

2019 - 2020 Annual Report



**Maintaining
Our Focus in 2020**



CONCERN

Hope. Opportunity. Change.

Our Culture

Vision Statement

To encourage growth and promote positive healthy lives!

Mission Statement

CONCERN brings hope, offers opportunity, and inspires change.

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.

Operating Principles

- Be impeccable with your word;
- Always do your best;
- Approach situations fairly and without pre-judging;
- Embrace conflict and disagreement as an opportunity to strengthen our relationships.

Leadership Statement

Leadership ... is a participative process in which everyone is a stakeholder and has the opportunity as well as the responsibility to contribute to the success of the organization.

Our Governance

Board of Directors

January J. Amaro, Director of Accounts Receivable and Lease Administration, The Goldenberg Group

Christopher J. Bigos, Vice President of Commercial Real Estate, Fulton Bank

Shirlene T. Chase, Human Resources, Assistant Director, Dining Services, University of Maryland, College Park

William C. Cooperman, Administrator (Retired), Brandywine School District

Martin J. D'Urso, Chief of Corporate & Legal Affairs (Retired), Youth Advocate Programs, Inc.

Glenn J. Hillegass, Executive Director (Retired), CONCERN

Richard W. Hunt, CPA, MBA, President and Chief Executive Officer, Sand Creek Consulting, LLC

George M. Kovarie, MSW, Executive Director (Retired), Berks County Children and Youth Services

Jon L. Kunkle, Chief Financial Officer, Somatus, Inc.

Stefanie E. Nester, CPA, Vice President for Finance and Administration, Lehigh Carbon Community College

Paula M. Plageman, D.Ed., LPC, NCC, Coordinator of Academic Advising, Penn State University, Berks Campus

Kevin L. Washington, IT Project Manager - Digital Workplace Architecture, Campbell Soup Company

Sandra L. Weidner, MD, Pediatrician and Partner, The Children's Clinic of Wyomissing

Nancy W. Weikert, MSW, ACSW, Associate Executive Director (Retired), CONCERN

CONCERN has an active and responsible governing board, whose members have no material conflict of interest and serve without compensation.

Maryland Advisory Board

Richard Brown, Regional Director (Retired), CONCERN

Beverly Goldstein, Caseworker (Retired), CONCERN

Kim Whetstone-Wilson, Pharmaceutical Sales Representative, TEVA

CONCERN has an active and responsible advisory board, whose members have no material conflict of interest and serve without compensation.

Messages



Christopher J. Bigos

From the Board Chair

CONCERN's most recent fiscal year ended being dominated by the global spread of COVID-19. Its impact, which began in March and continued to the end of the fiscal year and to this day, has had a tremendous effect on the way we have conducted operations and the way we have assisted our clients.

The virus has reinforced our commitment to our mission of bringing hope, offering opportunity, and inspiring change. This has especially been the case in bringing hope. The children, youth, and families we serve need hope now more than ever. We will overcome this pandemic and our clients need to know we will continue to be with them every step of the way.

Like the rest of our agency, our Board has had to be flexible and quickly make adjustments. Our "team", and I mean this in the truest sense of the word, has maintained fluid communication by adapting to the current environment by using tele and video conferencing, so we can continue to conduct our committee and general Board meetings.

In fact, we currently may be communicating more than we had been in the past. This communication has led action on fiscal, program, personnel, membership, and other matters that continue to move our organization forward, while anticipating any pitfalls that the pandemic has brought our way.

As a member of CONCERN's Board of Directors for the past five years and its Board chair for the past year, I have had the privilege to be a part of a group of 14 dedicated community-minded individuals who care deeply about our mission and providing hope, opportunity, and change.

During the past year, we maintained our goal of becoming a more diversified Board in terms of geography, occupation, gender, and race, including adding a former foster care client to the Board.

I am looking forward to continuing to lead this dynamic group of individuals, while learning from them at the same time. I am certain that this group will lead to more and better ideas and, in turn, lead to better decision-making that will ultimately better serve our clients.

During the past fiscal year, I am proud that we served 6,371 clients, as we provided services to 385 youth in our foster care programs, 96 through residential services, 424 adoption related services, 257 families and/or individual clients through our community based programs, and 5,209 individuals served through our behavioral health programs.

The positive outcomes that have come from these challenging times could not have taken place without my fellow Board members and our dedicated and talented staff and foster parents. Thank you to everyone for their tireless commitment to advancing our vision, "To encourage growth and promote positive healthy lives!"

I wish everyone peace, comfort, safety and good health in the days ahead.

From the President/CEO

"Unless you have definite, precise, clearly set goals, you are not going to realize the maximum potential that lies within you." ~ Zig Ziglar

This poignant quote illustrates the importance of strategic planning and goal setting. Prudent strategic planning is utilized to efficiently manage resources, establish organization goals, build teamwork and cooperation, create competitive advantages, and, perhaps most importantly, to manage risk and uncertainty.

At CONCERN, we pride ourselves in planning, especially our strategic and business planning.

As the COVID-19 pandemic raged throughout our nation and around the globe, this pro-active approach proved its worth, especially during the final months of the fiscal year.

As we continue to battle this highly infectious disease, it was decisive action and further planning that has maintained our operations to the best of our abilities and allowed us to move forward as an organization. It was our planning that has calmed our clients, foster parents, and staff.

Early on during the pandemic, CONCERN was designated as an 'essential, life sustaining' business and like other businesses, particularly nonprofits, we have not been immune to the financial challenges. We were at-risk of putting those at-risk into further harm, so solutions needed to be brought about quickly.

We needed to make certain our service delivery was uninterrupted, so the leadership of CONCERN took swift and decisive action to modify our service delivery to make sure our mission would continue to be met to those who needed it.

This meant extending our remote work policy to virtually all staff, providing for additional technology in order to communicate remotely, providing Personal Protective Equipment (PPE) and additional cleaning of our offices for those whose positions warranted being in the office.

The theme of this year's Annual Report is "Maintaining Our Focus in 2020" and we have done just that. We continue to evaluate programs to make them better and have introduced new programs to meet the needs of the communities we serve with the overarching goal of assisting more clients. While the pandemic has made work harder, we have not stopped!

I wish to thank our dedicated staff, foster parents, and our Board of Directors for their continued perseverance and resiliency.

I wish everyone all the best thoughts that I can offer, and please continue to take care of yourself and the others in your life. Above all, continue to remain optimistic, hopeful, safe and healthy.

Like our clients, we have not given up and we have not given in! We cannot be all things to all people, but we can be the best at what we do to those we serve. This continues to be our pledge as we maintain our focus.



Gordon H. May

About CONCERN

CONCERN is a multi-service private non-profit 501(c)(3) human services organization dedicated to providing child welfare, juvenile justice, and behavioral health services to children and their families. Founded in 1978, CONCERN began as a pioneer in treatment foster care, believing that children placed into care should live in a traditional family setting in the community, rather than in a residential or institutional setting. Since this time, CONCERN has been at the forefront of innovative programs to meet the individual needs of the child and to promote the strengthening of the family unit.

Through 13 service sites throughout eastern and northcentral Pennsylvania and one in southern Maryland, CONCERN offers a growing array of foster care, adoption and permanency, community based, behavioral health, and residential programs. Since 1978, CONCERN has served over 18,000 children and youth in placement services, including assisting with the placement of nearly 2,000 children into adoptive families, and has served more than 40,000 individuals through a continuum of behavioral health services.

Each year, CONCERN's foster care programs meet the daily living needs of over 500 children in out-of-home foster care placements; adoption and permanency services assist over 400 children in finding their "forever family"; community based services touches the lives of nearly 200 individuals and families; and behavioral health services impact the lives of over 5,000 individuals.



About Our Clients

CONCERN's foster care and adoption/permanency programs work with children and youth who are part of the child welfare system. These children have experienced difficult lives, which may include abuse, neglect, trauma, separation from their birth families, previous placements, and multiple losses. Children may be of any age up to age 21, any race or ethnic background, or part of a sibling group. Some children have special medical or educational needs. Others have emotional or behavioral issues that require special parenting.

