

A Home for Everyone

"Homelessness in Pennsylvania is a growing problem with close to 15,000 individuals and families without a home on any given day...we have entered the homelessness arena, it is a natural extension of our mission. Access Services has always understood that everybody needs a home."

- Rob Reid



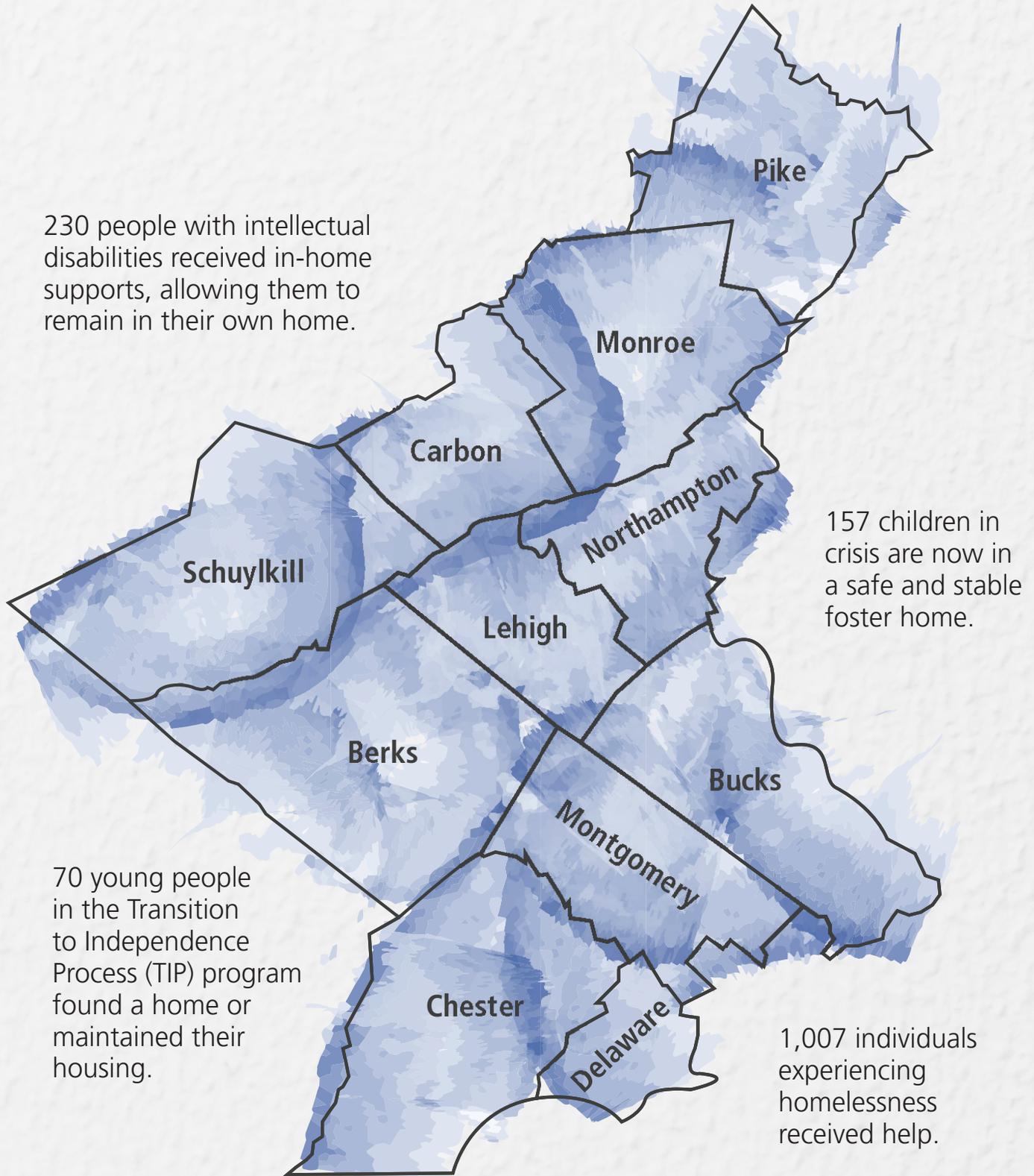
**ACCESS
SERVICES**

Creating better ways to serve
people with special needs

Annual Report 2018

Snapshot of Services

Access Services continues to create better ways to serve people with special needs across 11 counties. Below are some examples of those we have helped find or maintain a home during our last fiscal year.



