

*Over 100 Years of Service*



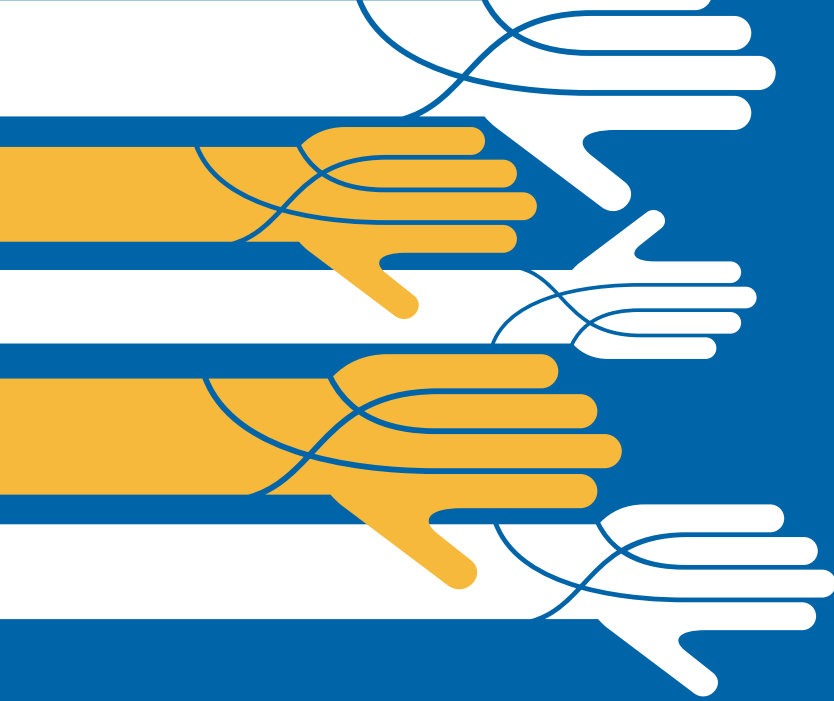
**Family Services, Inc.**  
*An affiliate of Shepard & Enoch Pratt Foundation*

# 2013

## Moving Forward Together

family services, inc.  
annual report





## our mission

Family Services' mission is to foster strong and healthy individuals and families through innovative education, behavioral health, child development and social services that address needs in the home, school and community.

## our vision

Family Services, Inc. will be at the forefront in the development and delivery of services that meet the needs of a culturally diverse and evolving community.

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# letter from chief executive officer and board president-elect

**LAST YEAR FAMILY SERVICES, INC. (FSI) TOUCHED THE LIVES OF MORE THAN 22,000 PEOPLE**—individuals and families, newborns and seniors, teen moms, people with disabilities, domestic violence victims, children and families living in poverty, preschoolers and kids in schools, young people in college. We shared hardships and triumphs and worked on dreams for a better future. Thanks to the merger of three other organizations with Family Services—KHI, Inc.; The Support Center, Inc.; GUIDE, Inc.—our staff grew to 390 strong, representing 50 birth origin countries and speaking 42 languages. Our development of a multicultural staff and programs is the real expression of our commitment to a diverse community.

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In fact, one of the great things about the tradition here at FSI is that we focus more on working in partnerships with people than on the simple delivery of services. In fact, we emphasize an approach that builds on the inherent strengths of people; we really can't do our work any other way. People in the community have always shaped the services here and participated voluntarily in efforts that overcome the adversity or disadvantage of the moment and build for a better future. This collaboration is fundamental to building a stronger community.

The theme of partnership extends to other aspects of the work as well. Family Services has forged relationships with other organizations that enhance and extend the services available through its own. For example, for the past ten years FSI has provided a specialized approach to working with teen mothers within the context of our Early Head Start (EHS) program. This effort began with a joint agreement among Montgomery County Public Schools (MCPS), the City of Gaithersburg, and FSI. MCPS agreed to recognize the work in child development and parenting done by these young mothers in EHS, and Gaithersburg helped with money for transportation. The teen moms enter the partnership by volunteering to participate in the program, raise their children responsibly, stay in school, and prepare themselves for the responsibilities of raising children.

“Never doubt that a small group of thoughtful committed citizens can change the world; indeed, it’s the only thing that ever has.”

—MARGARET MEAD

Why are efforts like this so important and why do we celebrate them? Last year, seven young women in the program were high school seniors. All seven graduated from high school—100%—compared to about 40% of teen mothers nationwide. And, if that weren’t enough, six of the seven entered Montgomery College for the fall semester.

