

Hope. Opportunity. Change



Yesterday. Today. Tomorrow.

2017 - 2018 Annual Report



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 17,000 children and youth in placement services, including assisting with the placement of nearly 2,000 children into adoptive families, and has served more than 35,000 individuals through a continuum of behavioral health services.

Each year, CONCERN's foster care programs meet the daily living needs of more than 600 children in out-of-home foster care placements; adoption and permanency services assist nearly 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 nearly 5,500 individuals.



Mission Statement

CONCERN brings hope, offers opportunity, and inspires change.

Vision Statement

To encourage growth and promote positive healthy lives!

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.

CONCERN Governance

Board of Directors

G. Thompson Bell, III, Attorney and Shareholder, Stevens & Lee, P.C.
Christopher J. Bigos, Vice President of Commercial Real Estate, Fulton Bank
William C. Cooperman, Administrator (Retired), Brandywine School District
Glenn J. Hillegass, Executive Director (Retired), CONCERN
George M. Kovarie, MSW, Executive Director (Retired), Berks County Children and Youth Services
Jon L. Kunkle, Vice President and Chief Financial Officer, Kaiser Foundation HealthPlan - Mid-Atlantic States
Stefanie E. Nester, CPA, Controller, Lehigh Carbon Community College
Paula M. Plageman, D.Ed., LPC, NCC, Coordinator of Academic Advising, Penn State University, Berks Campus
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 serves without compensation.

Maryland Advisory Board

Richard Brown, Regional Director (Retired), CONCERN
Beverly Goldstein, Caseworker (Retired), CONCERN
Kim Whetstone-Wilson, Pharmaceutical Sales Representative, TEVA

Fund Development Committee

Beth Gdowik, Strategic Account Executive/Preferred Accounts, Dell, Inc.
Boyd A. Kreglow, CPA, Chief Operating Officer and Chief Financial Officer, Blaschak Coal Corp.
Michael Korenich, Director of Administration (Retired), CONCERN
Marilyn M. Monath, Fundraising Specialist (Retired), CONCERN
Stefanie E. Nester, CPA, Controller, Lehigh Carbon Community College
Arthur Silverman, Director of Fundraising & Marketing, CONCERN
Nancy W. Weikert, MSW, ACSW, Associate Executive Director (Retired), CONCERN

Messages



Paula M. Plageman

From the Board Chair

As I complete my first year of a two-year term as Chair of CONCERN's Board of Directors, I look back at the tremendous strides the agency has taken during the past year.

This was the year that our strategic plan, conceived toward the end of the previous fiscal year, was realizing many of its goals and objectives. This was a remarkably broad plan in its scope with six categories – Organization Design, Technology, Programs, Marketing/Branding, Financial, and Fundraising – each no more important than another.

In all, there were 44 ambitious goals to be accomplished through the two-year plan. During the past year, an astonishing 23 of these goals were completed with the remaining goals having made significant progress. This is a great testament to the leadership of our President/CEO Gordon May and his team.

Among the completed goals was the creation of a Communication Plan for better internal communication; the implementation of a Human Resources Management System to ensure better management of human resources, business processes, and data; the purchase of the Relias Learning Management System, a vast online library of child welfare, behavioral health, community based, and leadership trainings to provide CONCERN professional staff with the training opportunities to meet the varied needs of the clients we serve; building our compliance/quality assurance program and committee; and utilizing technology to increase efficiency, and productivity, and to reduce costs with examples being the utilization of Skype for Business and enhancing and expanding our uses for our Credible Behavioral Health Software.

While many more examples can be cited, this impressive list illustrates the time and commitment spent to make CONCERN a more efficient, cutting-edge organization dedicated to our mission and growth. The completion of these goals takes on additional significance as we celebrate our 40th anniversary and the overall goal of continuous quality improvement to those in need of our services.

And those in need of our services reached an all-time high of 6,705 during the past year as we provided services to 491 youth in our foster care programs, 114 through residential services, 407 through adoption related services, 139 families and/or individual clients through our community based programs, and 5,554 individuals served through our behavioral health programs.

On behalf of my fellow Board members, I wish to thank the dedicated and talented staff and foster parents for their tireless commitment and another year of success in advancing our vision "To encourage growth and promote positive healthy lives"!

