



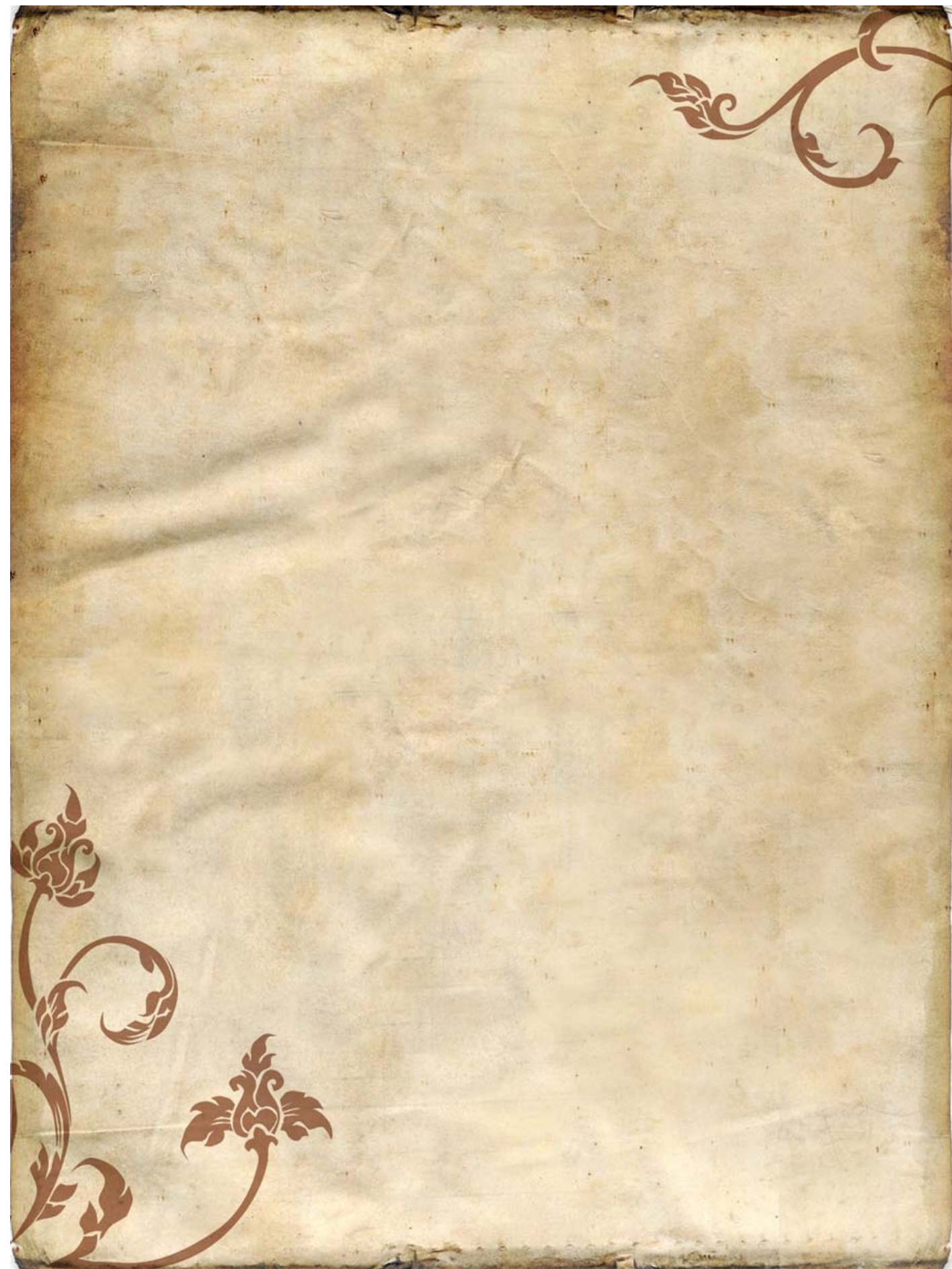
FAMILY SERVICE
ASSOCIATION




*100 YEARS
OF SERVICE
1909-2009*

2009
ANNUAL REPORT





President's Message



Dear Friends, Family, Supporters, and Clients of FSA:

Two thousand nine was a milestone year for Family Service Association. It was a year that provided continued support for the community with established programs. However, it was also a year of new beginnings and dreams realized.

