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# 2008-2009 Annual Report



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**Our Mission: “To provide affordable, high quality, preventive, educational, supportive, and therapeutic services that nurture healthy individual and family life in our community”**

**November 2009**

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## **Family Answers: Success in the face of challenge**

In spite of all the challenges faced by our sector in the last fiscal year, Family Answers continued to thrive. This is due in large part to the support of the community, and the recognition that we need to pull together to help each other when times are difficult. Certainly we experienced the same difficulties many other social services faced: decreased resources and increased demand for our programs. Unfortunately we needed in some cases to scale back some services as a result. We also know that although these difficult times are not over our agency will continue its long, proud tradition of serving others.

For over 105 years, Family Answers has supported families in need in the Lehigh Valley. We can look back with pride on the 10,000 lives that we touched last year and be thankful for the generosity of our community. We can also look toward the future, in high hopes that we will continue to be able to serve children, families, adults, and seniors with our broad array of programs.

With all of our programs one thing remains clear: We can only do this with the support of others: the donors, public funders, referral sources, volunteers, and foundations that support our work are all part of a broad partnership that is dedicated to helping families and children. Finally, it is the hard work and dedication of our staff and volunteer board that brings this all together. We are proud to be a part of such good work, and thankful for the dedication to service that our collective mission represents.

| **Services:**

**Counseling Services:** Therapeutic services for individuals, couples, and families who are experiencing problems.

**Family Preservation:** Education, supervision, support, referral, and advocacy for families considered to be at high risk for violence and abuse.

**Homemaker Health Aide Service:** In-home care for the elderly, new mothers, accident victims. Staff provides light housekeeping, meal preparation, laundry, respite care, and/or personal care.

**Community Education:** Information programs about the agency, or about topics relevant to families and children for community groups, agencies, and businesses.

**Compeer:** A companionship program wherein trained volunteers are “matched” with individuals living with serious mental illness.

**Warmline:** A telephone “listening” service for people who need compassionate support, help with problem solving or referral.

**Ways to Work:** A family loan program available to parents with low to moderate income, to assist them in obtaining a low interest loan to purchase a used car or for car repairs so they can maintain their employment or continue their education.

**Strong Families:** An intensive research based marriage education and support program for low income families in the Lehigh Valley.

## Service Summary July 1, 2008 – June 30, 2009

### Services

	Interviews	Individuals
<b>Counseling Services</b>	<b>3,483</b>	<b>4,984</b>

Individual, couple, group, and family therapy

Employee Assistance Programs

	Hours	Families	Children
<b>Family Preservation Program</b>	<b>8,897</b>	<b>123</b>	<b>271</b>

SHAPE

	Clients	Hours
<b>Homemaker Health Aides</b>	<b>170</b>	<b>21,600</b>

In-home Services

Consultation and Referral

	Participants	Presentations
<b>Community Education</b>	<b>247</b>	<b>24</b>

Family Life Education/Speakers Bureau

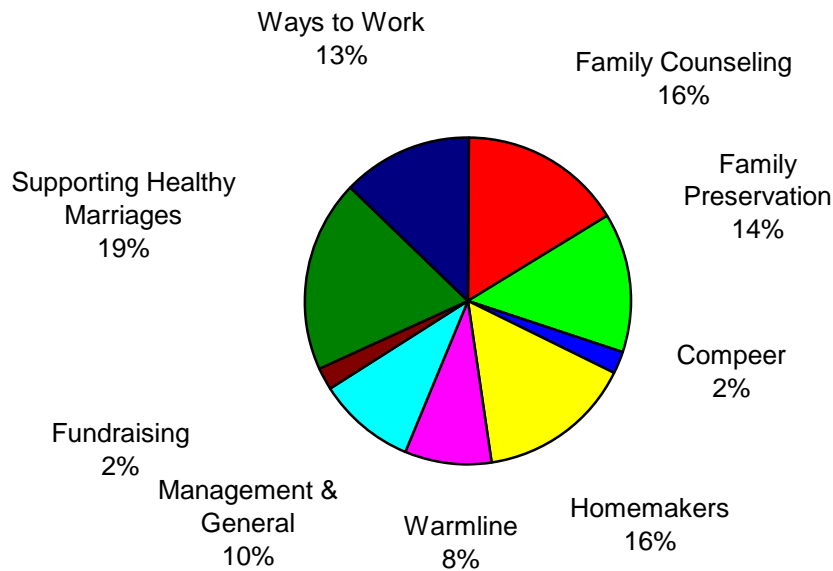
	Hours	Matches
<b>Compeer</b>	<b>2,580</b>	<b>45</b>