CONCERN's community based services provides prevention, reunification and visitation services to families and children that have been identified by county Children and Youth agencies in order to prevent out-of-home placement or to reunite the children with their families. Services provided include Visit Coaching, Supervised Visitation, Casework Counseling, Parenting Education, Intensive Family Reunification, In-Home Services, and Intensive Case Management for Transitional Youth. Many of these services are provided directly to the biological family in their homes. The Visit Coaching, Parenting Education, and Intensive Reunification Programs utilize evidence-based tools and assessments to monitor the families' progression in services and readiness for reunification.

CONCERN Behavioral Health Services offers professional, quality mental health treatment to a diverse clientele of varying demographics ranging in age from two to adulthood. Our clients' daily lives are often affected directly or indirectly by a variety of stressors such as financial hardship, abuse, neglect, grief, interpersonal conflict, varying diagnoses such as depression and anxiety, workplace discord, divorce, etc. A variety of programming exists to serve each client's individual needs on a continuum of care spanning from outpatient treatment to more intensive services such as Community Residential Rehabilitation. CONCERN Behavioral Health Services strives to work collaboratively with clients using a strengths-based approach to optimize their level of independent functioning within the community to provide recovery for all individuals we serve.

CONCERN's residential programs deal with male adolescents, ages 12-18, who have been adjudicated delinquent or dependent, with a myriad of challenging behaviors. These youth require services to deal with delinquent behaviors, mental health issues, abuse issues, addiction issues, and vocational, educational and independence issues.



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

Placing Agencies

County Offices of Children and Youth Services (Pennsylvania)

Berks • Bradford • Bucks • Carbon • Clarion • Columbia • Cumberland • Dauphin • Delaware • Lackawanna • Lancaster • Lebanon • Lehigh • Luzerne • Monroe • Montgomery • Northampton • Northumberland • Perry • Philadelphia • Pike • Schuylkill • Snyder • Susquehanna • Tioga • Union • Wayne • Wyoming • York

County Offices of Juvenile Probation (Pennsylvania)

Bradford • Bucks • Cumberland • Delaware • Lancaster • Lehigh • Montgomery • Schuylkill • York

Maryland Department of Human Resources

Anne Arundel County • Baltimore County • Cecil County • Charles County • Howard County • Montgomery County • Prince George's County

Offices of Mental Health/Developmental Disabilities (Pennsylvania)

Service Access Management

Community Connections

Chambers of Commerce

Bradford Area • Eastern Montgomery (PA) • Greater Susquehanna Valley • Greater Wilkes Barre • Mansfield Area • Northeast Berks • Wellsboro Area

Financial, Consulting & Insurance Services

Arthur J. Gallagher & Co., Baker Tilly • Brown & Brown • Cornerstone Advisors, Asset Management • Fulton Financial Corporation • John Hancock • The Paragon Alliance Group • Mosteller & Associates • Wells Fargo Bank

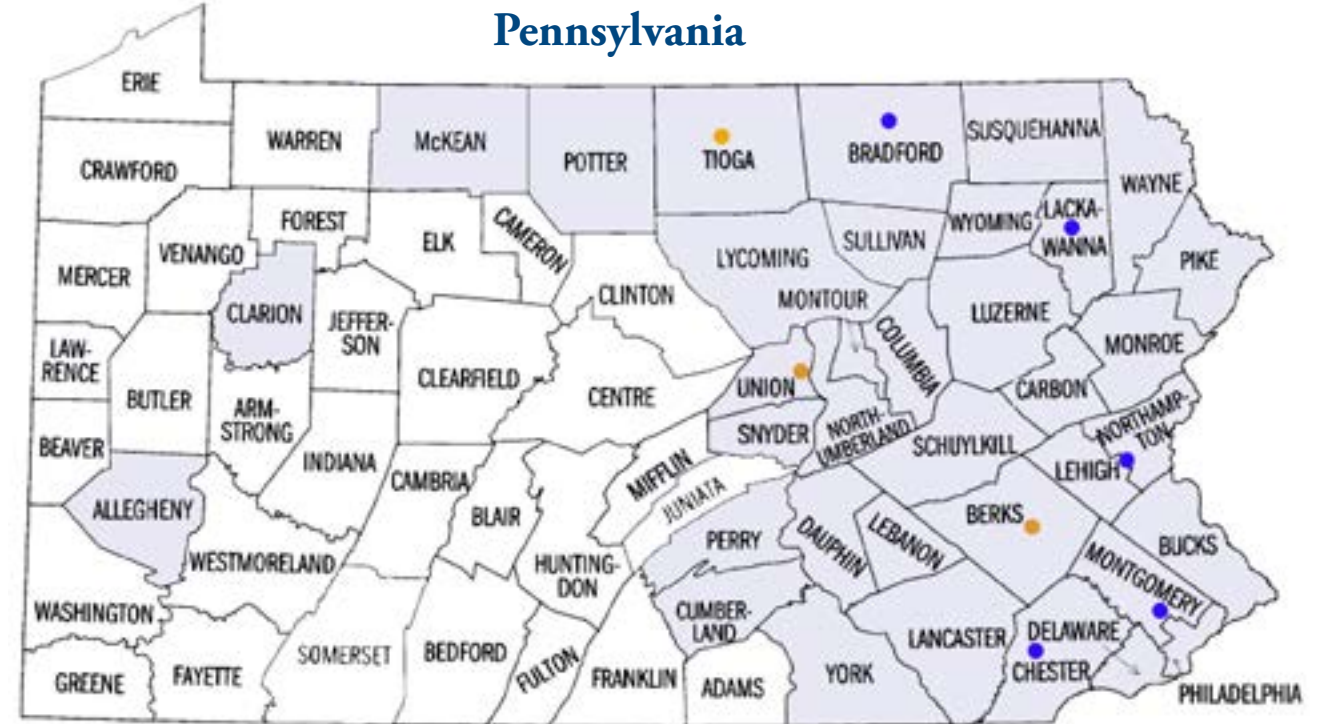
Legal Services

Stevens & Lee LLP

Membership Organizations

American Payroll Association • Berks County Networking Association • Delaware Valley Adoption Council • Family Focused Treatment Association (Maryland and Pennsylvania Chapters) • Greater Lehigh Valley Foster Care Coalition • Health Care Compliance Association • Lackawanna County Interagency Council • Luzerne County Interagency Council • Maryland Association of Resources for Family and Youth • National Council for Behavioral Health • Pennsylvania Children and Youth Administrators • Pennsylvania Council of Chief Juvenile Probation Officers • Pennsylvania Council of Children, Youth, and Family Services • Pennsylvania State Resource Family Association • Pennsylvania Statewide Adoption and Permanency Network • Reading Berks Conference of Churches • Society for Human Resource Management • Tioga County Partnership for Community Health

Geographic Scope



- Location of a single CONCERN service site
- Location of multiple CONCERN service sites
- Counties from where foster care and residential clients were referred, as well as where foster parents and community based and behavioral health services clients reside.

* In addition to having a presence in Pennsylvania and Maryland, CONCERN also served clients residing in Steuben and Tioga Counties in New York.

Programs

Foster Care and Adoption/Permanency Services

Intensive Foster Care is a community-based program for children and youth whose needs cannot be met in their own families and therefore requires out-of-home placements. Children in this program may exhibit significant behavioral problems, and/or varying degrees of social or emotional dysfunctions. CONCERN's specially trained foster parents create a family-like environment, which improves the child's opportunities for more normalized daily living experiences. In the State of Maryland this program is referred to as Treatment Foster Care.

Intermediate Foster Care provides out-of-home placement services for children and youth who generally do not require more intensive interventions such as behavioral health services.

Medical Foster Care provides homes for children with acute physical, emotional or mental disabilities as an alternative to hospitalization or institutionalization. CONCERN identifies particular foster parents who are capable of meeting the child's special needs and who are trained in the specific medical condition(s) of the child. In the State of Maryland this program is referred to as Medically Fragile Foster Care.