From the President/CEO

Beloved children's author Dr. Seuss once said, "Sometimes you will never know the value of a moment until it becomes a memory." In the moment, we tend to take things for granted and sometimes we fail to realize the importance of that moment. However, as time passes, these collective moments are remembered and become precious and significant.



Gordon H. May

As CONCERN celebrates its 40th anniversary this year, it is not simply about the passage of time, but rather about the recollection of precious moments and the people we value. After all, how can a human services organization not be defined by the people and the lives that have been affected and changed?

In our 40 years, of service to communities throughout eastern and northcentral Pennsylvania and southern Maryland, these affected and changed lives have totaled more than 17,000 children and youth in placement services, including assisting with the placement of nearly 2,000 children into adoptive families, as well as serving over 35,000 individuals through our behavioral health programs.

CONCERN was founded by a small group of dedicated child welfare professionals who simply had a concern for children – hence the name CONCERN. These individuals believed that children placed into out-of-home care should live in a traditional family setting in the community, rather than in a residential or institutional setting.

One of CONCERN's founders and current Board member, Nancy Weikert, has often stated, "We believed all kids could benefit from being in a family with highly trained treatment foster parents." This goal resulted in CONCERN becoming a pioneer in treatment foster care.

CONCERN has not just been a pioneer of treatment foster, but has continued to be progressive in new programming to meet the continued needs in the communities we serve.

Today, CONCERN is a thriving multi-service human services organization dedicated to providing child welfare, juvenile justice, and behavioral health services to children and their families by offering a growing array of foster care, adoption and permanency, community based, behavioral health, and residential programs.

In 2002, CONCERN introduced a new logo that included the tagline "Hope. Opportunity. Change". This tagline is as important today as it was when it was adopted and has become so much of the fabric of the organization that it was incorporated into a recently adopted mission statement 'CONCERN brings hope, offers opportunity, and inspires change'.

So as CONCERN celebrates 40 years of service to children, youth, and families, the past is recalled with memories and satisfaction, the present is a cause for celebration, and as the needs remain, our commitment to the future will be unwavering.

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 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, vocational, educational and independence issues.

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 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 included Visit Coaching, Supervised Visitation, Casework Counseling, Parenting Education, and Intensive Family Reunification services. 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.



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 • Centre • Chester • Clinton • Columbia • Cumberland • Dauphin • Delaware • Juniata • Lackawanna • Lancaster • Lebanon • Lehigh • Luzerne • Monroe • Montgomery • Montour • Northampton • Northumberland • Perry • Philadelphia • Schuylkill • Snyder • Tioga • Union • Wayne • Wyoming • York

Offices of Mental Health/Developmental Disabilities (Pennsylvania)

Service Access Management

County Offices of Juvenile Probation (Pennsylvania)

Berks • Bucks • Carbon • Chester • Cumberland • Dauphin • Delaware • Lackawanna • Lancaster • Lehigh • Montgomery • Montour • Schuylkill • York

Maryland Department of Human Resources

Baltimore County • Calvert County • Charles County • Howard County • Montgomery County • Prince George's County • Worcester County

Community Connections

Chambers of Commerce

Greater Carbondale • Eastern Montgomery (PA) • Greater Susquehanna • Mansfield • Northeast Berks • Wellsboro

Financial, Consulting & Insurance Services

Arthur J. Gallagher & Co., Baker Tilly • Brown & Brown • Fulton Financial Corporation • Mosteller & Associates • Wells Fargo Bank and Wells Fargo Retirement Services

Legal Services

Stevens & Lee LLP

Membership Organizations

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 • Interagency Council of Monroe County • Lackawanna County Center for Family Engagement • Lackawanna County Interagency Council • Lehigh Valley Business Groups • Luzerne County Interagency Council • Maryland Association of Resources for Family and Youth • National Council for Behavioral Health • National Partnership for Juvenile Services • Open Minds • 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 • Pike County Interagency Council • Society for Human Resource Management • Tioga County Partnership for Community Health • Wyoming County Interagency Council

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.

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.

