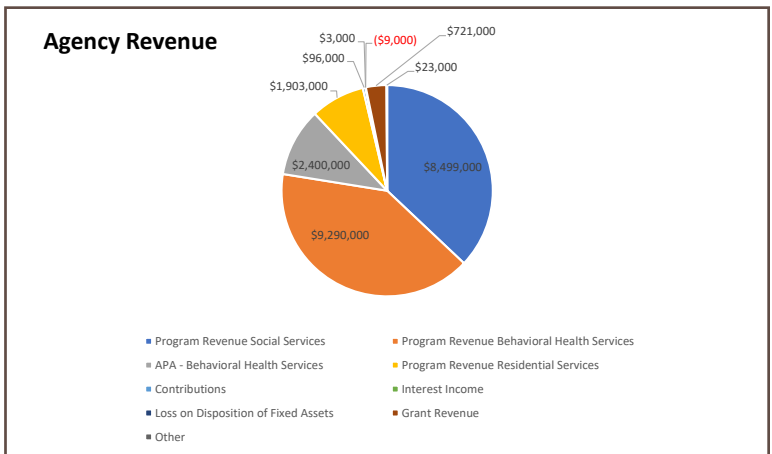
1. To encourage physical, mental, and social wellbeing.
2. To support each individuals growth toward a healthier lifestyle.
3. To promote a sustainable work/life balance.
4. To foster an engaging community centered around health and wellness.
5. To encourage employee feedback on future wellness program activities.



Our Fiscal Health



CONCERN hired 120 new staff and worked with 41 student interns from a variety of colleges and universities.



Thank you to our top Corporate & Foundation Donors

- C.W. & Marjorie J. Schrenk Family Foundation
- Hawk Family Foundation
- Social Media Fundraising
- Combined Federal Campaign of the National Capital Area



Demographics



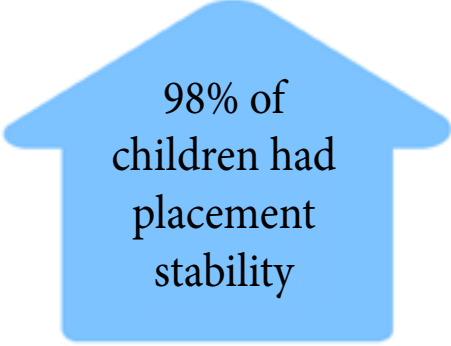
**Number of people served
7,560**

Residential	31
Community Based	316
Foster Care/Adoption	388
Behavioral Health	6,825




BUILDING MORE- with **Programs and Services**

FOSTER CARE SERVICES



98% of
children had
placement
stability



70% of children
achieved
permanent
placement

Building for the future

- *Sean, 5, graduated pre-school and started kindergarten*
- *Serenity, 13, was accepted in the honor's program at Wyoming West High School*
- *Lee, 18, received all A's and B's on his report card.*

ADOPTION/PERMANENCY SERVICES



151
child
profiles
completed



36
families
were
approved



26
Children were
adopted this
past year



367
referrals from
SWAN



Meet the Valentin Family

We had the intention of fostering to adopt from the beginning of our journey, which started in 2016. Our first placements were our daughters Alexis and Chloe. At the time Alexis was 3 and Chloe was 8 months old.

They lived with us for 10 months and went back to their mom. For the next 2 years we stayed in contact and would have the occasional sleepover and family parties. November of 2018, Alexis and Chloe were placed back in our home. Finally, after a pandemic and tons of paperwork we were able to adopt the girls June 6, 2022. It was a long, worthwhile journey!