Mother/Baby Foster Care is designed to provide support to an adolescent or expectant mother in her efforts to develop a positive parent/child relationship, while focusing on the competencies of parenting skills, child development, sexual safety, and independent living. Mothers enrolled in this program must establish a routine to address her infant's needs, provide stimulating development, and educational activities for her infant, coordinate and arrange medical care for the infant, establish a budget to practice household management and enroll in an educational program or be gainfully

employed. In the State of Maryland this program is referred to as Mother/Infant program.

Foster/Adopt and Adoption programs are designed to improve permanency outcomes for children in foster care. CONCERN is committed to helping children find a permanent family they can call their own. Services the department provides include Child Profiles, Child Preparation Services, Child Specific Recruitment Services, Placement Services, Family Preparation and Profiles, and Finalization Services.

Community Residential Rehabilitation (CRR) provides individualized, community-based treatment within a caring and structured private residence termed a Host Home. The Host Home parents are an integral part of the treatment team and assist with the implementation of treatment interventions. This program offers a variety of clinical, case management, counseling, and educational services to support the clients' needs. Family therapy is an integral component of CRR and assists with the client's return home to his/her legal family or other permanent living situation.

Trauma Focused Foster Care is designed to provide a less restrictive placement setting for youth who are stepping down from a more restrictive congregate care setting such as a group home or residential facility. These youth are unable to live with their families due behavioral issues as a result of complex trauma associated with a myriad of experiences such as physical abuse, sexual abuse, emotional abuse, severe neglect, abandonment or another traumatic loss, witness to domestic violence or violent crime, parental substance abuse, and homelessness. Foster parents are specially trained in trauma informed care and work closely with behavioral health staff who are certified in trauma focused cognitive behavioral therapy.

Community Based Services

Visit Coaching program is designed to assist parents in safely maintaining or regaining full parental responsibilities for their children as well as strengthening the skills of the family unit. The program purpose is to ensure that the parent(s) are providing nurturing care, protection and guidance to their children to the best of their abilities. It is expected that the parent(s) will demonstrate improved competency in their knowledge of child development, behavioral management skills and life skills.

Intensive Family Reunification Services program utilizes short-term, intensive, family and home-based interventions designed to reunite families with their children who are in out-of-home placement as quickly and safely as possible. This program is designed to reduce the length of time a child is in foster care by strengthening the family unit.

In-Home Services program provides services to at-risk families in their own homes and communities. These services include areas such as teaching parenting skills, housekeeping, budgeting, transportation to appointments, and locating appropriate housing. This program is designed to empower parents and enhance their ability to maintain the family unit.

Parent Education/Nurturing Parenting is an evidenced-based program designed to teach parents to promote and nourish themselves, their children, and their environment. Nurturing Parenting addresses five primary areas; 1) age appropriate expectations and self-worth; 2) responding empathically to a child's needs; 3) disciplining children with dignity; 4) appropriate family roles; and 5) empowering children and adults.

Intensive Case Management Program for Transitional Youth provides services to youth in subsidized apartments emphasizing full-time employment, access to educational/vocational programs, and eventual transitioning to permanent housing.

Supervised Visitation Services allows parents in high conflict or high-risk situations access to their children in a safe and supervised setting. These services are used to protect children who are in out of home placement from potentially physically or emotionally harmful situations while allowing parental access and providing support for the parent/child relationship.

Residential Services

CONCERN Treatment Unit for Boys (CTUB) is a staff-secure, residential facility for adolescent males. The goal of this program is to change the mind-sets and behavior patterns of the youth so they will be able to function appropriately in society and will return to the community as healthy, productive citizens. The program provides daily opportunities for emotional, social, educational, and physical growth. This not only minimizes the likelihood of continued negative behavior, but also prepares the youth for responsible social living.



“Foster care at CONCERN was a better place to be. It was a blessing to be at the home I was at.”

Former Client

“Thank you so much, CONCERN. We are all so grateful to have you in our corner!”

Foster Parents

Programs

Behavioral Health Services

Employee Assistance Programs (EAPs) for large and small businesses are available. CONCERN's EAPs assist employees and, in some cases, immediate family members with the identification and resolution of personal matters that may impact workplace performance. Consultation, referrals, groups, and educational seminars are some examples of services that CONCERN's EAP offer.

Outpatient Services is provided to children, adolescents, adults, and families at CONCERN's confidential, licensed outpatient clinic sites. Outpatient sites are also staffed by psychiatrists who provide psychiatric evaluations and medication management services. Group therapy, where sessions follow a specific curriculum, is available to children, adolescents, and adults who share a common mental health need. Telepsychiatry is a convenient option for clients to receive needed psychiatric care where limited face to face psychiatric care time is available.

School-based Outpatient Services are provided within the school district. Children and adolescents are offered therapy and evaluation services by Master's level clinicians within his/her school, thereby increasing access to services. Referrals are made through the guidance office, students, parents, or the school Student Assistance Program (SAP) liaison. Services include psychological evaluations, individual, group, and family therapy, as well as educational and professional trainings delivered to school staff and parents.

Parent Child Interaction Therapy (PCIT) is an outpatient specialized therapy available for children ages 2 ½ to 7 with behavioral concerns. The therapist works closely with the parent/caregiver for approximately 12 to 20 weeks. Therapists observe the parent and child's interactions, and via the use of technology including ear buds, the therapist coaches the parent from behind an observation mirror on how to effectively promote positive behaviors in their child.

Behavioral Health Rehabilitation Service (BHRS) is an individualized, strengths-based approach to the treatment of children and youth with the goal of maintaining the child/adolescent in the home, school, and community. Services may include psychological evaluations, behavioral specialist consultation, mobile therapy, and therapeutic staff support. Goals include increasing positive behaviors, as well as transferring skills to clients and family members, so as to empower caregivers to manage problematic behaviors independently

Intensive Behavioral Health Services (IBHS) are part of the comprehensive mental health system of care for children, youth, and their families working cooperatively in the home, school, and community with the primary goals being to achieve the highest possible level of functioning and to promote well-being. The three categories of IBHS include: 1) Individual Services which provide services to one child; 2) Applied Behavior Analysis (ABA), which is a specific behavioral approach to services; and 3) Group Services which are most often provided to multiple children at a specific place.

Crisis Intervention Services provide a rapid response to crisis situations to individuals of all ages who exhibit acute symptoms. Clients are provided appropriate counseling, consultation, referral, resolution, linkage, and follow-up. Crisis intervention services include: **Telephone, Mobile, and Walk-In** services. Mobile Crisis services are delivered to clients in situations deemed unmanageable through telephonic intervention. Crisis staff will travel to meet the client and render services on-site, in the home, and/or in the community. Walk-in crisis hours are available during business hours and assist those experiencing a mental health emergency. Telephone and Mobile Crisis Intervention Services are provided 24 hours per day, 7 days per week.