Two thousand nine was the beginning of FSA's second century of service to the southern New Jersey community. It was the year that we accepted the challenge of providing support and service in ways that we haven't before.

FSA has been a consistent provider of quality kinship services, youth case management, children's partial care services, family centers and school-based services in Pleasantville and Egg Harbor Township, along with substance abuse and outpatient services. Also, in 2009, FSA was the recipient of a grant that allowed it to establish a crime prevention program called Neighborhood Crime Prevention and Intervention program. It is a program that was greatly needed particularly when you understand the dramatic rise of violence in our community over the last few years.


FSA has dreamed of opening a thrift store for several years. This was the year that it came to fruition. However, in the same spirit that FSA has developed its other programs; the thrift store is more than a place to get great deals. It is a store with the feel of a boutique, hence the name, the Bargain Boutique.

We work with our partner agencies to provide clothes and other items to those that would not normally be able to afford them. We worked with a local fraternity by sponsoring a suit bank at Richard Stockton College of New Jersey. The bank allowed students to get a suit for interviews or begin their careers at no cost.

The Bargain Boutique has also been able to partner with Atlantic County to provide meaningful job training for some local residents. The workers learned every facet of retail store operations, including opening and closing, stocking, customer service, cash management, merchandizing displays and sales.

We closed the year on a high note by hosting a "Home for the Holidays" party, sponsored by the New Jersey Division of Youth and Family Services. The program celebrated the unification of children who were in the foster care system with their biological parents.

We look forward to continuing to provide the highest quality human service care and solidifying our reputation as one of the finest human services organizations in South Jersey.



Jerome J. Johnson
President/CEO

ABOUT FAMILY SERVICE ASSOCIATION

Family Service Association is a multi-service, not-for-profit, United Way Partner agency that serves over 18,500 children, adolescents and adults annually. As the needs of the people in this community have changed over time, Family Service Association has responded by providing needed services through a creative administration and service delivery structure. We continue to be excited about the challenge to serve the growing and diverse needs of southern New Jersey families and communities.

FAMILY SERVICE ASSOCIATION'S BOARDS OF TRUSTEES

Association	Enterprise	Development	Operations
Carrie Becker <i>Chairperson</i>	Evelynn Caterson <i>Chairperson</i>	Vanessa Reale-Jones <i>Chairperson</i>	Evelynn Caterson <i>Chairperson</i>
Geri Atzert	Ralph Maione	Cindy Stone	Kathy Mullins
Lawrence Stroud	Deb Renaud	Cathy Jaggard	Deb Renaud
Dr. Robert Hill Jr.	John Donnelly, Esq.	Marilyn Dolcy	Ralph Maione
Brian K. Jackson	Robert Fatzinger	Dr. Richard Lolla	Vanessa Reale-Jones
Christine Ecker	Dianna R. Williams-	Kathy Mullins	Geri Atzert
Jerry Shockey	Fauntleroy		Cindy Stone
	Geoffrey Rosenberger		Carrie Becker
	Rev. Louis Strugala		Lawrence Stroud
Jerome J. Johnson <i>President/CEO</i>	Jerome J. Johnson <i>President/CEO</i>	Jerome J. Johnson <i>President/CEO</i>	Jerome J. Johnson <i>President/CEO</i>

MISSION

Family Service Association

To strengthen individuals and families.

Family Service Development

To expand our reach, visibility, and increase both fiscal and human resources that will enable us to serve the community and families.

Family Service Enterprise

To be a leader in providing innovative and creative human service programs which serve the needs of the community.

Family Service Operations

To manage assets and provide management services to the three subsidiary organizations to achieve growth.

VISION

For people to understand themselves and use community resources to improve their lives.