	Calls	Callers
<b>Warmline</b>	<b>12,693</b>	<b>approx. 500</b>

	Inquiries	Loans
<b>Ways to Work</b>	<b>956</b>	<b>74</b>

	Marriage Ed Sessions	Individuals
<b>Strong Families</b>	<b>161</b>	<b>134</b>

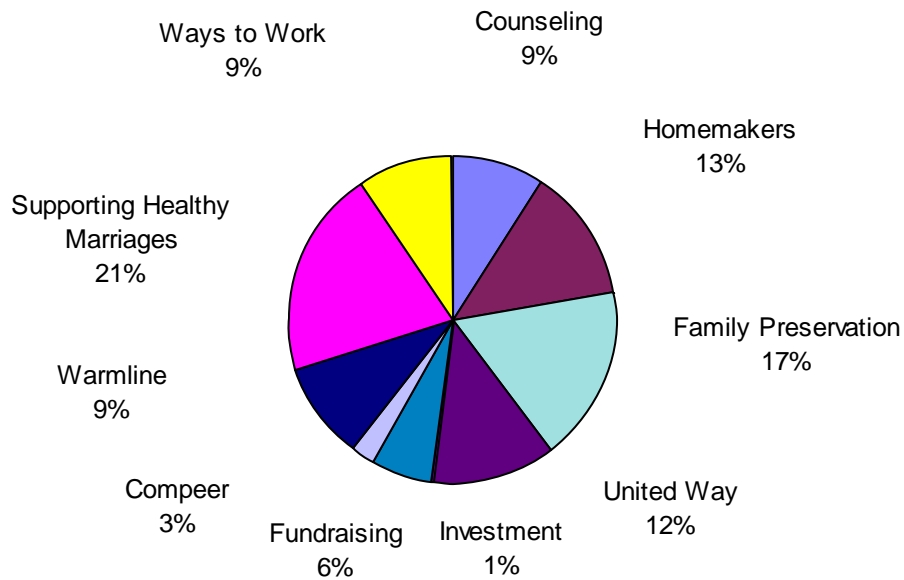
**Operational Expenses 2008/2009**



**Total Expenses**

**\$2,762,289**

**Revenue 2008/2009**



**Total Revenues**

**\$2,838,091**

**Increase in Net Assets: \$75, 802**

## Honor Roll of Donors

Contributions were made during the fiscal year July 1, 2008 thru June 30, 2009. The donor listing has been carefully proofread and reviewed. If there is an omission or error, please accept our apologies and contact the Development office.

### Major Donors

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Bill Sugra Memorial Fund  
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Executive Director Bill Vogler poses with Kerri-Ann Tavares & Lee George.

## Honor Roll of Donors

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Staff Day 2009 held at America on Wheels.

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Ms. Teresa Wroblewski  
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 Ms. Karen Derr  
 Ms. Marisol Diaz  
 Ms. Karla Durn  
 Emery Landscape Co  
 Mrs. Karen Feiller  
 First Windish Fraternal Benefit  
 Ms. Casey Garrett  
 Mr. & Mrs. A. Flexer Illick  
 Klunk & Millan Advertising  
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 Mr. Stephen Crowley  
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 Mrs. Anita Krick  
 Mental Health Society of the LV  
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 Starters Pub, Inc.  
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 Mr. William Vogler  
 Yee Haw Foundation  
 Mr. & Mrs. Jim Zellner

### In Memory Of

Kathleen & Charles Donchez  
*By Mr. & Mrs. Thomas Donchez*  
 Rosemarie Higgins  
*By Ms. Phyllis Burke*  
 Matthew Krick  
*By Mrs. Anita Krick*  
 Jack Loomis  
*By Mrs. Ruth Loomis*  
 Bill Sugra  
*By Bill Sugra Memorial Fund*  
 Clair & Thelma Thompson  
*By Mr. Robert Thompson*  
 Robert Trawin  
*By Dr. Nancy Trawin*  
 Wilfred Vogler, MD  
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 Melba Wickert  
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*Mr. & Mrs. James Pennington*  
*Mrs. Debra Strohl*  
*Susie's Cleaners & Tailors*

## Honor Roll of Donors

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Thomas Williams, MD  
*Mr. & Mrs. Michael Williams*

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 Designtex  
 E-Z DO, Inc  
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Staff members in group photo.

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 Ms. Jessica McNulty  
 Mrs. Patricia D. Gorman  
 Jim Muschlitz  
 Just Born  
 Kay Jewelers  
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 Shelly's Lumber Yard  
 Silver Creek Country Club  
 SKF Motion Technologies  
 Southmoore Golf Course  
 Subway  
 Tallarico's Sauces  
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 Viamedia  
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 Young's Pharmacy

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 Barbara Backensto  
 Mark Barnes  
 Peggy Berger  
 Fern Bilder  
 Camille Breslauer  
 Mimi Brulia  
 Jenny Casson  
 Jane Derbenwick  
 Jessica DeSotelle  
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 Todd Donnelly  
 Lisa Ford  
 Ann Marie Frehulfer  
 Dan Garrett  
 Rob Garrett  
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 Vince Gorman  
 Brittany Gower  
 Karen Haberbosch  
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 Verna Howard  
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 Shirley Keller  
 Veronika Kelley  
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 Mary Kutrik  
 Dave Lehmann  
 Kathleen Long-Knight  
 Lecie Machell  
 Daniel Mahon  
 Eric Matison  
 Norm McKay  
 Bill Mckrickerd  
 Patrick McLaughlin  
 Bob McMickle  
 Gwen McMickle  
 Judy McNicholas  
 Drew McNamara  
 John McNamara  
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Carol Miller  
 Chad Miller  
 Gary Millsbaugh  
 Diana Muffley  
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**2008-2009**
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