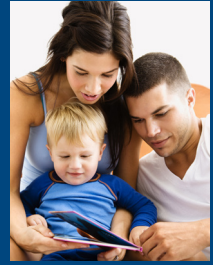
Supervised Visitation Services allows parents in high conflict or high risk situations access to their children in a safe and supervised setting. These services are used to protect children who are in out of home placement from potentially physically or emotionally harmful situations while allowing parental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

Residential Services

CONCERN Treatment Unit for Boys (CTUB) are staff-secure, residential facilities 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.

**“CONCERN was
and still is about
the kids. They
stand behind
you with their
team approach.
CONCERN is
family.”**

Foster Parent



**“CONCERN was
my last chance
and it made all
the difference.”**

Former CTUB resident



**“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 also some examples of services that CONCERN's EAP offer.

Outpatient Services are 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.

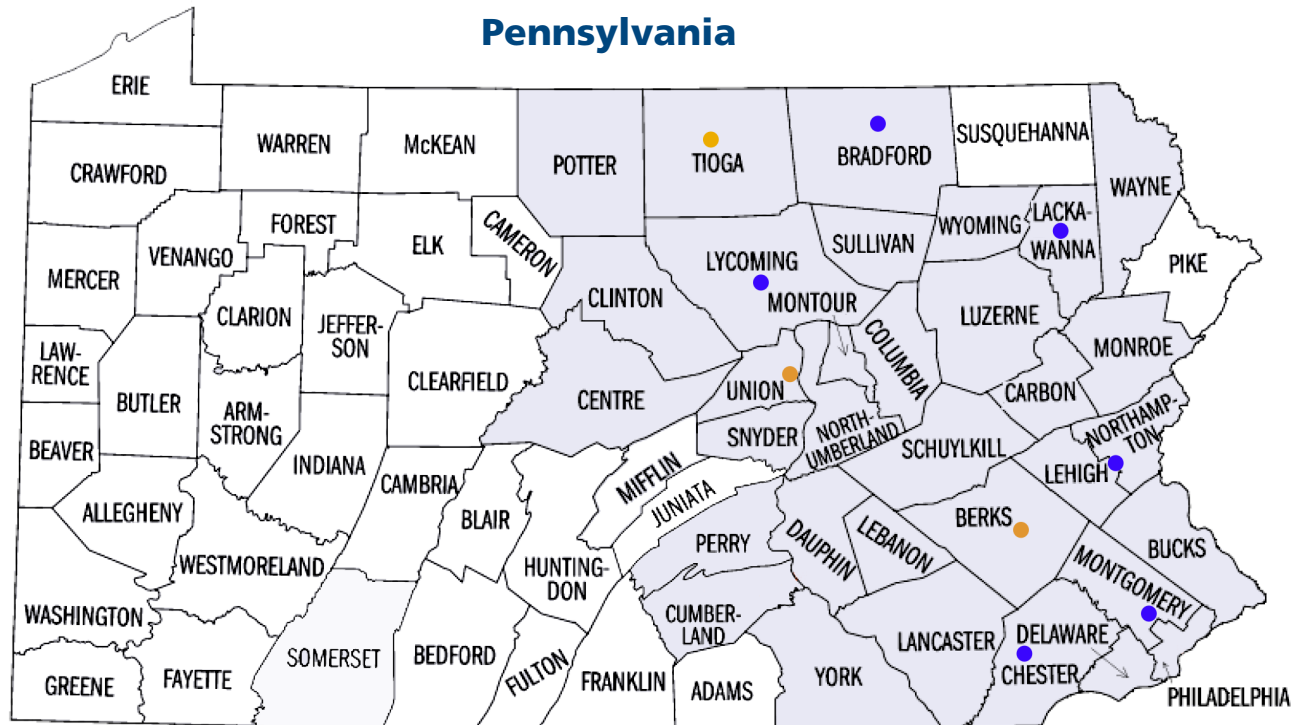
Behavioral Health Rehabilitation Service (BHRS) is an individualized, strengths-based approach to the treatment of children and youth with the goal of maintaining the child/adolescent in the home, school, and community. Services may include psychological evaluations, behavioral specialist consultation, 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.

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 provided to clients in situations where they would benefit from face to face community support. 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.