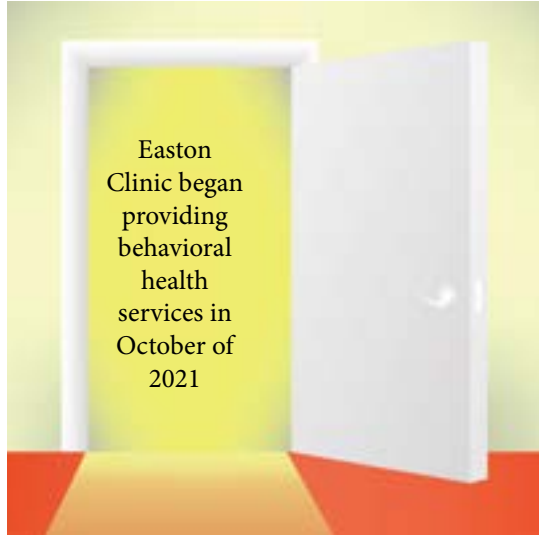
Alexis and Chloe started our family dynamic, not much has changed since 2016. We have grown closer and have enjoyed meeting the girl's biological family and adding them to our family dynamic. We have also added their little brother Jesse to the mix.

The biggest blessing of adopting for us has been the gift of our girls. The joy they add to our lives is unmeasurable. They have always completed our tribe.



BUILDING MORE
with **Programs and Services**

BEHAVIORAL HEALTH SERVICES



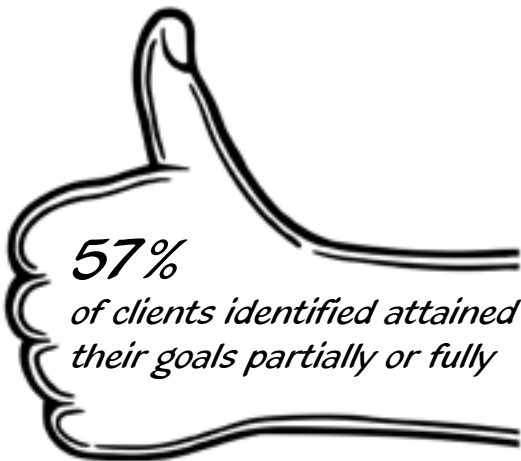
Family Based Mental Health Program



BUILDING MORE
with **Programs and Services**

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MORE BEHAVIORAL HEALTH SERVICES

*Intensive Behavioral Health
Services*



57%
*of clients identified attained
their goals partially or fully*



448
*treatment
plans
completed*



79% of identified clients
achieved engagement in services



31,414
*hours of
service
delivered*



1,205
*active
clients*

BUILDING MORE
with **Programs and Services**

RESIDENTIAL SERVICES



100%
discharged
youth attended
school/
graduated

Josh was recognized as a Top Student by his principal for his perfect attendance, positive behaviors & attitude.

88% of youth
passing math &
english

Gage is working full time at a fast-food restaurant and going to school, he will be graduating from high school this year. He will be transitioning into Independent Living once he graduates.

COMMUNITY BASED SERVICES

M
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186 Clients
Served

119 Youth were
attending school
and/or working



P
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381 Clients
Served

1960
total sessions were held
with clients

Tanyalee Jones, Vice President

Tanyalee Jones started working at CONCERN in 2007 as a Behavior Specialist Consultant and Mobile Therapist. Since then, she has had several promotions and is now CONCERN's Vice President. CONCERN mentors staff to use their strengths and Tanya's career path is the perfect example of that.



Tanya's favorite part of working at CONCERN: "Working to fulfill our mission and our vision is what I enjoy most. I know that each day we are doing amazing work, whether it's through our behavioral health, social services, residential services or adoption services – we are truly making a difference in others' lives. This would not be possible without the incredible team of co-workers I've been blessed to have, and the dedicated people at CONCERN.

Undoubtedly, my favorite part of working at CONCERN are my wonderful co-workers and the success stories of the people we help.

Strongest leadership trait and what do you think are strong qualities of a leader?

- To be effective, I think a leader needs to listen and have impeccable communication skills. I think it is so important to know when to give advice, to step back, and delegate and to use essential leadership skills at the right time. Which skills are being put to use really depends on where individual employees are in their professional development and skill levels as well as how teams' function. Also important is where you are trying to go, what goals you are trying to accomplish.
- One thing that I've learned through experience is the value of showing empathy and compassion. Not just feeling these things inside, but actually being real about them and showing others these feelings. Through being vulnerable and allowing others to show empathy and genuineness it helps us to be in tune to other's self-care and to our own. When we need a break, need help, or when we simply need to help others, is such an important thing to tune into.