That is just one example of working together on many levels. Last year, our annual luncheon to celebrate the achievements of people dealing with mental illness had over 250 attendees. We literally celebrated the amazing work of dozens of people in a recovery program. The awards ranged from success in finding employment or housing to personal changes like weight loss or quitting smoking. Our clients were undaunted in the face of serious personal illness and their courage brought many to tears that day. It is one of the very special experiences that all of us here treasure.

While we have nearly endless stories of success, heartbreak, and recovery, it is equally important to talk about how all of this is possible. People, people who care, people who are responsible, people who volunteer, people who write checks, people that embrace the responsibility to help the other members of the community, we celebrate them too.

It was just a handful of people who founded this organization in 1908 and it is a tribute to them that thousands have followed in their lead. They may not have changed the world, but I believe they influenced it ways that would please them if they were here to see it all.

It is a privilege to work at Family Services, to serve on its Board, and to be part of that grand tradition. As you look through this report we hope you will be inspired to be part of this wonderful history.



A handwritten signature in blue ink that reads "T. Harr".

**THOMAS E. HARR**  
**EXECUTIVE DIRECTOR**



A handwritten signature in blue ink that reads "Diane M. Ennist".

**DIANE M. ENNIST, JD**  
**PRESIDENT, BOARD OF DIRECTORS**

Moving  
Forward  
Together

# family services, inc. expands services in 2013

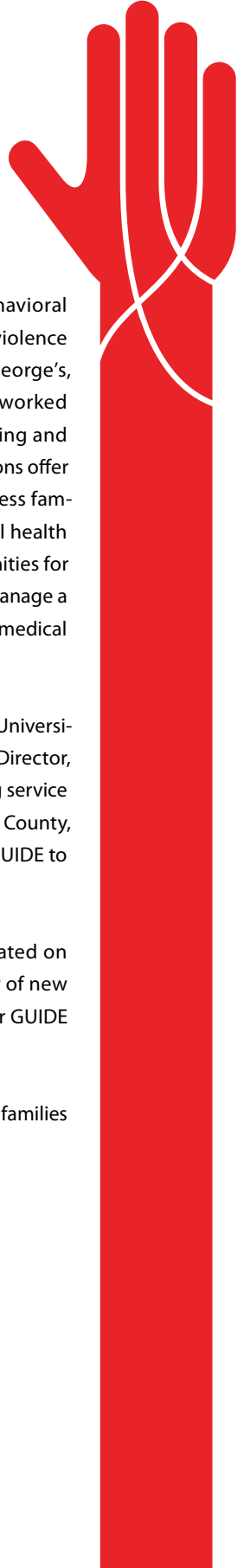
Nonprofits Join  
Forces to Enhance  
and Expand Services  
throughout the State  
of Maryland



**WHEN FAMILY SERVICES, INC. (FSI) OUTLINED ITS VISION FOR 2013** and how to expand services to meet the critical needs of neighboring communities, board members and executives looked no further than its own backyard. Beginning in November 2012, FSI was pleased to announce the mergers of KHI Services, a substance abuse program in Germantown, Maryland and The Support Center, an adult medical day program located in Rockville, Maryland.

On January 1, 2013 Family Services, Inc., Montgomery County's oldest (est. 1908) and largest private nonprofit social services organization, and GUIDE Program, Inc. (est. 1968), recognized as one of the Baltimore, MD–Washington, D.C. region's most highly respected behavioral health and social services organizations, were pleased to announce the merger of the two nonprofit organizations. The merger enhanced and expanded the scope of services of both nonprofits, and provided a larger operating platform and achieved business efficiencies. Through the business combination, Family Services and GUIDE Program's goal was to strengthen their mutual and complementary capacities in order to continue and expand the high quality services the agencies render to children, youth, families, and people with disabilities throughout the Maryland, Washington D.C. and Baltimore region.

"I am really excited about the merger of our two organizations," said Thom Harr, Executive Director for Family Services, Inc. "We combined agencies that have a long history of cooperation and mutual respect for each other. It has strengthened the ability of our organizations to continue to provide programs and services for a changing and growing community."



The combined organizations operate an array of integrated and behavioral health, services to children, youth and families, victim and domestic violence services and community support programs in Montgomery, Prince George's, and Baltimore Counties. Family Services and GUIDE Program have worked together for many years to bring together best practices in developing and implementing in-home and community-based services. The organizations offer prevention and early intervention programs and services which address family functioning and child development, provide outpatient behavioral health treatment and rehabilitation, offer residential treatment and opportunities for individuals with disabilities to live in the communities independently, manage a domestic violence shelter for women and their children, and operate a medical day program for adults.

In 1968, then a member of the Psychology Department at the Catholic University of America in Washington, D.C., GUIDE's Founder and first Executive Director, Dr. Richard A. Wunderlich, initiated a drug and alcohol abuse counseling service for youth and families referred by the Juvenile Court in Prince George's County, Maryland. Through the years individuals and families have turned to GUIDE to offer guidance and assistance in times of personal challenge.