VALUES

Accessibility - to be approachable, open to customers

Flexibility - to be able to bend or be modified to serve clients

Innovation - to make new changes to better serve clients

Partnerships/Collaborations - to work with other agencies
both public and private to better serve clients

Communications - to have effective interchange and sharing of ideas and information internally and externally to better serve the community

Diversity - to embrace cultural differences among our clients and be sensitive to the uniqueness of each individual

Ethics - to operate and provide service with moral and ethical standards of the social work profession

FSA Programs

Board and Care Program

The Board and Care program provides statewide training to owners and operators of all levels of boarding homes which fall under the purview of the New Jersey Department of Community Affairs. These owner/operators provide services to individuals living within



their facilities. These trainings educate the owners/operators on topics such as mental illnesses, substance abuse issues, developmental disabilities, health issues and medications, and various cultural and demographic issues. The mission behind these trainings is “to improve the quality of life for the residents living in boarding homes and residential health care facilities throughout the state of New Jersey through education.” Boarding homes and residential health care facilities provide numerous services to their residents ranging from a room to sleep in, a hot meal, laundry services, financial and other personal services, to the most specialized unit which would provide nursing services, medication monitoring, assistance with personal hygiene, dietary services, and recreational activities. Other levels of boarding homes include a halfway house for someone in corrections to live in during their transition reentering society and rehabilitation centers providing substance abuse services.



Safe Harbor

Safe Harbor provides therapeutic services to young people and their families. Program participants are involved in an active, structured treatment program. The goal is to help each individual attain his or her highest level of functioning while remaining within the community.

Youth Case Management Program

FSA Programs

The Youth Case Management Program serves children and adolescents who are in need of mental health services and are at a risk of psychiatric hospitalization or out-of-home treatment. The Youth Case Management Program is responsible for the coordination of individualized services for each youth and their family to assist them in accessing and receiving mental health services.




School-Based Youth Services Program

The School Based Youth Services Program provided by Family Service Association is for Pleasantville and Egg Harbor Township high school students ages 13 through 19. The purpose is to help youth stay in school or return to school and develop skills that will prepare them for success—now and in the future. The program includes a daycare center for teen parents. It is located in Pleasantville High

School and is designed to help ensure that teen mothers have the ability to continue their education. The center provides care for children from ages six weeks to three years. This allows for young parents to continue to take advantage of all of the opportunities that come from a good education.



FSA Programs ...



Bargain Boutique

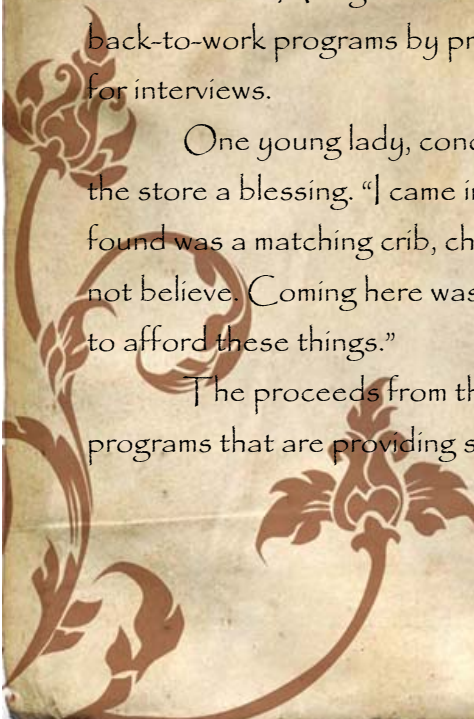
In 2009, Family Service Association took a bold step in furthering its commitment to the community. It opened a thrift store called the Bargain Boutique, which had its grand opening on May 7, 2009 to some rave reviews and about 50 customers. "We had a remarkable turnout," said Nick White, FSA director of development. "We really did not do a great deal of advertising, but we could not have had a better turn-out."

White expressed the reasoning behind the store's opening. "Times are tough and we wanted to live up to our reputation of making things easier for those within our service community," he said. "We thought that since this was the year we would celebrate our 100th anniversary, it would be a good time to open the store."