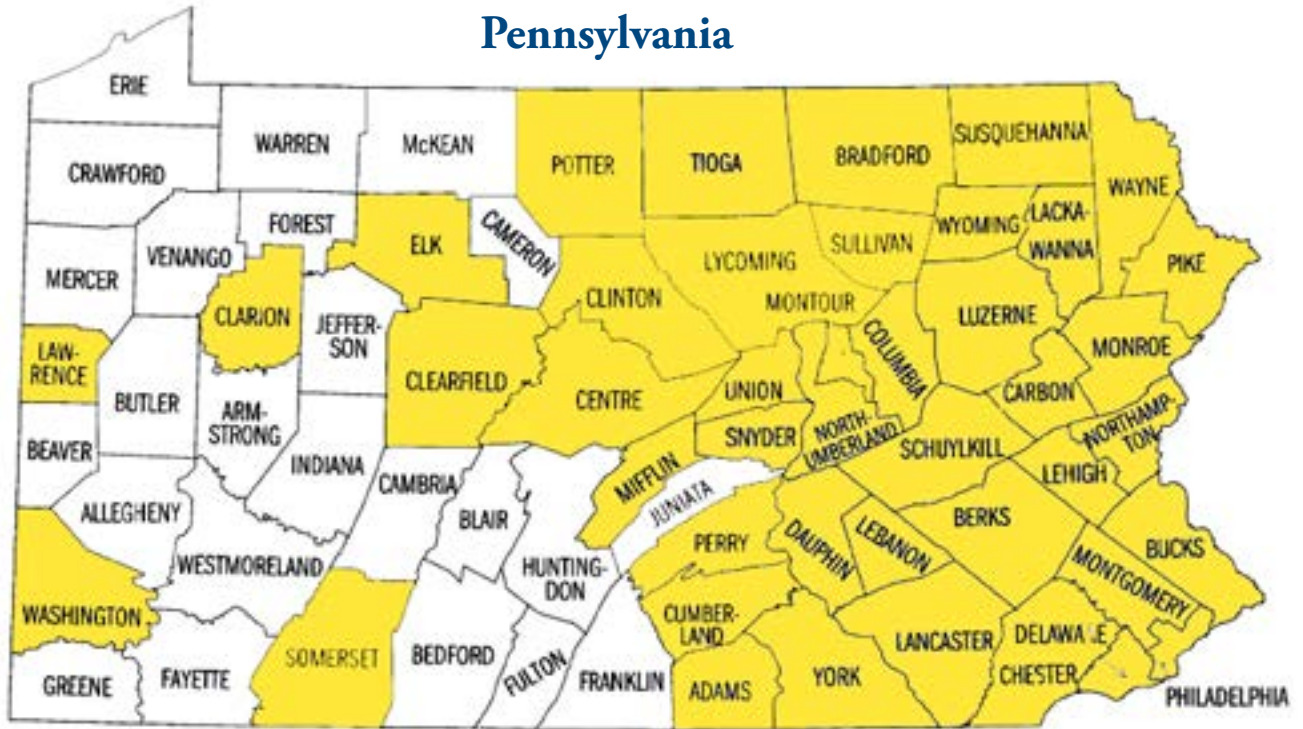
How do you support your team? I listen to my team. I've learned that listening to people's needs and unique situations is the most important aspect of helping and supporting anyone. Listening provides clarity and insight into what makes the individual or team "tick". Once you have that clarity, the guidance begins. Guiding people to become better versions of themselves professionally is what I love to do. It's a challenge that I've accepted and really enjoy doing.

Who do you look up to for inspiration? I have always looked to my grandmother for inspiration. She was a hands-on grandmother and a forward-thinking woman. She taught me the value of hard work, education, responsibility, and doing the best I could regardless of what we were doing. We spent a lot of time together throughout my life and I learned a great deal from her. One of my favorite things we would do is school – I would go to her house (many times a week) and the first thing we would do before we did any fun things was "school". Nana's school was in addition to my typical schooling, and she had her own curriculum of lessons and tests. I would do a lesson each day and had to pass the test. Somehow, she always made it fun – even school!! I will always remember her telling me how proud she was of me. Her famous words were, "Make sure you get a good education. No one could ever take it away from you. Use it to do something you love, and you'll never work a day in your life". Though she's no longer with us, she continues to inspire me each day.