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"I'm particularly excited that our two agencies, which have collaborated on many projects in the past, will be able to grow together in a number of new and exciting ways," commented Scott Birdsong, Executive Director for GUIDE Program, Inc.

Annually, the combined organizations serve over 22,000 individuals and families through a combined budget of \$22 million.



# highlights of the year



## Community Resource Fair

### Raises Awareness of Health and Wellness Services in the Area

Family Services hosted its first Health and Wellness Community Resource Fair, bringing together over 40 local community organizations, nonprofits and other health related partners to offer free health screening/testing, supportive services and overall wellness education to the community. Over 100 area residents turned out to enjoy a day of learning about resources and information to address the critical healthcare needs in our community. Participating organizations included Amerigroup, BankOn Gaithersburg, "The Match" Bone Marrow Program, Manna Food Center, Habitat for Humanity, Kaiser Permanente, MobileMed, Latino Health Initiative, Gaithersburg Police Department, United Health Care, NAMI, and many other health and wellness partners.



## Family Services Ranked #15

### Most Exceptional Organization in the State of Maryland in 2012 (October)

The Gazette of Politics & Business selected Family Services, Inc. as one of the Top 53 most exceptional businesses and organizations in the State of Maryland. The award is based on criteria that includes annual revenue growth and employee growth, as well as noteworthy product or service innovations, community service efforts and portrayed as a "good place to work" by its staff. In 2011, Family Services was ranked #45.



## Office of Financial Education Recognizes

### Financial Capability Month at Gaithersburg Event

CAFE Montgomery MD (Coalition for the Advancement of Financial Education), an affiliate of Family Services, hosted their 2nd Annual signature event—“Montgomery 2012: State of Financial Education”. The breakfast and workshops brought together over 90 service providers, advocates and professionals in the non-profit and public sectors working together to strengthen the financial education and well-being of Montgomery County residents. Keynote Speaker for this event was Joanna Smith-Ramani with Doorways to Dreams (D2D) Fund, a program of the Corporation for Enterprise Development (CFED). Sponsors of the event included Montero Law Group, LLC, Montgomery County Department of Health and Human Services, The Jennings Business Group, LLC, Sports Clips and the Federal Deposit Insurance Corporation (FDIC).

**PHOTO:** Keynote Speaker Joanna Smith-Ramani talks with attendees at the financial education breakfast

## It Pays to Go Green:

### GUIDE Program at Family Services awarded \$5,000 for “Going Green” Initiative

Family Services was awarded a \$5,000 grant from The Phase Foundation to help further implement GUIDE Program at FSI’s home energy retrofit program. The Going Green Initiative focuses on purchasing less expensive green energy as well as lowering energy usage in agency facilities. The home energy retrofit program is now in its third year and is focusing on completing weatherization efforts in three homes and the agency’s main office, in Prince George’s County. The project involves two congregate living homes that provide psychiatric residential rehabilitation services and housing for 12 adults with psychiatric disabilities, one home that provides therapeutic residential services for six adolescents with serious emotional disorders, as well as completing energy enhancements at the main office in Laurel. The Phase Foundation funding will specifically be utilized to provide additional insulation and air sealing to the agency’s newest home, in the Lanham area.



## Nonprofit Montgomery's 4th Annual

### Budget and Legislative Debrief Brings Together State and County Elected Officials at Family Services

Family Services hosted two Nonprofit Montgomery Events to discuss the Culture of Philanthropy and review how the most recent legislative sessions and county budget will impact community nonprofits and residents. Panel discussions were held to address how nonprofits develop a “culture of philanthropy” in underdeveloped areas and how to better engage in relationship building with the donor population. The second session capped on the most recent budget and legislative sessions—targeting which issues were expected to be worked on over the next 12 months that have been especially important to community-based nonprofits and people served.

**PHOTO:** *Family Services, Inc. Chief Executive Office Thomas Harr welcoming guests to NonProfit Montgomery Events. Pictured with him: County Council President Nancy Navarro, Special Assistant to the County Executive Chuck Short, County Council Member Hans Riemer, Maryland State Senator Richard Madaleno Jr. along with participants at this year's debrief.*



## Officials, Health Professionals and Advocates

### Turn Out for Ribbon Cutting of Adolescent Recovery Clubhouse (June)

Local, regional and state officials, behavioral health professionals, community leaders and advocates for substance abuse prevention and rehabilitation gathered together on June 10, 2013 to celebrate the ribbon cutting ceremony for *The Landing—Adolescent Recovery Clubhouse* located in Gaithersburg, MD. A program of Family Services, Inc. (FSI), *The Landing* is an important addition to the county's system of care for substance-abusing youth. With support and assistance from Montgomery County and the State Alcohol and Drug Abuse Administration, Family Services has developed this recovery clubhouse intervention program for youth ages 12–17 that are enrolled or have completed a substance abuse treatment program. The adolescent clubhouse model has been recognized as a “best practice” with adolescents who present a substance use disorder (SUD) and other co-occurring disorders.