The store, which is open everyday except Sunday, serves as more than a place where a deal can be found. FSA partnered with Atlantic County Supported Work Program to serve as a place where those in the program that are interested in retail sales or management can get hands-on training. The store also supports various in-house programs and any other county agencies that provide vouchers for clients to obtain clothing and other needed items. Along the line of providing clothing, the store has also supported community back-to-work programs by providing suits for individuals who do not have the proper clothes for interviews.

One young lady, concerned about providing the necessities for her newborn, called the store a blessing. "I came in to see what was available for an infant," she said. "What I found was a matching crib, changing table/dresser and rocking chair for a price that I could not believe. Coming here was a blessing because I did not think that I was going to be able to afford these things."

The proceeds from the store go directly to support the many current FSA programs that are providing services to the community.



New for 2009

Neighborhood Crime Prevention & Intervention Program

The Neighborhood Crime Prevention and Intervention Program (NCPI) aims to reduce and prevent crime through multi-disciplinary community partnerships.

The partnering organizations are:

- ◆ FAMILY SERVICE ASSOCIATION will provide gang prevention and intervention through such services as:
 - ◇ individual and family counseling
 - ◇ group counseling sessions throughout the Pleasantville School System
 - ◇ a summer career development/college preparation enrichment program to Pleasantville adolescents who are "at-risk"
- ◆ The Pleasantville Weed & Seed Gang Prevention Program, which seeks to weed out violent crime, drug use, and gang activity and to help prevent crime by seeding targeted sites with a wide variety of resources
- ◆ The Ministers' Home Detention Project, an alternative to detention
- ◆ The Youth Services Commission: Minority Concerns Sub-committee
- ◆ The Pleasantville Police Department Anti-Gang Program

FSA Programs



**Celebration of Families
100th Anniversary Event**
The FSA Celebration of Families is held annually during November in conjunction with National Family Week. It is a celebration that honors a family, community advocate and corporation that have made significant contributions

to the betterment of their community during the year. In 2009, we honored all of the past winners in each category – Family, Advocate, and Corporate Leader. Over the past 28 years, these honorees contributed to the growth and success of FSA, as well as dedicating themselves to the betterment of the community.

Annual Poster Contest Sponsored by Fox Chase Bank

FSA further participates in National Family Week by conducting a poster contest among all local middle and elementary schools in Southern New Jersey.



Multicultural Competence Training Center

The Multicultural Competence Training Center is part of a state-wide initiative to bring about greater cultural understanding and tolerance. The Center offers training workshops and conferences on diversity in mental health throughout South Jersey and is currently the only program of its kind in the region.

FSA Programs

Annual Car Wash Sponsored by Spencer's Gifts

FSA's annual car wash is volunteerism working at its best. Students from Stockton College raise money by conducting a wash and the proceeds are used to buy school supplies for children that would ordinarily not be able to afford purchasing them. Last year, the car wash set a record by raising more than \$500.



Kinship

Kinship Program provides assistance to people who have taken on the responsibility of caring for their relatives' children. They provide one of the safest, most reassuring environments for the children in their care. After all, the children already know and trust



them as extended family members. FSA helps Kinship caregivers secure services which may be available to them through state and county resources. These caregivers are provided assistance with legal guardianship and are often eligible to receive assistance with the purchasing of certain items or services, such as furniture, moving expenses or clothing for the child. Additionally, FSA provides referral services for those looking for financial assistance and help with child care costs.

The Tree of Life



The mighty oak tree has long been a symbol of strength and endurance. Family Service Association (FSA) has also been a symbol of endurance for 100 years. In that time, there have been literally thousands that FSA has touched and have been touched by FSA. In order to celebrate the spirit of those individuals and families, FSA has developed a "Tree of Life" to honor those lives and all of those that will be touched in the future. Our mighty oak is the symbol for one of our most critical fund-raising campaigns – the FSA Century Celebration. FSA is encouraging everyone to purchase a leaf to help make the "Tree of Life" blossom. Proceeds will further our mission to serve children and families. If you are interested in obtaining more information, contact the Development Office at (609) 569-0239 ext. 1160.