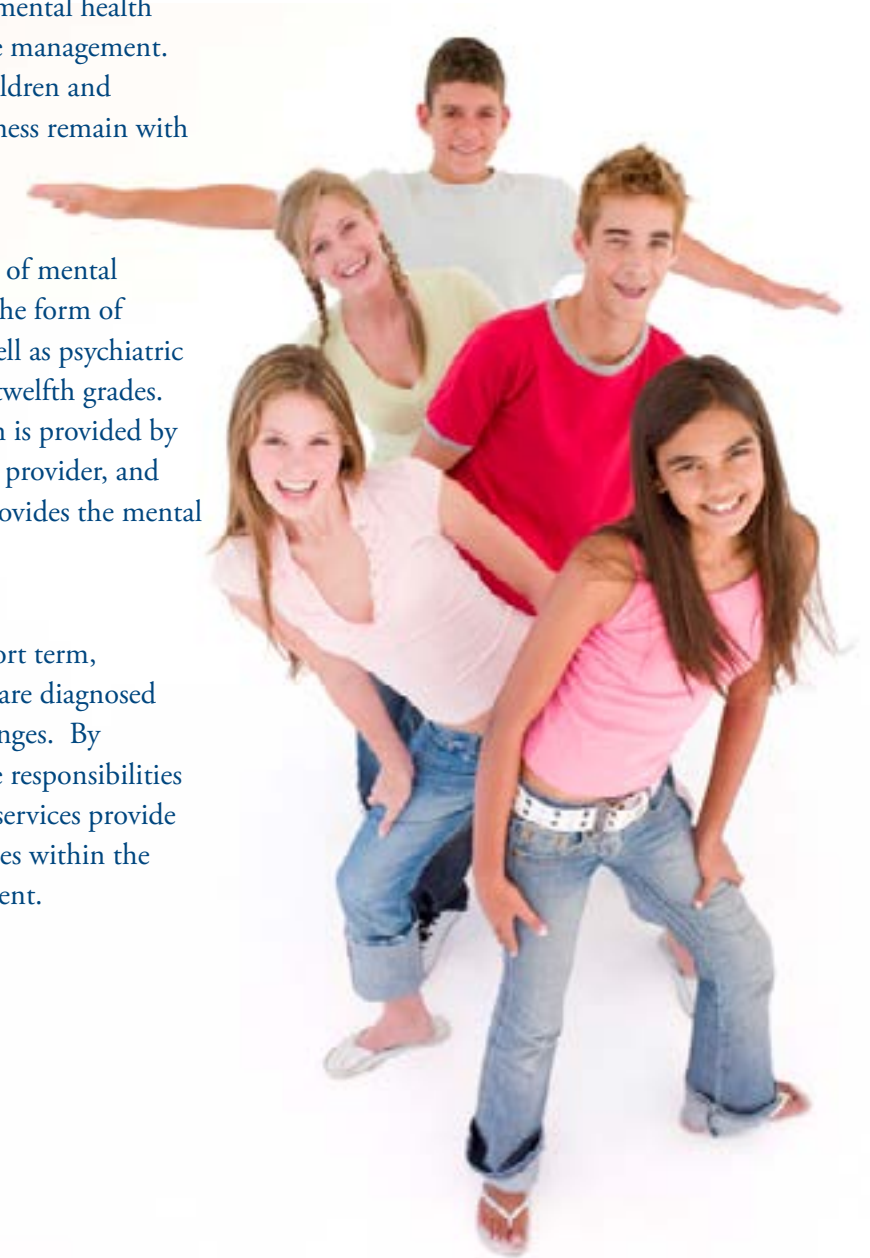
Co-Responder Services is an alternative to adults having repeated police contacts/involvement leading to incarcerations when the underlying needs remain unmet. Police Departments have expressed a need for

trained mental health workers to devote their time to proper screening, referral, and follow-up to help the identified clients get the appropriate care. The goals of the program are two-fold: 1) Divert those in need of services from incarceration or decrease the length of stay of incarceration for those individuals through direct Co-Responder services and 2) Educate and inform the community to help improve access to care through indirect prevention and leadership activities in the community.

Family Based Mental Health Services (FBMH) are intensive, team-delivered services provided in the home and community and designed to integrate mental health treatment, family support services, and case management. The goal of FBMH treatment is to help children and adolescents with a serious mental health illness remain with their family in the community.

Partial Hospitalization provides six hours of mental health treatment programming per day in the form of group, individual, and family therapy, as well as psychiatric services to clients in kindergarten through twelfth grades. The educational component of the program is provided by the local school district or other contracted provider, and CONCERN Behavioral Health Services provides the mental health treatment component.

Mental Health Respite services provide short term, temporary care to children and youth who are diagnosed with serious emotional or behavioral challenges. By enabling caregivers to take a break from the responsibilities associated with caring for children, respite services provide support and relief to prevent unwanted crises within the family unit to prevent out-of-home placement.



Programs by Location

Foster Care & Adoption/Permanency Services

	Bethlehem	Fleetwood	Lewisburg	Towanda	Wellsboro	Wilkes Barre	Willow Grove	Lanham, MD
Intensive	✓	✓	✓	✓	✓	✓	✓	✓
Intermediate	✓	✓	✓	✓	✓	✓	✓	
Medical	✓	✓	✓	✓	✓	✓	✓	✓
Mother/Baby	✓	✓					✓	✓
Foster Adopt/ Adoption	✓	✓	✓	✓	✓	✓	✓	
Community Residential Rehabilitation	✓	✓						
Trauma Focused		✓						

Community Based Services

	Bethlehem	Fleetwood	Lewisburg	Towanda	Wellsboro	Wilkes Barre	Willow Grove	Lanham, MD
Visit Coaching	✓	✓	✓	✓	✓	✓	✓	
Intensive Family Reunification Services	✓	✓		✓	✓	✓		
In-Home Services		✓						
Parent Education/ Nurturing Parent		✓		✓	✓	✓		
Intensive Case Management for Transitional Youth								✓
Supervised Visitation Services		✓		✓	✓	✓		

Residential Services

	Coatesville
CONCERN Treatment Unit for Boys	✓

CONCERN Behavioral Health Services Eastern Region

	Bethlehem	Fleetwood	Lehighton	Wyomissing
Employee Assistance Program	✓	✓		✓
Outpatient Services	✓	✓		✓
Outpatient Services - Berks Detention Youth		✓		✓
Outpatient Services - Group Therapy/Walk-in	✓	✓		✓
School-based Outpatient Services	✓	✓		✓
Behavioral Health Rehabilitation Services	✓	✓		✓
Intensive Behavioral Health Services	✓	✓		✓
Parent Child Interaction Therapy		✓		
Family Based Mental Health			✓	
Mental Health Respite		✓		

CONCERN Behavioral Health Services North Central Region

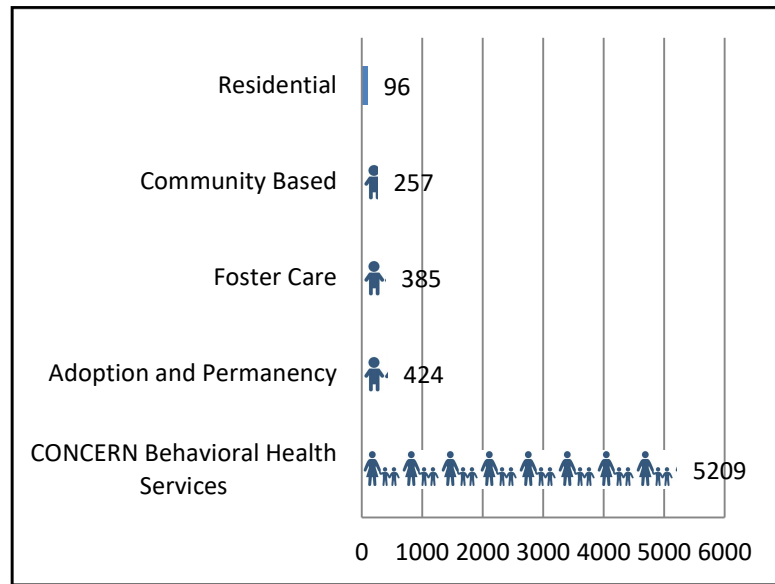
	Lewisburg	Mansfield	Towanda	Wellsboro
Employee Assistance Program		✓	✓	
Outpatient Services		✓	✓	
Outpatient Services - Group Therapy		✓	✓	
School-based Outpatient Services		✓		
School-based Behavioral Health Rehabilitation Services	✓			
Parent Child Interaction Therapy		✓		
Behavioral Health Rehabilitation Services	✓		✓	✓
Intensive Behavioral Health Services	✓		✓	✓
Crisis Intervention		✓	✓	
Co-Responder				✓
Telepsychiatry		✓	✓	
Family Based Mental Health	✓		✓	✓
Child-Adolescent Partial Hospitalization				✓

Maintaining Our Focus Through the Years . . .