**PHOTO:** *(Left to Right) FSI Division Director for Community and School-Based Services Karla Hoffman, FSI Chief Executive Officer Thomas Harr, County Council President Nancy Navarro, Congressman John Delaney, County Council Member Hans Riemer, City of Gaithersburg Mayor Sidney Katz, Sara Rose from Congressman Chris Van Hollen's office, FSI Staff Members Romeo Abraham (“The Landing” Peer Support Recovery Specialist) and Monica Davalos (“The Landing” Care Coordinator). Not Pictured—Ken Richard, Representative from US Senator Ben Cardin's Office=*





## Linkages to Learning “Girls on the Run”

### Dedicate their 5K Training to Boston Marathon Victims

The Girls on the Run Fox Chapel Linkages team dedicated their practice 5K to the memory of Boston Marathon victims. As part of the running community, they joined other girls and runners across the country to show their support for those affected by the Boston tragedy. During the practice 5K, the girls opted to wear yellow and blue running clothes and hair ribbons (Boston Marathon colors) and created posters to show their love, support and remembering those who lost their lives or are recovering. The official 5K Race was held on Sunday, May 19, 2013 at Westfield Montgomery Mall in Bethesda.



## GUIDE Independence Program Staff

### Receive Mental Health Awards for Their Work in the Community

On Thursday, May 23, 2013 three GUIDE Independence Program staff were honored at the 19th Annual Prince George’s County Mental Health and Disabilities Provider Appreciation and Awards Luncheon. Lori Johnson and Raysheen Spivey received Special Recognition. Tiffany Masimore received the “Clive Watson Award for Outstanding Service” for going above and beyond the call of duty.

**PHOTO:** (Left to Right) Theresa Grant, Active Director of Prince George’s Department of Family Services; Christine Waddler, Director of the Prince George’s County Core Service Agency; and Tiffany Masimore, PRP Director for FSI’s Independence Program, Prince George’s County



## 3-Year CARF Accreditation Awarded

### for Behavioral Health Programs

CARF International announced that Family Services, Inc. (FSI) has been accredited for a period of three years for its Psychiatric Rehabilitation and Outpatient Mental Health programs. The latest accreditation is the second consecutive Three-Year Accreditation for Montgomery Station's Psychiatric Rehabilitation program that the international accrediting body, CARF, has awarded to Family Services and the first for the Outpatient Mental Health Clinic. This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. Family Services has the only CARF accredited psychiatric rehabilitation program (PRP) and mental health clinic in Montgomery County, and is one of seven with dual accreditations in the State of Maryland.



## Leading Psychiatrists Provide DSM-5 Training

### to Clinical Staff

FSI clinical staff received an extraordinary training in April to learn the new Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5) diagnostic manual at a training workshop. Two leading psychiatrists, Dr. Roger Peele, one of the longest serving DSM Committee members, Chief Psychiatrist of Montgomery County Government, and Secretary of the American Psychiatric Association, and Dr. Gustavo Goldstein, the past president of the Maryland Psychiatric Society, discussed the major diagnostic changes in DSM-5 with an insider's view on why were made as well as their impact on practice. The DSM-5 is the 2013 update to the American Psychiatric Association's (APA) classification and diagnostic tool. In the United States, the DSM serves as a universal authority for psychiatric diagnosis, treatment recommendations, as well as payment by health care providers.

**PHOTO:** Dr. Roger Peele addresses FSI clinical staff regarding the latest changes to the Diagnostic and Statistical Manual of Mental Disorders, 5th Edition.



# the healthcare initiative foundation award

FSI receives \$35,925 Grant to  
Further Enhance the Delivery of  
Behavioral Health Services

## HEALTHCARE ORGANIZATIONS ARE WORKING DILIGENTLY TO

improve their current systems in accordance with the Affordable Care Act, which went into effect January 1, 2014. One of the main strategies to improve patient care under the new law is for healthcare providers to utilize an Electronic Medical Record (EMR)—a live, digital version of a patient’s medical chart that can be accessed securely by multiple healthcare providers.

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Family Services, Inc. (FSI) was delighted to be the recipient of a \$35,925 grant from the Healthcare Initiative Foundation to help support the implementation of an EMR across many of its behavioral health and residential programs.