“The number of persons with disabilities who are homeless is higher than the number of people who are living in poverty - something that tells everyone that people with disabilities are having a difficult time finding a place to live...The resources people with disabilities need in order to survive in America are simply not present in the amount they need to be where housing is concerned.”

- Disabled World.com

Service Line Highlights

Creating Opportunities to Connect with the Community

Intellectual and Developmental Disabilities Services

Our staff and the individuals we serve continue to find ways to participate and contribute in their community through their favorite activities. Michael's love of dogs led him to a dog shelter where he mops the floor in the pens and tidies up the laundry. John loves swimming at the YMCA and has been volunteering at the front desk. Ashley is a quiet and reserved young woman who loves to read Japanese graphic novels, but she struggles with getting to know people. Ashley, with help of Access staff, is starting a new Anime/Manga club that meets at the library and is available to anyone in the community.

New Program Creation

Adult Behavioral Services

In October of 2017, Access Services started the Street Outreach Program in Montgomery County in partnership with Your Way Home. The outreach team of five connects people facing the challenge of homelessness to resources that can help them find shelter, food and health care. In the first nine months of operation (October 1, 2017 – June 30, 2018) just over 1,000 people were helped. In a time when affordable housing and services are scarce, we bring resources that make a difference to the homeless community.

Intersect is a new initiative that supports those standing at the 'intersection' of faith and mental health. Given the significant number of people experiencing mental illness in our society and the limited resources available, no one individual, organization or church is sufficient to help. By offering training and consultation to both human service providers and faith communities, Intersect staff facilitate collaboration and better outcomes for individuals living with a mental illness.

Grant Funding Makes a Difference

Children and Family Services

A generous grant from Fox and Roach Charities helped young adults and families in the Transition to Independence Process (TIP) program. Ages 16 –26, these individuals are experiencing mental illness, and they face multiple challenges as they move toward independence and stability. This grant from Fox and Roach helped provide transportation, rental assistance, and other basic needs. TIP participant Sue was determined to become a Certified Nurse's Aide/Assistant. She completed the training, obtained her certificate and was able to find a job, but had no income to purchase scrubs for work before employment started. Funds from Fox and Roach were used to help her get the scrubs - it sounds like a little thing, but it made a huge difference in Sue's success.

A Place to Belong

What Home Means



A Roof Over Our Heads

Breanna is a single mother of six. The behavioral challenges of one of her children led to the family's eviction from their housing. They moved in with Breanna's mother temporarily, but before another suitable living arrangement was found, Breanna's mother Nicole unexpectedly passed away.

Following her mother's passing Breanna fought for 'squatting rights' in a home with no electricity or running water. Bucks County LIFE and Amy, a Family Support Specialist, stepped in to help. Amy connected Breanna with local community groups and other resources, including Interfaith Housing.

Interfaith Housing provided Breanna and her children with a four bedroom home. Amy stays in touch and shares, "It's going really well. They have a yard and a playground nearby for the kids. Recently, Breanna has experienced some major health problems and it's been good to have a roof over her head during this time."



Finding Peace

Sam grew up in Norristown on a block overwhelmed with violence. Growing up Sam developed harmful relationships in his community which contributed to his incarceration. While incarcerated Sam, who lives with Schizophrenia, was connected with Justice Related Services (JRS), a program working with individuals with serious mental illness who are involved in the criminal justice system.

When released, Sam moved back into Norristown. This continued to be a stressful living environment and conflicts with his neighbors escalated. For Sam, living with Schizophrenia inflamed the situation as he was often unaware when others took advantage of him or how to handle conflicts appropriately.

Sam shared that in order to work on his wellness he needed to move. JRS worked with a possible landlord and secured new housing for Sam closer to the people and groups where he had connections. Sam shares that moving helped him achieve more peace. He is more independent and has developed positive relationships with his neighbors.