- 1978 ⇒ CONCERN – Professional Services for Children and Youth begins operations with three foster families and eight children in care. Intensive Foster Care and Traditional Foster Care programs are initiated in Fleetwood, Pennsylvania. CONCERN derives its name as a group of dedicated child welfare professionals had a genuine “concern” for children.
- 1981 ⇒ CONCERN opens its first regional office with the Susquehanna Valley Regional Office opening in Lewisburg, Pennsylvania.
 - ⇒ Special Needs Fund is initiated to enhance the quality of life of the children in care.
- 1982 ⇒ Recipient of award from Eastern Pennsylvania Better Business Bureau - a first for a nonprofit.
- 1985 ⇒ Medical Foster Care program is initiated.
- 1986 ⇒ The Northeast Regional Office opens in Pittston, Pennsylvania (office later moves to present location in Wilkes Barre, Pennsylvania).
- 1988 ⇒ CONCERN Treatment Unit for Boys opens in Coatesville, Pennsylvania.
 - ⇒ Lehigh Valley Regional Office opens in Bethlehem, Pennsylvania.
 - ⇒ CONCERN opens first regional office outside of Pennsylvania in Bladensburg, Maryland (office later moves to present location in Lanham, Maryland).
 - ⇒ CONCERN Behavioral Health Services becomes a licensed provider of outpatient mental health services.
- 1989 ⇒ “Private Residential Program of the Year” is awarded from the Pennsylvania Commission on Crime and Delinquency.
- 1991 ⇒ Name is changed to CONCERN - Professional Services for Children, Youth, and Families to reflect our continued work with families.
 - ⇒ Participative Management Process is established to encourage employees and foster parents to contribute ideas toward identifying and setting organizational goals.
- 1993 ⇒ Southeast Regional Office opens in Fort Washington, Pennsylvania (office later moves to present location in Willow Grove, Pennsylvania).
 - ⇒ The 5,000th client is admitted into placement.
- 1994 ⇒ Strategic planning process becomes formalized.
- 1998 ⇒ CONCERN expands its service area and opens a branch office in Reading, Pennsylvania (office later moves to present location in Wyomissing, Pennsylvania).
- 1999 ⇒ STAR (Supporting Teens After Release) Fund is initiated, providing assistance to young adults when they “age-out” of the child welfare system.
- 2001 ⇒ The Foster/Adopt program begins to better facilitate adoptions for children already in care.
- 2002 ⇒ New logo is introduced utilizing the tagline Hope • Opportunity • Change.
- 2003 ⇒ Mother/Baby Foster Care Program is initiated.

- 2004 ⇒ The 10,000th client is admitted into placement.
- 2005 ⇒ The CONCERN Fund is initiated to provide discretionary funding to meet new program initiatives, capacity building and physical infrastructure needs.
- 2006 ⇒ CONCERN Behavioral Health Services expands its service area and opens a service site in Lewisburg, Pennsylvania.
- 2008 ⇒ CONCERN Behavioral Health Services begins Family Based Mental Health Services.
- 2009 ⇒ CONCERN Behavioral Health Services begins Community Residential Rehabilitative Services.
- 2010 ⇒ CONCERN Behavioral Health Services begins Telephone Crisis Intervention Service.
 - ⇒ CONCERN Behavioral Health Services begins Partial Hospitalization Program.
 - ⇒ CONCERN Behavioral Health Services expands its service area and opens a service site in Towanda, Pennsylvania.
- 2011 ⇒ CONCERN Behavioral Health Services begins Telepsychiatry Program.
 - ⇒ In-Home Services Program is initiated.
 - ⇒ The SHARE (Sites Having Additional Resources Everyday) Fund is established for specific site/client activities.
- 2012 ⇒ CONCERN Behavioral Health Services assumes operation of Mansfield Clinic from Tioga County in Mansfield, Pennsylvania.
- 2013 ⇒ CONCERN Behavioral Health Services begins Parent-Child Interaction Therapy Program.
 - ⇒ CONCERN Behavioral Health Services begins School-based Outpatient Services Program.
- 2014 ⇒ Visit Coaching Program is initiated.
- 2015 ⇒ Nurturing Parenting Program is initiated.
 - ⇒ Intensive Family Reunification Program is initiated.
 - ⇒ Intensive Case Management Program for Transitional Age Youth is initiated.
- 2017 ⇒ The 15,000th child is admitted into placement.
 - ⇒ New Mission and Vision Statements are created.
- 2018 ⇒ Supervised Visitation Services is initiated.
- 2020 ⇒ Trauma Focused Foster Care Program is initiated.
 - ⇒ CONCERN Behavioral Health Services begins Co-Responder Program.
 - ⇒ CONCERN Behavioral Health Services begins Intensive Behavioral Health Services Program.
 - ⇒ CONCERN Behavioral Health Services begins Mental Health Respite Services.
 - ⇒ CONCERN Core Values are introduced.

By the Numbers

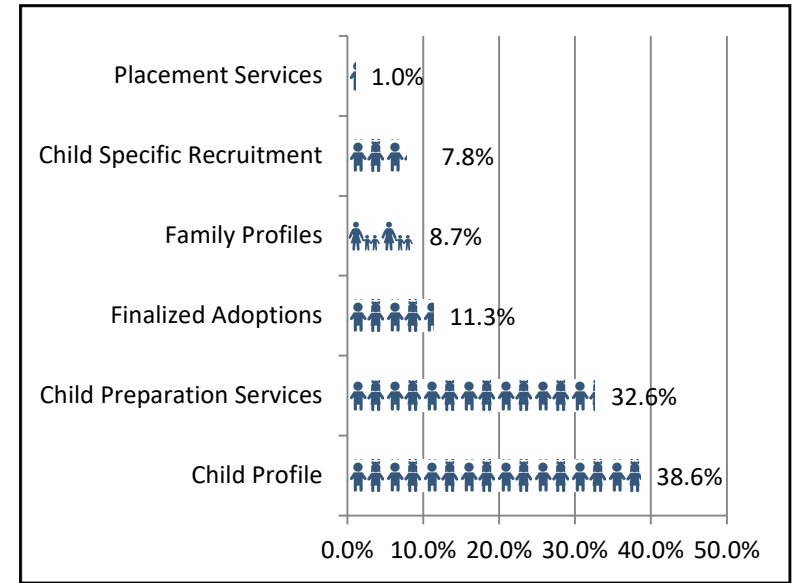


Individuals Served by Program

6,371 individuals served through these programs.

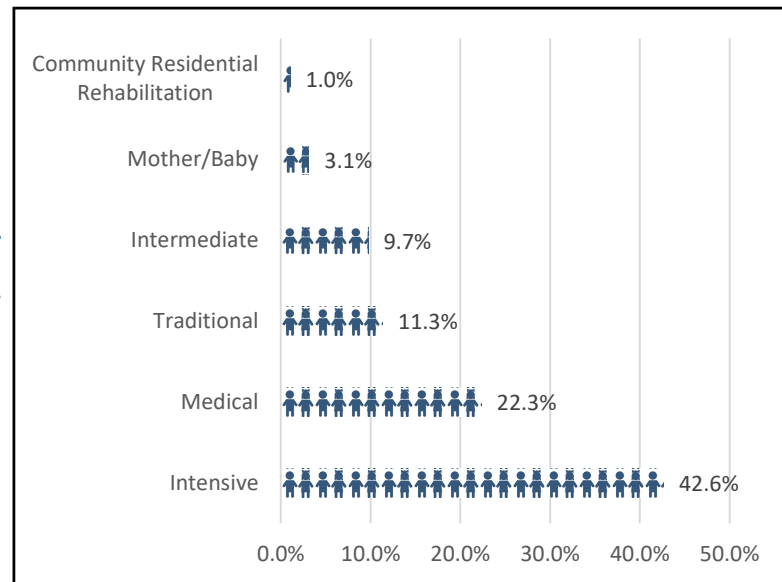
Adoption and Permanency Services Provided

424 children looking for their "forever family" were assisted by CONCERN.