As FSI implements an EMR throughout its organization, staff has been excited about the advantages and benefits of using the new system. According to the American Psychological Association, “advantages of using [EMR] include more patient-centered care, improved quality, greater efficiency and convenience, and cost savings.” Indeed, when a patient is seen by multiple providers, including a primary care physician, a psychiatrist, and a nurse practitioner, each provider can confidentially review a patient’s most recent chart instantaneously and consult with each other electronically—without the hassle of playing phone tag or trading inefficient faxes.



FSI serves over 22,000 of Montgomery County, Prince George County and Baltimore City's most vulnerable residents every year. Home to the Outpatient Mental Health Clinic (OMHC), Montgomery Station's psychiatric day program, and the Betty Ann Krahnke domestic violence shelter, FSI encourages patients to take advantage of its wide array of services throughout Montgomery and Prince George's counties to comprehensively address each consumer's multiple needs. For example, a female patient at the Outpatient Mental Health Clinic may also be a resident at the domestic violence shelter. EMR will promote systems integration, enabling this patient's psychiatrist at the OMHC to provide live health data to the clinical director at the domestic violence shelter so everyone who is a part of her care has the most accurate and comprehensive information available when seeing this patient.

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Established in 1973, the mission of the Healthcare Initiative Foundation (HIF) is to support organizations that offer solutions to improve the quality and delivery of healthcare for residents of Montgomery County, Maryland. Formerly known as the Suburban Maryland Health Foundation, HIF transitioned from a 509(c)(3) charitable support organization to a 501(c)(3) private foundation, effective July 1, 2012.

The future of healthcare is heavily focused on the integration of healthcare delivery systems, which have always operated in their own silos with their own nomenclature—specifically primary care, specialty care, behavioral health, and addictions care. Thanks in part to the Healthcare Initiative Foundation, FSI looks forward to the opportunity to treat the health needs of the 'whole person' through a seamless and comprehensive system of care.



# dedication of new children's library

Ribbon Cutting Ceremony Celebrates the  
Dedication of a New Children's Library at  
Domestic Violence Shelter

**A BOOK CAN MEAN SO MANY THINGS TO A CHILD**—refreshing stories and vibrant pictures can engage all senses and teach the reader ways to build creativity, imagination, comprehension and form positive bonding between parent and child. However, give a child the opportunity to read and learn within a safe and nurturing environment after experiencing a traumatic life situation, and you also offer them a chance of hope.

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On June 17, 2013 over 80 people gathered at The Betty Ann Krahnke Center, a 54-bed domestic violence shelter for women and their children and operated by Family Services, Inc. (FSI), to celebrate the opening of the newly remodeled children's library.

A public-private partnership between Donohoe Construction, Jewish Women International (JWI), The Women's Club of Bethesda and Montgomery County Government created a comfortable, warm and cheerful reading room, which included child-sized tables and chairs, bean bags, a rocking chair, colorful rugs and lots of books.

The library was named in honor of Esther B. Newman, CEO and founder of Leadership Montgomery, a county organization that brings together current and merging leaders to improve

*(Left to Right): FSI Division Director for Family and Community Services, Meredith Myers; Director of the Montgomery County (Maryland) Department of Health and Human Services, Uma S. Ahluwalia; Montgomery County Executive Isiah Leggett; CEO and Founder of Leadership Montgomery, Esther B. Newman (and her grandchildren, Staci Loring, Jordyn Loring & Carl Newman—who all donated books to the library); Immediate Past Chair of Jewish Women International, Susan Turnbull; and FSI Clinical Director at the Betty Ann Krahnke Center, Vivian Levi.*



the county. Ms. Newman was a key advocate to refurbish the children's library at the shelter, and was one of JWI's "Woman to Watch" honorees in 2011.

"Families often end up at a shelter with only the clothes on their back and nothing more in a rush to get out of the house as quickly as possible," said Mrs. Newman. "These children deserve books and a quiet space to read, just like every other child."

During Ms. Newman's opening remarks at the dedication ceremony, she challenged everyone in attendance—from county and state government officials to community leaders—to donate one or two of their favorite children's books to this new library.

"My wife grew up as a welfare child in Brooklyn, NY," said Thom Harr, Chief Executive Officer for Family Services, Inc. "Some of her fondest memories that shaped her adult life were trips to the Brooklyn Public Library. Libraries open up minds and possibilities and we want the children at the Betty Ann Krahnke Center to be able to escape into a good story and know they can write their own story as they grow up."

Since 1979, Montgomery County Department of Health and Human Services (MCDHHS) has provided a residential facility for domestic violence (partner abuse) victims and their children. In 2000, Montgomery County constructed the 17,000-square-foot facility offering immediate safety and supportive services for women and children, including short-term shelter, meals, counseling and case management.