Loving Independence

Living with roommates can be difficult. For young adults with emotional and behavioral difficulties, like Caleb, it is even harder. Since being connected with the TIP (Transition to Independence Process) program, Caleb has made great progress toward independence in his housing and other areas of life.

Caleb had multiple conflicts with his roommates and found it difficult to observe the policies in the community residential rehabilitation home where he lived. With help from a TIP staff member, Caleb successfully maintained his housing over the past few months. He recently moved to a more independent living environment. He now lives with just one roommate and enjoys having more autonomy over his daily routine. Caleb is committed to his mental health recovery and is pursuing employment and other positive life interests.

The staff at TIP is proud to be part of Caleb's journey and continue to support him as he makes positive steps toward to a greater level of independence.



Creating A New Home

Maria is 36 years old, has cerebral palsy, is restricted to a wheelchair, and she is the life of the party! Her smile and confidence shine through as she talks about Lori and her host family. Fifteen years ago, when Maria's mom could no longer care for her in their home, she asked Access Services to help create a long term plan for her daughter. A host family was the best option.

Lori and her family already knew Maria. Previously, Maria stayed with Lori one weekend each month so that mom could have a break. When approached about having Maria in her home full time, Lori said it was an easy decision that her sons and daughter supported. Lori's children felt like Maria was part of their family.

According to Maria, the best part of this arrangement is "my brothers and sisters. I love them."



From Hospital to Home

Can you imagine spending more days in psychiatric hospitalization than in your own home? This was Tasha's reality over the past three years as she moved back and forth from the hospital to community residences. Because of her hospital stays and the funding issues they created, she was moved from place to place when in the community.

As she was leaving her most recent residential placement, Tasha met Katelyn from Starting Point at Access Services. Along with staff at other agencies, Katelyn worked to find the best long-term options for Tasha. Not only for housing, but for ways to further her interests and develop her skills.

Tasha says "Teamwork makes the dream work. Access has been there for me, supporting me through it all." Tasha has now lived in one place in the community for six consecutive months – a winning streak she is very proud of and intends to continue.



Challenges in Parenting

Every parent raising a teenager faces issues. When your child/teen has emotional or behavioral problems, the issues are magnified and the stress can tear a family apart.

Access Services offers therapeutic intervention, "wrapping" services and supports around the specific need of a youngster and their family. It is family-centered philosophy and is an individualized service. It is different for each family, but in every case the goal is to work with children and their families in their home, communities and schools.

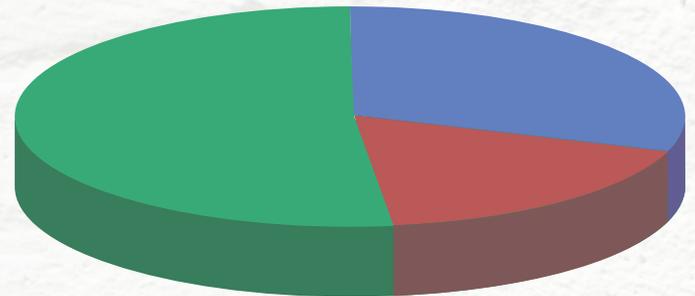
One mom speaks about her family's experience with BHRS: "With help from Miss April and staff, who participated in the evaluations, I was validated in my concerns and learned how to communicate them appropriately to my teenager. I fall short often, but with the tools Access gave me I can work constantly on my communication skills and work WITH my child, instead of working for, or against her."

Each story is a true life experience. The names and photographs are representative only in an effort to protect the privacy of those we serve.