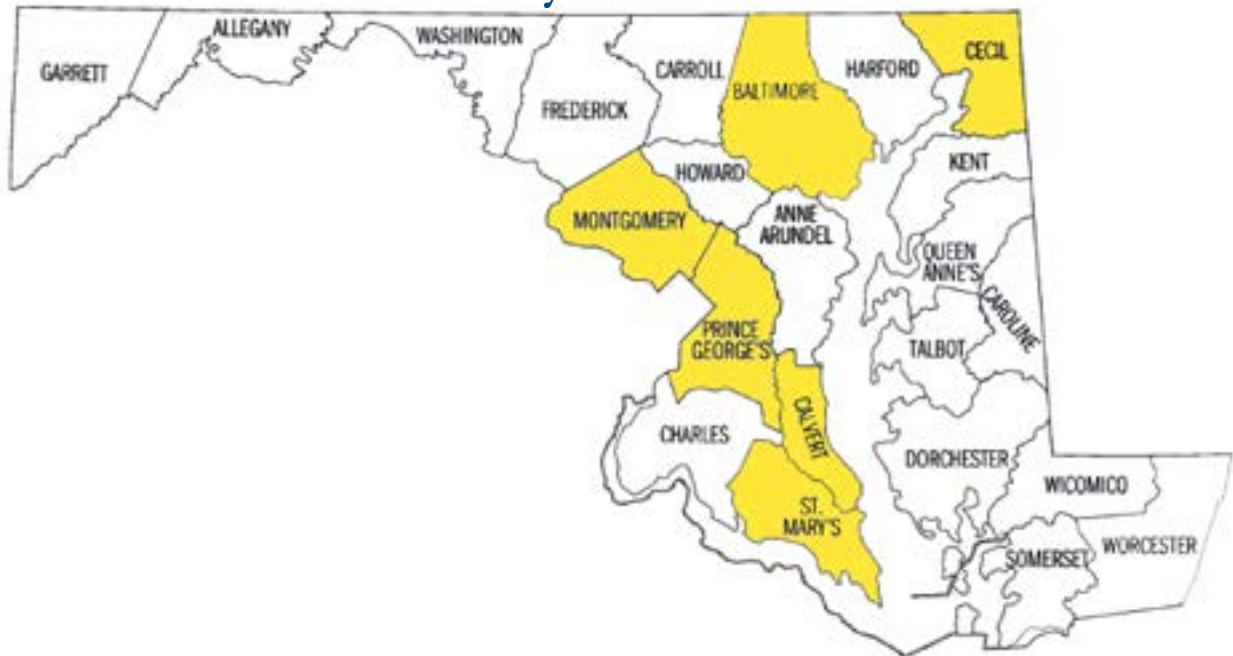
What inspired you to work in social services? I've had a need to help others overcome and be better versions of themselves since I was younger, especially when the odds are stacked against them. As I became older, I began to realize the experiences my family had were what drew me to this work. Our life experiences have a significant impact on us and it's really what we do with them and the choices we make that determine the outcome. I was fortunate and blessed to have the support and influence of great people growing up. My mom was very young when she had me. She was a single mother at the time and the odds were stacked against her. I was fortunate to have a father who adopted me when I was younger and a mother who endured a lot and was motivated to make life better for us. She is a wonderful example of someone who has risen above, worked hard and was driven to be better!