You never know when a book is going to inspire a child. We are very fortunate to live in a county where people care and understand that books have an impact on changing lives. The earlier a child begins to read, the better the chances of them loving books.



**ABOVE (TOP):** *The remodeled children's library at the Betty Ann Krahnke Center*

**ABOVE (BOTTOM):** *Esther Newman, CEO and Founder of Leadership Montgomery; Montgomery County Executive Isiah Leggett and Family Services Leadership Montgomery Graduates—Debra Liverpool ('99), Peggy Van Ness ('03), Thom Harr ('00), Meredith Myers ('04), and Ron Stehlin ('10)*



# giving back to her **Therapist Expands Her Mission on Healing** community

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**IT IS RARE THAT A PERSON** is able to give back to others that were able to help them in such a big way. However, this is not the case for Beronica, who is doing just that. Beronica was one of the first clients served by the Linkages to Learning Program,<sup>1</sup> founded by Michael Subin, currently serving as the Executive Director of the Montgomery County Criminal Justice Commission. The Linkages to Learning program was created after Mr. Subin, “sensed that there was something wrong involving youngsters at Gaithersburg Elementary School. It was clear that their families were dealing with several major issues that needed to be addressed. It was also clear they didn’t have the resources to deal with the problems.” Initially Mr. Subin thought simply putting social workers in the Elementary Schools would solve the problem but after discussing with Sharon Friedman, a social worker at the time, he realized there was a far greater spectrum of problems that needed to be addressed through more involved wrap-around services. Through the formation of a County task force they were able to create the Linkages to Learning program.

In the Spring of 1995, during her 5th grade year at Harmony Hills Elementary School, Beronica was diagnosed with Leukemia. With the help of her teacher, Beronica’s family was connected

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<sup>1</sup> *The Linkages to Learning program provides a comprehensive array of school-based mental health services is provided in five elementary and two middle schools in Montgomery County. Services include individual, family and group therapy; psychiatric assessment and intervention; case management; and, prevention/early intervention services.*

to the Linkages to Learning program and her Case Manager, Vanessa Morales. Looking back, Beronica thinks about all of the barriers and struggles her family was facing at the time and is not quite sure what her parents would have done if Linkages to Learning had not been in her school. As Beronica's assigned Case Manager, Vanessa was able to assist the family in not only finding a place for Beronica's Leukemia treatment, but also with the enrollment and stacks of insurance paperwork that would follow. Vanessa helped the family find resources for free food and linked the family to area programs in order for her family to receive gifts during the holidays. While Vanessa mainly helped Beronica's parents throughout the process, in between the home visits she would take Beronica to work with her to get her out of the office and help get her mind off of the reality surrounding her. Late that summer, Beronica's family was released from the Linkages to Learning program and transferred to a hospital social worker. When reflecting on her past, Beronica states, "Looking back on it now I was depressed. Being part of Linkages to Learning and connected to a Case Manager really made a difference in my life." Although the time that Beronica was actually involved with the program was brief, the involvement of the program, and specifically Beronica, was more than influential in her life.



**LEFT:** Beronica Rivera and her supervisor Sandra Boynton, Clinical Director of Community-Based Youth Services

**ABOVE (TOP):** From left to right: Beronica Rivera (former LTL Client, now LTL mental health therapist) Mike Subin (former County Council Member, one of the "founders" of Linkages to Learning), George Leventhal (current Council member, Chair of the Health and Human services committee) and Dr. Larry Epp, Director of School-Based Mental Health Services at Family Services, Inc.

**ABOVE (MIDDLE):** Beronica's parents celebrating her graduation from college

**ABOVE (BOTTOM):** Beronica as a young child

Years later, when it came time to pick a career path the decision was not too hard, Beronica reflects, “seeing the social workers and how much they helped my family, I admired them and knew early on that I wanted to be in the ‘helping’ profession.” While she did consider joining the Nursing field, that idea was quickly outshined after bumping into a Social Worker’s Booth at a Career Fair at Montgomery College. After speaking to booth staff it “clicked”—Social Work was what Beronica was meant to do in life. After finishing her Associates Degree at Montgomery College, Beronica went on to obtain her Bachelor’s degree in Social Work from Universities at Shady Grove-University of Baltimore, immediately followed with her Master’s degree from University of Baltimore School of Social Work. Throughout her years of schooling, Beronica had three internships, the first one at the YMCA where she facilitated groups for middle and high school students and was also part of a mentoring program for elementary students. The second one was at a Pregnancy Aid Center, where she administered pregnancy tests, delivered the results to the mothers, and then discussed with them their options. She also met with the moms post-delivery to give them a chance to talk about the emotions they were feeling and ways to cope with them. Her last internship was at Shady Grove Outpatient Center where she led psychotherapy and cognitive counseling groups for adults. While all of these internships gave Beronica experience in a range of activities and patients, she had always pictured herself working in a school setting.