Statement of Activities

REVENUE & SUPPORT	
State Funding - ODP	\$16,804,668
County Funding - MH/Base	9,279,345
County Funding - CYS	3,552,048
Behavioral Health Funding	5,193,836
Program Fees & Other Income	245,126
Room & Board/Rent Rebate Income	1,111,530
Grants & Contributions	120,074
Other Income	2,456
TOTAL REVENUE & SUPPORT	\$36,309,083
PROGRAM EXPENSES	
Wages	\$14,986,585
Taxes/Benefits/Insurance	3,934,052
Recruitment/Staff Development	468,113
Accounting/Legal/Consultants	360,633
Rent/Mortgages/Utilities	1,043,139
Communications	525,189
Office Supplies	93,686
Food/Household/Habilitation	225,654
Transportation	1,167,414
Professional Services	7,745,297
Interest Expense	88,987
Equipment	354,740
Repairs	148,760
Depreciation	349,717
Motor Vehicles/Expenses	360,461
Other Expenses	76,399
TOTAL PROGRAM EXPENSES	\$31,928,826
ADMINISTRATIVE EXPENSES	
Admin Wages	\$2,057,703
Taxes/Benefits/Insurance	541,948
Recruitment/Marketing	41,559
Accounting/Consultants	147,456
Depreciation	29,505
Transportation	38,983
Rent/Utilities/Maintenance	338,375
Office Communications	163,537
Office Supplies	53,422
Interest Expense	11,978
Office Equipment	80,511
Staff Development	38,217
TOTAL ADMIN EXPENSES	\$3,543,194
FUNDRAISING	\$122,490
TOTAL EXPENSES	\$35,594,510
NET EARNINGS/(LOSS)	\$714,573
OTHER INCOME	\$15,713
INCREASE IN UNRESTRICTED NET ASSETS	\$730,286

Revenue by Service Line



- **Children and Family 31%**
- **Adult Behavioral Health 16%**
- **Intellectual and Developmental Disabilities 53%**

Our biggest and best resource is our people. 83% of every dollar we receive for our programs funds:

- payroll and benefits costs of full and part time employees
- payments to our host families who provide foster care, lifesharing, respite and other services
- contracts with therapists and other professionals

Across the organization, 90% of our total expense is for programs and 10% is for administration.



Everybody Needs a Home

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One day I was stopped at a red light. There was about 8" of snow on the ground and it was very cold outside. While I waited for the light to change, I happened to look into a patch of woods along the road. It was then I saw a man walking in the snow among the trees. He was headed toward a 55-gallon drum that was on its side. When the man reached the drum, I saw him crawl into a sleeping bag that was inside and pull part of a plywood box that was laying there over his head. It was then I realized that this was where the man lived.

This scene has stayed with me over the years and helped me to put a face to homelessness. I have thought of this man often and can't imagine what his life was like. A home is not just shelter and warmth but also a place to find love, community and charge your batteries. Having a secure home is so important for us to be healthy and happy.

Homelessness in Pennsylvania is a growing problem with close to 15,000 individuals and families without a home on any given day according to the PA Department of Community and Economic Development. In October of 2017, Access Services launched the Street Outreach program in Montgomery County, supporting people who are homeless while working to improve their long-term stability.

While it might surprise you that we have entered the homelessness arena, it is a natural extension of our mission. Access Services has always understood that **everybody needs a home.**

Access Services was founded in response to a need for 'home' for individuals who were living in institutions across Pennsylvania. Throughout the years we have connected hundreds of children and adults with loving homes and true community through foster care, lifesharing, and our community homes program. We also provide help and support to a large number of individuals living in their own homes.

I often wonder what happened to that man in the woods. I wish I could go back in time and reach out to him. Although that is not possible there are so many people out there in need where we can make a difference. Thank you so much for your support that has helped us to provide homes to so many children and adults. We are thankful for each gift and for your partnership with us serving those in need.

Rob Reid, President & CEO

Access Services' Snapshot

Over 40 years of service

Active in 11 Pennsylvania counties

Serving more than 4,200 individuals

Through 214 host families,

641 dedicated staff members and

125 skilled clinicians.

Thank You to Our Supporters

We appreciate all those who support Access Services. The list below highlights all donors of \$100 or more during the time period July 1, 2017 through June 30, 2018.

\$1,000 and above

James and Janet Adlam
Arlington Heritage Group, Inc.
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\$100 - \$249

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United Way of Greater Philadelphia and SNJ
Laraine Viss
Andrew and Linda Ward



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