Foster Care Placements by Program

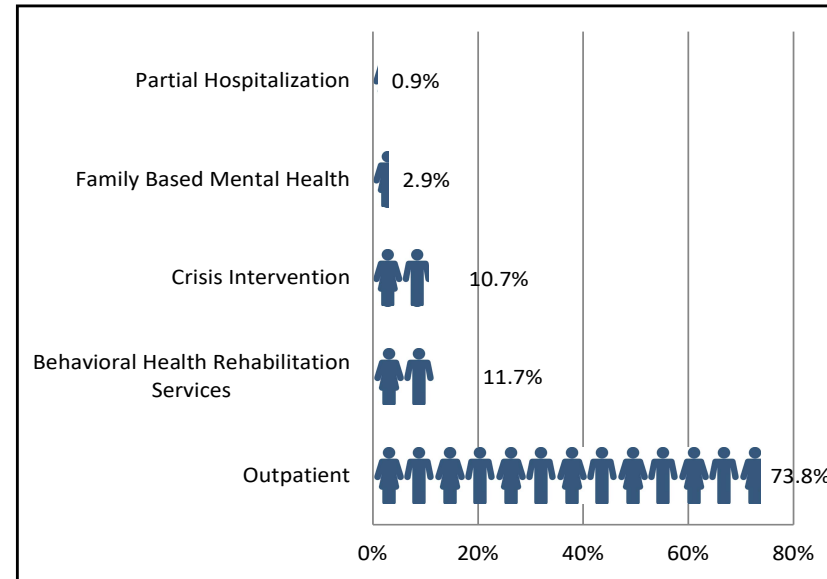
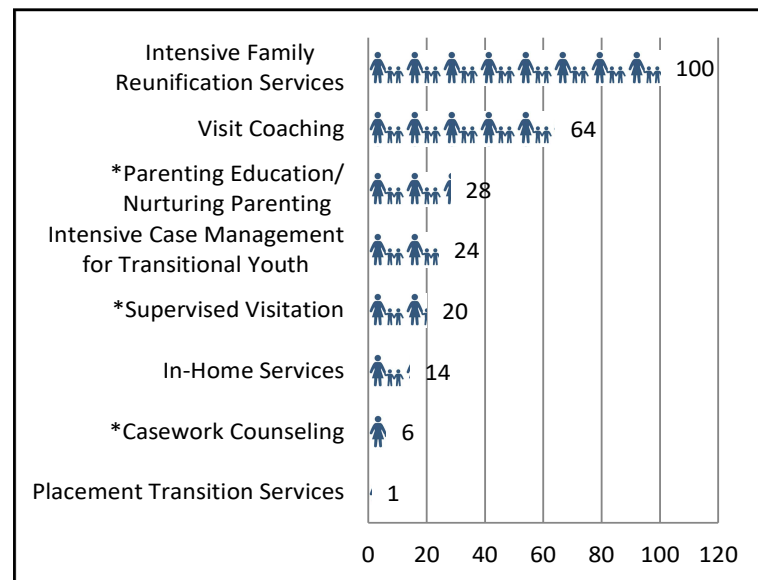
385 children and youth were placed into various foster care programs.



Individuals/Families Served through Community Based Programs

257 children/families served through these programs.

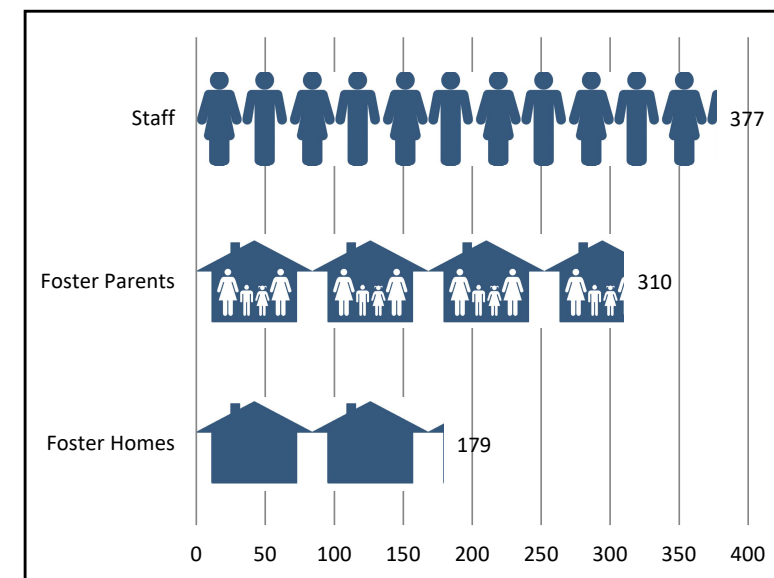
*services that also comprise In-Home Services.



Behavioral Health Services by Program

5,209 individuals utilized CONCERN'S Behavioral Health Services.

* includes Outpatient Counseling, School-based Outpatient Counseling, Parent-Child Interaction Therapy, and Employee Assistance Programs



Human Resources

The Business of CONCERN

Financial

CONCERN follows the virtues and principles of sound business practices. Thanks to its extensive and highly inclusive yearly business planning and budgeting process, CONCERN is prepared to meet the challenges in the ever-changing non-profit social services environment.

CONCERN accounts for its funds in accordance with Generally Accepted Accounting Principles (GAAP) and has an audit of its fiscal operations completed annually by an independent certified accounting firm in accordance with Generally Accepted Auditing Standards (GAAS). CONCERN believes transparency is an important element in today's non-profit environment and produces this annual report to the public to detail the previous year's activities.

CONCERN's financial statements - audited financial statement as well as Internal Revenue Service Form 990 - are open for public inspection upon request.

Economic Impact

CONCERN is not solely a provider of social services to children, youth and families. CONCERN is also a part of the economic fabric in each of the communities we serve by creating and maintaining jobs for local residents as well as purchasing goods and services in these communities. CONCERN's direct economic impact typically exceeds \$20 million per year, while its indirect economic impact typically exceeds \$50 million per year. Simply, CONCERN is committed to being a vital entity in the many communities we serve and is proud of the local impact and positive change our staff, foster parents, adoptive parents, clients and residents bring to these communities.

Quality Assurance

CONCERN is committed to ensuring compliance with all internal and external program standards and to provide continuous quality improvement. CONCERN's Quality Assurance Department oversees the implementation and evaluation of program goals, objectives and outcomes and implements and monitors effective agency-wide data collection and reporting systems. As part of quality assurance, the Compliance Program at CONCERN establishes a framework for effective standards and a commitment to quality services by the agency. A Compliance Plan has been developed to ensure that our services comply with applicable laws and regulations in regards to proper practices of the organization.

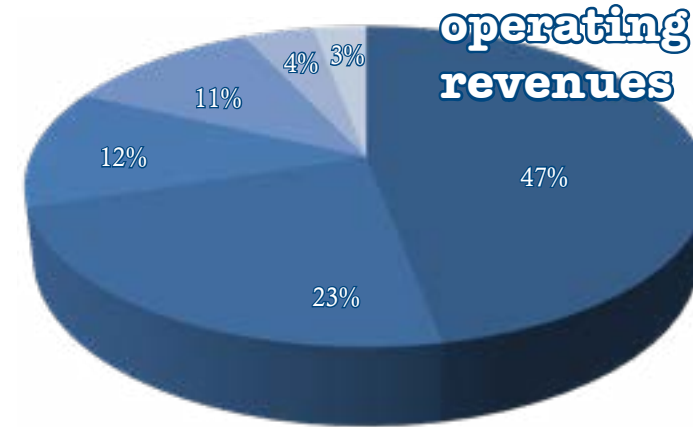
Accountability and Transparency

CONCERN has a deep commitment to accountability and transparency and our efforts have been rewarded. CONCERN has been recognized for our accountability and transparency by two of the nation's leading independent evaluators and sources for charity information – GuideStar and Charity Navigator.

GuideStar has designated CONCERN with their Silver Seal of Transparency, while Charity Navigator has given CONCERN its highest rating of 100 out of 100.