After graduating in May 2012, and while waiting to take her licensing exams, Beronica remembered her past experiences and looked up the Linkages to Learning Program and potential job openings. That is when she first spoke to Larry Epp, Director of School Mental Health Services, who told her to call back once she passed her exams. In the interim, Beronica worked in the Family Services, Inc. Outpatient Mental Health Clinic for a couple of months. After passing her exams, Beronica applied for an opening with Linkages and has been working at Washington Grove Elementary School ever since.

Larry was really excited to have Beronica as part of his staff because she is really able to relate to the children in the program having “walked the walk” before. He has sat in sessions with Beronica and her clients and notes, “It is really neat to watch her interact with her families. She truly understands what they are going through and is able to relate to them in a way most Case Managers/Therapists cannot.”

On July 9th, 2013, Beronica was recognized at the Linkages to Learning 20th Anniversary Celebration.<sup>2</sup> Beronica was not only one of the first Linkages to Learning program participants, she was the first to become a Linkages to Learning Mental Health Therapist Professional. During the celebration, Mike Subin stated, “[Beronica is] not only recognized for her accomplishments

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<sup>2</sup> To view the video that was played at the celebration please visit <http://www.youtube.com/watch?v=xO5Bw6JJM0M>



“The most satisfaction I have had over the years with my attachment to this program is hearing success stories like Beronica’s. Nothing else beats that feeling.”

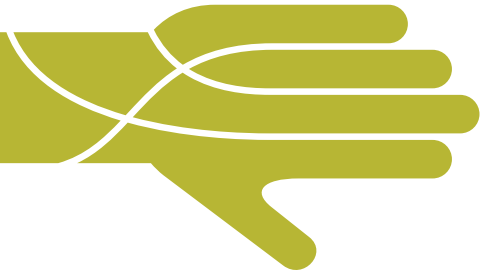
—MIKE SUBIN

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and the proven success of the Linkages to Learning program but she was recognized for her desire to give back.” Beronica’s progress is a huge accomplishment, not only in her personal professional life, but also an indicator of the huge success of the program as a whole.

Beronica sees herself working with the Linkages to Learning program for many years to come. While her long term goals may include opening her own practice, for right now her heart and soul is in the school-based setting. Beronica notes, “This is my passion and I want to gain all of the knowledge and experience as I can.”

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Janet Curran  
Denise DeCarlo  
Lara Dolan  
Kathryn Donegan  
Roxanne Dryden-Edwards  
Cynthia Farringer  
Alex Faxlanger  
Kelly Fields  
Milagro Flores  
Eddy Luis Fonseca-Estrada  
Maria Giordano  
Michelle Gleasar  
Jim Golden  
Laura Hankins  
Carol Hayes  
Erica Henze  
Julie Hunter  
Helma Irving  
Jody Jacobs  
Janelle Johnson  
Andrea Kansas  
Louise Kauffman  
Supreet Kaur

Vanda Kishore  
Charles Kramer  
Stephanie Kreider  
Fabiola Leon  
Evelyn Lievano  
Joan Liversidge  
Heather Locraft  
Jan Maxwell  
Paula McEvoy  
Linda McQuiggan  
Marcy Millen  
Joanne Miller  
Maria & Aurora Minoza  
Kristy Montgomery  
Amanda Mushro  
Zena Ngunge  
Monica Ortiz-Neustrup  
Susan Paisner  
Mike Papagiannopoulos  
Steve Pflieger  
Ellen Ryan  
Jen Sachar  
Aimee Segal  
Margie Shepard  
Janet Skoll  
Ronald Stehlin  
Chithra Subramanian  
Robert Swart  
Kathleen Thompson  
Thomas Vassar

## INDIVIDUAL DONORS

### CIRCLE OF LIFE [\$2,500–\$4,999]

Robert Gingell  
Thomas and Barbara Harr

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Anne Marie O'Keefe  
Carol Hayes  
Kylie McCleaf  
Louise Kauffman  
William Reinsch

### CIRCLE OF HEALTH [\$500–\$999]

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Cathy and Earle O'Donnell  
Diane Ennist  
James Doughty  
John and Patricia Thompson  
Leanne Wiegand  
Mary Helen Carlson  
Olive Lewis  
Peggy Van Ness  
Robert Hamilton  
Ron Stehlin