Program Service Areas

Pennsylvania



Maryland



Corporate Office

One West Main Street, Fleetwood PA 19522-1350 • (484) 578-9600 • Fax (610) 944-8834

Easton Behavioral Health Office

175 South 21st Street, 2nd Floor, Easton, PA 18042-3835 • (484) 497-9699 • FAX (484) 548-1339
Behavioral Health Services

Fleetwood Behavioral Health Office

24 North Franklin Street, Fleetwood PA 19522-1350 • (610) 944-0445 • Fax (610) 944-1196
Behavioral Health Services

Greater Berks Regional Office

One West Main Street, Fleetwood PA 19522-1350 • (610) 944-0445 • Fax (610) 944-1195
Foster Care, Adoption & Permanency Services, Community Based Services

Lehigh Valley Regional & Behavioral Health Office

90 South Commerce Way, Suite 300, Bethlehem PA 18017-8611 • (610) 691-8401 • Fax (610) 691-0647
Foster Care, Adoption & Permanency Services, Community Based Services, Behavioral Health Services

Lehighon Behavioral Health Office

560 Country Club Road, Lehighon PA 18235-9740 • (570) 386-2990 Fax (570) 386-5125
Behavioral Health Services

Mansfield Behavioral Health Office

63 Third Street, Mansfield PA 16933-1262 • (570) 662-7600 • Fax (570) 662-7726
Behavioral Health Services

Maryland Regional Office

10003 Derekwood Lane, Suite 200, Lanham MD 20706-6314 • (301) 429-2370 • Fax (301) 429-2374
Foster Care Services, Community Based Services

Northeast Regional Office

100 N. Wilkes Barre Blvd., Ste. 212, Wilkes Barre PA 18702-5231 • (570) 800-2332 • Fax (570) 718-0429
Foster Care, Adoption & Permanency Services, Community Based Services

Southeast Regional Office

49 Easton Road, Suite 204, Willow Grove PA 19090-3201 • (800) 562-1427 • Fax (267) 818-6671
Foster Care, Adoption & Permanency Services, Community Based Services

Susquehanna Valley Regional & Behavioral Health Office

60 North Eighth Street, Lewisburg PA 17837-1446 • (570) 523-1297 • Fax (570) 524-4752
Foster Care, Adoption & Permanency Services, Community Based Services, Behavioral Health Services

Towanda Branch Office & Behavioral Health Office

846 Main Street, Towanda PA 18848-1805 • (570) 268-3073 • Fax (570) 268-3080
Foster Care, Adoption & Permanency Services, Community Based Services, Behavioral Health Services

Wellsboro Branch Office & Behavioral Health Office

62 Plaza Lane, Wellsboro PA 16901-1766 • (570) 724-7142 • Fax (570) 724-6771
Foster Care, Adoption & Permanency Services, Community Based Services, Behavioral Health Services

Wyomissing Behavioral Health Office

1120B Hobart Avenue, Wyomissing PA 19610-2063 • (610) 371-8035 • FAX (610) 371-8038
Behavioral Health Services

CONCERN Treatment Unit for Boys - Coatesville Campus

1225 West Lincoln Highway, Coatesville PA 19320-1858 • (610) 384-8733 • Fax (610) 380-1704
Residential Services



Ways YOU Can Help

1

Become a Foster Parent - Children are the building blocks of tomorrow. Help them build those blocks by becoming a foster parent. Complete the online questionnaire to become a foster parent:

<https://www.concern4kids.org/foster-parent-questionnaire>

2

Monetary Gifts - Consider regular giving to CONCERN. 100% of donations go into funds that directly support our clients.

<https://www.concern4kids.org/donate-page>



3

Social Media - Follow us and help spread our message.



4

Planned Giving - consider leaving a legacy or life gift to benefit children and allow CONCERN to continue its mission for many years to come. Gifts can be direct bequests of cash, retirement plans, securities, real estate, personal property, life insurance, etc. Please contact CONCERN's Development & Marketing Department for more information.

5

Volunteer/Internship - Internships are available by contacting 484-578-9600. CONCERN relies on the help of volunteers to support special events. Please contact the Development & Marketing department if you are interested in volunteering at upcoming events.

6

Cash Back Programs - Amazon Smile gives back to non-profit organizations. Choose CONCERN as your designated agency by visiting <https://smile.amazon.com/> or through CONCERN's website before shopping.

7

Supermarket Programs - Redner's Warehouse Markets donates 1% of all purchases through their Save-A-Tape program.

Boyer's Food Markets donates 1% of all purchases through the Key Tag program.