2009 Financial Report

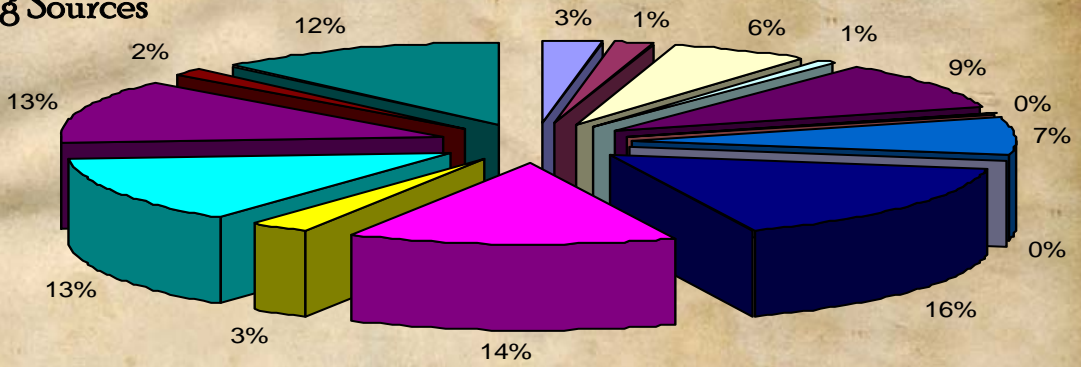
Revenue

Medicaid	\$1,366,717.00
Management Fee	1,198,039.00
Client & 3rd Party Fees	145,193.00
EAP Fees	11,823.00
Miscellaneous	152,548.00
Total Revenue	\$2,874,320.00

Support

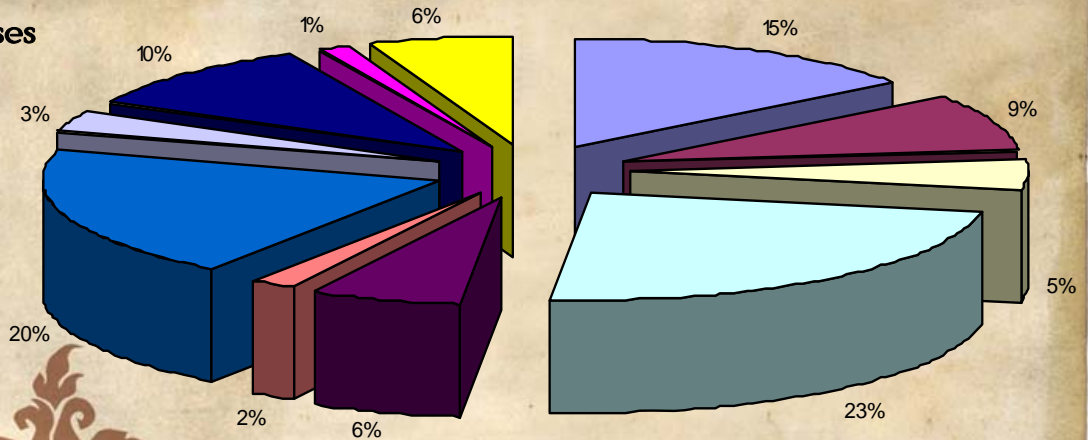
Grants	\$6,666,719.00
United Way	79,470.00
Contributions	\$260,395.00
Total Support	\$7,006,584.00
Grand Total	\$9,880,904.00

Budget Funding Sources by Percentage



Atlantic Cape Safe Youth Partnership	Client & 3rd Party	Div. of Prevention & Comm. Partnerships	United Way	Dept. of Youth & Family Services
EAP Fees	Atlantic County	Commission for Blind & Visually Impaired	Div. of Mental Health Services	Medicaid
Contributions	Management Fee	Div. of Family Development	Other	Div. of Child Behavioral Health

Program Expenses by Percentage




Outpatient	Adult Partial Care	Training	Youth Partial Care
Family Life Center	Juvenile Justice	Family Support	Older Adult Services
School-Based Services	Substance Abuse Services	Family Centers	