### COMMUNITY PARTNER [\$100–\$499]

Adona Wimberly  
Ann Mackey  
Arleen Rogan  
Barbara Peck  
Beatrice Grabowski

Benson and Carol Klein	Jennifer Hipkens	Pamela Norinsingh
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Daniel Birdsong	Joseph and Brenda Murtha	Penelope Fovall
Daniel and Christine Chalk	Joseph and Dorothy Feinberg	Peter Greif
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David and Catherine Morrell	Kanta Kapoor	Radha Sharma
David and Karen Moore	Kathleen Rooney	Ranel Covert
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Debra Smith	Kenneth and Nancy Oestreicher	Richard Sussman
Dennis and Arlene Hart	Kenneth and Terese Brown	Robin Ziek
Derrick Yu	Kevin and Janine Mooney	Ronald Rivlin
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Emily Spencer	Lynn Meltzer	Swaroop Rao
Emmanuelle Collie	Margery Ennist	Sylvia Frank
Fatima Zahra El Maliki	Marian Goering	Tanna Abraham
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Genoa Ann Fields	Mark and Janet Engel	Timothy and Stephanie Whelan
Glenn Wyman	Mary Stiles	Tonda and Frederick Cissel
J. Frederic and Elizabeth Mushinski	Mary Engle	Vivian Levi
Jan Maxwell	Mary Reese	Wendell and Jo Ann Mohr
Jason Martin	Maurice White	William and Sandy Clem
Jennifer Crawford	Max Fainberg	Yecheskiel Schaffer
	Mikhail and Inna Etin	Yumiko Ito



# financials

Condensed Balance Sheet for the Year Ended June 30, 2012

## ASSETS

Current assets		\$ 3,935,926
Property and equipment (net of depreciation)		\$ 9,666,173
Other assets—deposits		\$ 94,188
<b>TOTAL CURRENT ASSETS</b>		<b>\$ 13,696,287</b>

## LIABILITIES & NET ASSETS

Current liabilities	\$3,220,439	
Long-term liabilities	\$4,373,279	
<b>TOTAL LIABILITIES</b>	<b>\$ 7,593,718</b>	
Net assets—Unrestricted	\$6,102,569	
Net assets—Temporarily restricted	—	
<b>TOTAL NET ASSETS</b>	<b>\$ 6,102,569</b>	
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 13,696,287</b>	

## REVENUES

Donations and public support	4%	\$ 649,409
Revenue from services to the public	51%	\$ 9,359,393
Government Agency funding of programs	46%	\$ 8,477,229
<b>TOTAL REVENUES</b>	<b>100%</b>	<b>\$ 18,486,031</b>

## EXPENSES

### PROGRAM SERVICES

Labor and benefits	59%	\$ 11,149,832
Other program costs	28%	\$ 5,364,525
<b>TOTAL PROGRAM SERVICES COSTS</b>	<b>88%</b>	<b>\$ 16,514,357</b>

### SUPPORT SERVICES

	12%	\$ 2,316,226
<b>TOTAL EXPENSES</b>	<b>100%</b>	<b>\$ 18,830,583</b>
Excess of revenues and public support over expenses		\$ [344,552]



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# board of directors



**CHARLES  
KRAMER, JR.  
PRESIDENT**



**DIANE M.  
ENNIST, JD  
PRESIDENT-  
ELECT**



**CLAURICE  
RIBIERO  
TREASURER**



**CAROL  
HAYES, PMP  
SECRETARY**



**MARY  
HELEN  
CARLSON, JD**



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**LESLIE J.  
GRAHAM**



**ROBERT Y.  
HAMILTON,  
EDD**



**SUZANNE J.  
HARVEY**

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**NELSON  
LEROY**



**PAUL (PAT)  
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REINSCH**



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**MARY STILES-  
HENDLER**



**PEGGY VAN  
NESS**



**ADONA  
WIMBERLY,  
PHD**

NOT PICTURED:  
DANIELLE LASURE-BRYANT

# senior management staff

Thomas E. Harr, MBA, MLS  
*Chief Executive Officer*

Scott Birdsong, LCSW-C, ACSW  
*Chief Operations Officer*

Kylie McCleaf, MA, CPRP  
*Chief Administration Officer*

Ronald Stehlin, MBA  
*Chief Financial Officer*

Lori Golino, SPHR  
*Director of Human Resources*

Debra Liverpool  
*Director of Philanthropy*

Wendy Enderson  
*Director of Marketing &  
Communications*

Sandra Smith, LCPC, NCC  
*Director of Quality Assurance and  
Quality Improvement*

Lisa Barnum, LCPC, CPRP  
*Director of Health Information  
Technology*

Karla Hoffman, MA  
*Division Director, Community &  
School-Based Services*

S. Michael Jones, LCPC  
*Division Director, Residential &  
Rehabilitation Services*

Meredith Myers, MSW  
*Division Director, Family &  
Community Services*

Arleen Rogan, PhD, LCSW-C  
*Division Director, Behavioral  
Health Services*

*Over 100 Years of Service*



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