CONCERN is proud of these designations and we plan on continuing to maintain and improve, where possible, upon these ratings.

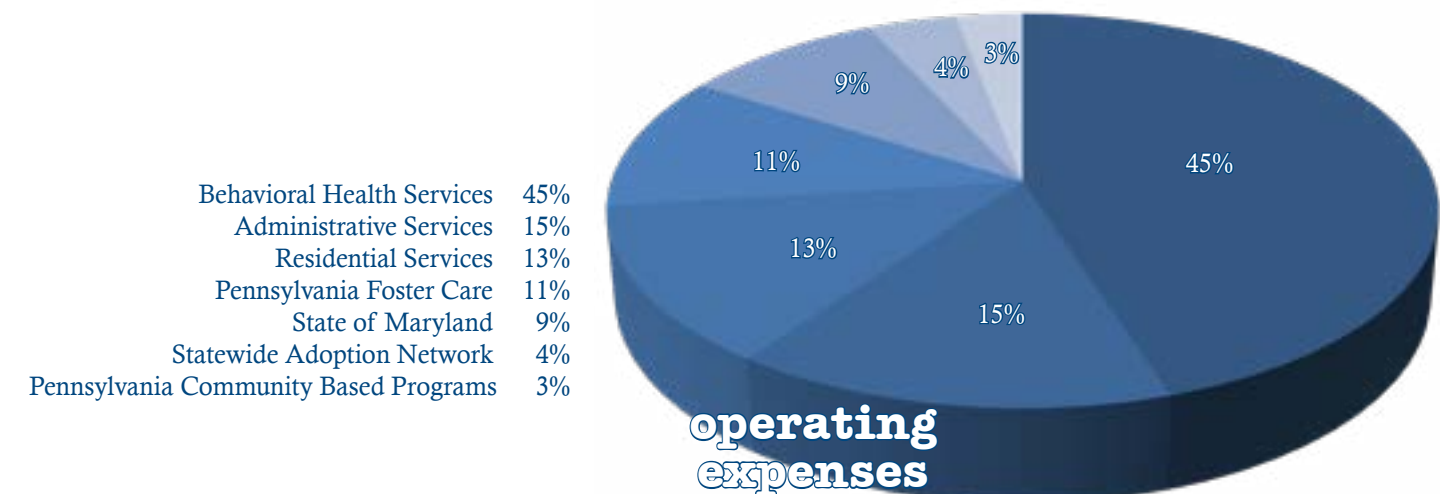
Financials



Behavioral Health Services	47%
Pennsylvania Children and Youth Services	23%
Residential Services Maryland	12%
Statewide Adoption Network	4%
Community Based	3%

Fiscal Year 2019-2020 Days of Care

Medical Foster Care (PA)	20,468
Intensive Foster Care (PA)	18,162
Treatment Foster Care (MD)	13,862
CONCERN Treatment Unit for Boys (PA)	12,152
Traditional Foster Care (PA)	8,318
Intermediate Foster Care (PA)	7,277
Mother/Baby (MD)	2,238
Community Residential Rehabilitation (PA)	913
Mother/Baby (PA)	371
Medically Fragile (MD)	366
Traditional Foster Care (MD)	197
Total	84,325



Behavioral Health Services	45%
Administrative Services	15%
Residential Services	13%
Pennsylvania Foster Care	11%
State of Maryland	9%
Statewide Adoption Network	4%
Pennsylvania Community Based Programs	3%

Fund Development

Special Needs Fund

Initiated in 1981, the Special Needs Fund is used to enhance the quality of life of children and youth in care by enabling them to participate in many of the traditional childhood experiences and to meet needs that are not covered under traditional funding sources. The Special Needs Fund is divided into six primary categories including camp experiences, educational and recreational activities, lessons, unreimbursed medical and dental expenses, and other meaningful expenses that enhance a childhood. In addition, the Special Needs Fund provides for personal care kits and Life Books upon arrival into care.

STAR Fund

CONCERN is committed to the idea that a lack of financial resources should not be a barrier to young men and women and the goals they have set for themselves as they prepare to become productive members of society. Since transitioning from childhood to the responsibilities of adulthood is difficult enough without the additional burden of having little or no support systems in place, the STAR (Supporting Teens After Release) Fund was established in 1999 to meet a variety of needs our clients possess when they “age out” of the child welfare system and proceed to independent living. These needs include continuing education and training, employment necessities and housing expenses.

CONCERN Fund

Initiated in 2005, the CONCERN Fund is a discretionary fund giving CONCERN the flexibility to meet the rapidly changing needs we encounter at the present as well as in the future. Funding could support CONCERN’s capacity building abilities, meet physical infrastructure needs, as well as provide for program development, facility expansion and renovation, and meet training needs and technological advances.

SHARE Fund

The SHARE (Sites Having Additional Resources Everyday) Fund is a discretionary fund raised by CONCERN sites/programs to meet designated needs for their specific site/program. The primary purpose of this fund is to provide for meaningful experiences for the children and youth in care. This fund was established in 2011 to enable our sites/programs the opportunity to organize group activities for the clients, including picnics, holiday parties, outings to amusement parks, cultural activities, as well as to meet therapeutic needs and much more! In addition, this fund can be used, under limited circumstances, to meet designated site operating needs.

Education	\$ 7,214.61
Camp	\$ 4,894.00
Lessons	\$ 4,407.14
Medical/Dental	\$ 2,559.07
Recreation	\$ 2,044.84
Personal Care Kits	\$ 907.72
Life Books	\$ 441.90
Other*	\$ 7,502.77
Total	\$29,972.05

Total Requests 188

* includes emergency day care, employment necessities, supplemental clothing, and other unexpected expenses

Please note that all requests were down for the year, especially camp and recreation, due to COVID-19.

Friends of CONCERN

Donor Clubs

We recognize the following donors for their generous support of CONCERN during the past fiscal year (July 1, 2019 - June 30, 2020). Now, and in the future, these contributions give CONCERN the means to provide better service to abused and neglected children and to families in need.

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ANITA Trinket • B & S Auto Body Service, Inc. • Baker Tilly Virchow Krause, LLP • Becky's Curl Up 'N Dye • BJs Warehouse Club • Blue Marsh Insurance Agency, Inc. • Body Zone • Cookies by Design • The Crayola Factory • Cross Keys Insurance • Dandelion • Delta Zeta Berks Alumnae Chapter • Kevin & Kris Dibler • Dieffenbach's Potato Chips • Dutch Apple Dinner Theatre • Dutch Wonderland • Esbenshades Garden Centers • Fraser Advanced Info. Systems • Goggle Works Center for the Arts • Grim's Greenhouses & Farm Market • Klinger's of Fleetwood • Kuhnsville Car Wash • Lake Tobias Wildlife Park • Landis Valley Museum • M & M Mechanical, LLC • Mamas Pizza • Massimo's • Mimmo's Restaurant & Pizzeria • Mission Barbecue • Mr. & Mrs. Robert Monath • Cindy O'Neil • PC Works Plus • Peter Brothers Meats • Philadelphia Museum of Art • Reading Public Museum • Ruby Heart Crafts • The Salt Lounge • Stacey Smith • Shady Maple Smorgasbord • Art & Hope Silverman • Sweet Street • Tracey's Flowers LLC • Unique Pretzels • United Artist Salon & Spa • US Express Printing • V & S Sandwich Shop • The Works at Wyomissing, LLC • Yocco's • Yocum Institute of Fine Arts

2020 Spring Bingo Sponsors

Arthur J. Gallagher & Co. • B & S Auto Body Service, Inc. • Berks Fire and Water Restoration • Blue Marsh Insurance Agency, Inc. • Cross Keys Insurance • Dandelion Jewelry • Delta Zeta Berks Alumnae Chapter • Dutch Wonderland Family Entertainment Complex • Esbenshades Garden Centers • Glick's Greenhouse • Goggle Works Center for the Arts • Grim's Greenhouses & Farm Market • Lake Tobias Wildlife Park • Landis Valley Village & Farm Museum • Levan Machine & Truck Equipment • M & M Mechanical, LLC • Philadelphia Museum of Art • Reading Public Museum • Salon Lora • United Artist Salon & Spa • V & S Sandwich Shop • Mr. Richard Henry & Dr. Sandra Weidner • Woman's Club Of Kutztown • The Works at Wyomissing, LLC • Yocum Institute of Fine Arts

The above donors gave to this event. The event was canceled due to COVID 19, but the items will be used at a future Bingo.