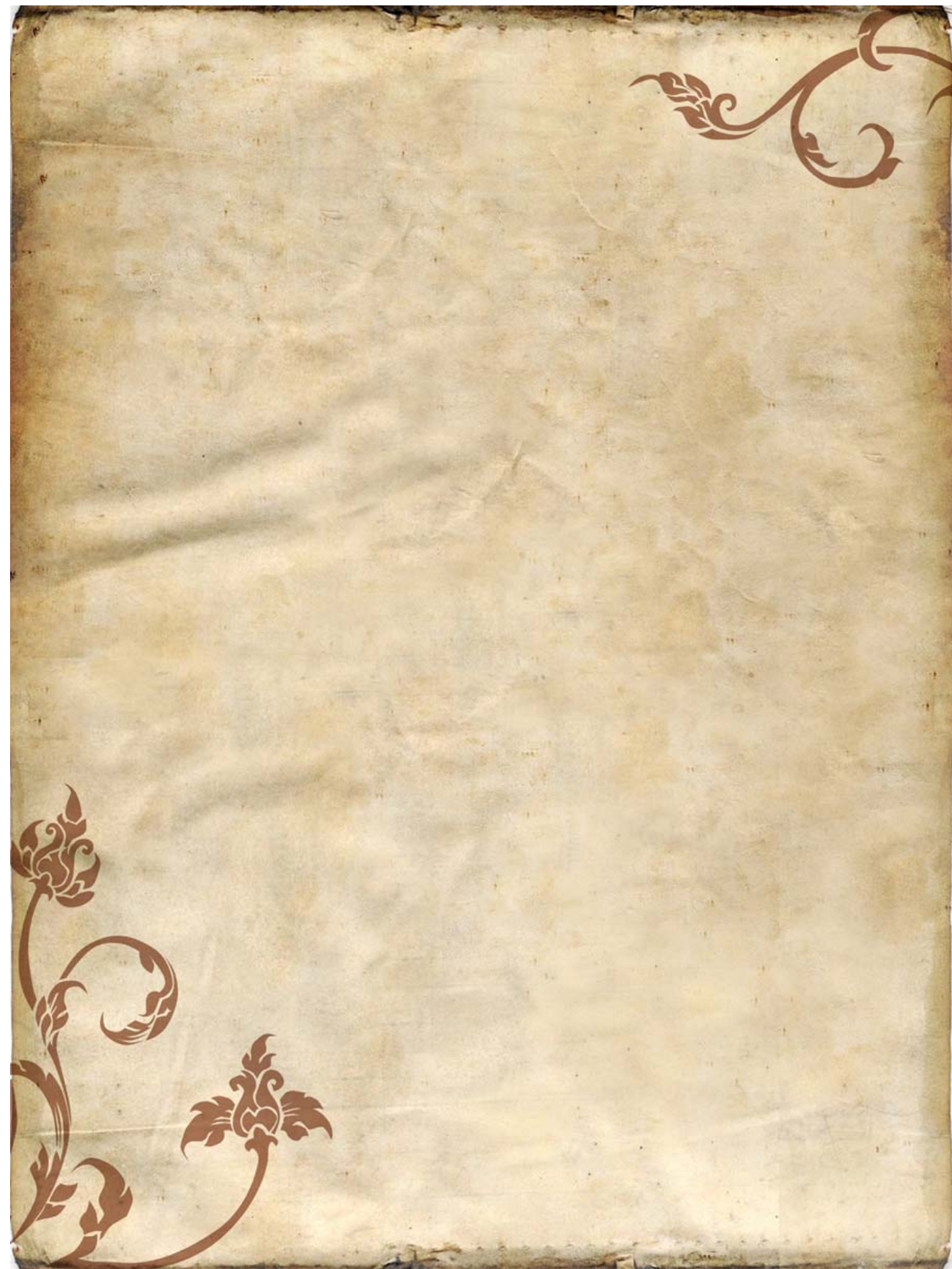


Thank You

Family Service
Association

would like to recognize
all of our generous
funders, sponsors, donors,
contributors & volunteers
who supported our
mission in
2009







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WWW.FSASJ.ORG



United Way
of Atlantic County