Those who remember others as they remember our children in care.

In Memory of

Perry Ashman
Patty Davis
Lori Dunkle
Diana Fogel
Troy Hillegass
David Jay
Barb Lattemann
George McGuinness
Toni Stewart
John and Lynne Tibbetts



CONCERN 4 Kids Legacy Society

The CONCERN 4 Kids Legacy Society is to honor and recognize those individuals who plan on making generous life gifts to CONCERN.

The most significant benefit of being a member of the CONCERN 4 Kids Legacy Society is you have the opportunity to make not only a difference in the lives of children now, but also in the future.

To learn more about the CONCERN 4 Kids Legacy Society, contact the Fundraising & Marketing Department at CONCERN's Corporate Office.

G. Thompson Bell, III
Mr. & Mrs. Wilbur Diefenderfer, Jr.
John F. Dreibelbis
Amy Folk
Jim & Beth Gdowik
Kelly Golden

Glenn & JoAnn Hillegass
Mike Korenich
Bob & Marilyn Monath
Rosemary McGuinness
Art & Hope Silverman
Nancy Weikert & Jack Tibbetts

Planned Giving

Planned Giving programs are designed to give individuals the opportunity to make a gift that will create a legacy for themselves, while at the same time allow a charitable organization to continue its mission for many years to come. Since planned gifts are given from a donor's life assets rather than through earned income, they require "planning" and are often transmitted to a nonprofit organization through a legal instrument such as a will or trust.

All of the following planned giving vehicles can have significant income tax implications. Please note CONCERN is not engaged in rendering legal or tax advisory service. For advice and assistance in specific cases, services of an attorney, accountant or other professional advisors should be obtained.

Bequests

A bequest for the benefit of CONCERN may be included in the body of your will, or through a codicil (an amendment to your will), or your revocable living trust. Please use CONCERN's legal name of "CONCERN – Professional Services for Children, Youth, and Families" when naming CONCERN as a beneficiary. You also may designate how your bequest should be used.

Gifts of Life Insurance

For those of even modest means, gifts of life insurance policies are a way to make a substantial legacy gift to CONCERN. Gifts of life insurance can be made naming CONCERN as the irrevocable owner of the policy. This option can literally cost "pennies on the dollar" and provide a significant donation to CONCERN, while allowing a donor to make a substantially larger charitable gift than would otherwise be possible.

Gifts of Retirement Plans

Using retirement plans such as IRAs and 401(k) and 403(b) accounts can provide a meaningful and lasting gift to CONCERN. Due to the potentially harsh estate and income tax treatment of retirement plan benefits, the cost of using retirement plan accounts as a gifting vehicle can be lower than using other types of property.

Gifts of Appreciated Securities

Stocks or shares in a mutual fund are donated to CONCERN through our designated brokerage account. Gifts of appreciated securities to CONCERN are usually more advantageous than giving cash. If a donor gives appreciated securities held longer than one year, the donor can deduct their full market value regardless of what the donor originally paid for them, assuming the donor itemizes on their tax return.

Outright Gifts of Tangible Personal Property

Tangible personal property is broadly defined in the tax code as any property, other than land or buildings, which can be seen or touched. Examples include works of art, antiques and collections such as stamps, coins, sports memorabilia, etc. This gifting option is often best for those where these possessions are no longer intended for their use or have become a burden to maintain or insure.

Gifts of Real Estate

Real estate including commercial or residential property, rental or vacation properties, farmland, or undeveloped land can reap significant tax benefits by making planned gifts. First the donor identifies real property to be donated, then CONCERN evaluates the property to determine if it falls within its Gift Acceptance Policy, and finally the donor has the property appraised to establish its fair market value.

Life Income Gifts

Life income gifts, or gifts that permit a donor to retain a benefit, can include a charitable gift annuity, charitable remainder trust, charitable remainder annuity trust, pooled income fund, and charitable lead trust. The benefits can include income payments for your life and the life of your spouse (or someone else), should you choose. Due to the complexity of these planned giving vehicles, it is recommended that you consult with the services of an attorney, accountant, or other professional advisors.

For more information about these gift options or any of CONCERN's other fundraising activities, please contact the Fundraising & Marketing Department at 610-944-0445 or 800-562-1427 or fundraising@concern4kids.org.

CONCERN SERVICE SITES

Foster Care, Adoption/Permanency, and Community Based Services

Greater Berks

One West Main Street
Fleetwood PA 19522-1350
(610) 944-0445
Fax (610) 944-1195

Southeast

49 Easton Road, Suite 204
Willow Grove PA 19090-3201
(800) 562-1427
Fax (267) 818-6671

Lehigh Valley

90 South Commerce Way, Suite 300
Bethlehem PA 18017-8611
(610) 691-8401
Fax (610) 691-0647

Susquehanna Valley

60 North Eighth Street
Lewisburg PA 17837-1446
(570) 523-1297
Fax (570) 524-4752

Northeast

100 N. Wilkes Barre Blvd., Ste. 212
Wilkes Barre PA 18702-5231
(570) 800-2332
Fax (570) 718-0429

Towanda

319 Main Street
Towanda PA 18848-1805
(570) 268-3073
Fax (570) 268-3080

Wellsboro

62 Plaza Lane
Wellsboro PA 16901-1766
(570) 724-7142
Fax (570) 724-6771

Maryland

10003 Derekwood Lane, Suite 200
Lanham MD 20706-6314
(301) 429-2370
Fax (301) 429-2374

Residential Services

CONCERN Treatment Unit for Boys - Coatesville Campus

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

Behavioral Health Services

Greater Berks

22-24 North Franklin Street
Fleetwood PA 19522-1350
(610) 944-0445
Fax (610) 944-1196

Mansfield

63 Third Street
Mansfield PA 16933-1262
(570) 662-7600
Fax (570) 662-7726

Lehigh Valley

90 South Commerce Way, Suite 300
Bethlehem PA 18017-8611
(610) 691-8401
Fax (610) 691-0647

Susquehanna Valley

60 North Eighth Street
Lewisburg PA 17837-1446
(570) 523-1297
Fax (570) 524-4752

Lehighton

560 Country Club Road
Lehighton PA 18235-9740
(570) 386-2990
Fax (570) 386-5125

Towanda

319 Main Street
Towanda PA 18848-1805
(570) 268-3073
Fax (570) 268-3080

Wellsboro

62 Plaza Lane
Wellsboro PA 16901-1766
(570) 724-7142
Fax (570) 724-6771

Wyomissing

1120-C Hobart Avenue
Wyomissing PA 19610-2063
(610) 371-8035
Fax (610) 685-2679

Corporate Office • One West Main Street • Fleetwood PA 19522-1350
(610) 944-0445 • Fax (610) 944-8834 • www.concern4kids.org



Meet the Broadhurst Family

Faith and helping others have played a prominent role in the lives of Karen and Preston Broadhurst, with each pursuing their passion – Preston in pastoral studies and Karen in education.

Karen and Preston knew early on in their relationship that their hearts were for fostering and/or adopting children. They wanted to make a difference one life at a time.

Soon after they were married, they called CONCERN to inquire about becoming foster parents. Nearly 20 years later, Karen and Preston's family has grown to include three biological children and three adopted children, while also fostering a total of 16 children.

Karen and Preston's lives can be summed up in one of their favorite inspirational quotes by Christian author Max Lucado, "You no longer have yesterday. You do not yet have tomorrow. You have only today. This is the day the Lord has made. Live in it."