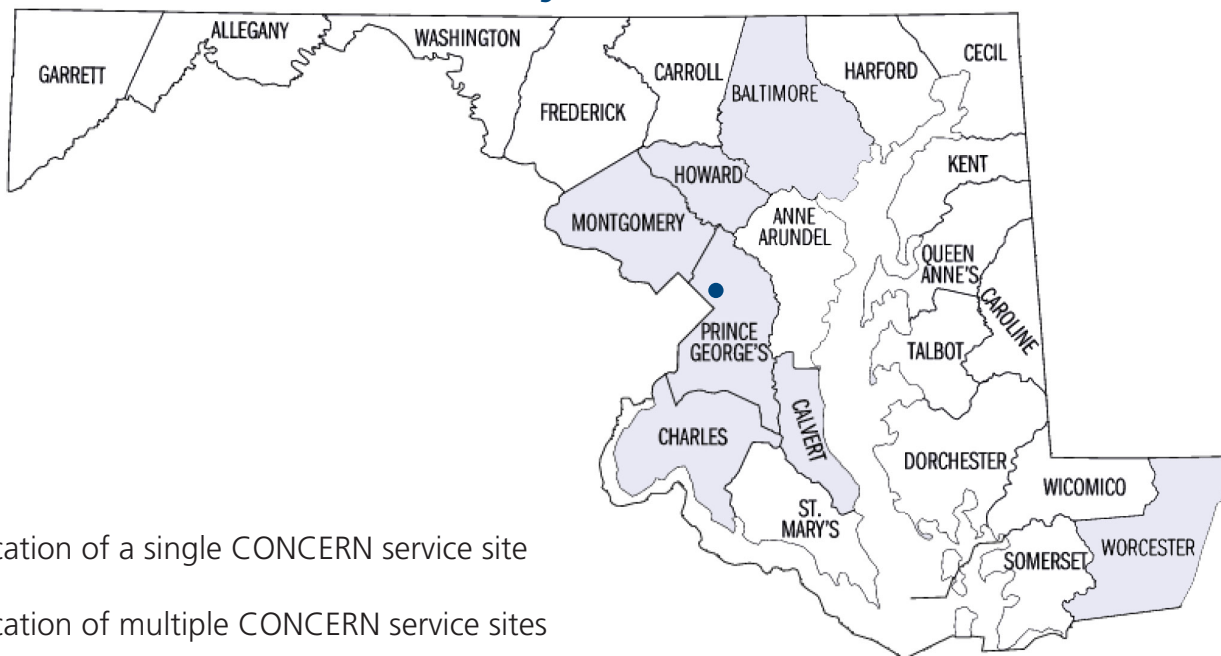
Family Based Mental Health Services (FBMH) are intensive, team-delivered services provided in the home and community and designed to integrate mental health treatment, family support services, and case management. The goal of FBMH treatment is to help children and adolescents with a serious mental illness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

Geographic Scope



Maryland



● Location of a single CONCERN service site

● Location of multiple CONCERN service sites

■ Counties from where placements were received during the fiscal year as well as residence of CONCERN foster parents

Programs by Location

Foster Care & Adoption/Permanency Services

| | Bethlehem | Eynon | Fleetwood | Lewisburg | Wellsboro | Willow Grove | Lanham, MD |
|--------------------------------------|-----------|-------|-----------|-----------|-----------|--------------|------------|
| Intensive | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Intermediate | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Medical | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mother/Baby | ✓ | | ✓ | | | | ✓ |
| Foster Adopt/Adoption | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Community Residential Rehabilitation | ✓ | | ✓ | | | | |

Community Based Services

| | Bethlehem | Eynon | Fleetwood | Lewisburg | Wellsboro | 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 | Lehighton |
|---------------------------------|-------------|-----------|
| CONCERN Treatment Unit for Boys | ✓ | ✓ |

CONCERN Behavioral Health Services Eastern Region

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

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 | ✓ | | ✓ | ✓ |
| Crisis Intervention | | ✓ | ✓ | |
| Telepsychiatry | | ✓ | ✓ | |
| Family Based Mental Health | ✓ | | ✓ | ✓ |
| Child-Adolescent Partial Hospitalization | | | | ✓ |

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.

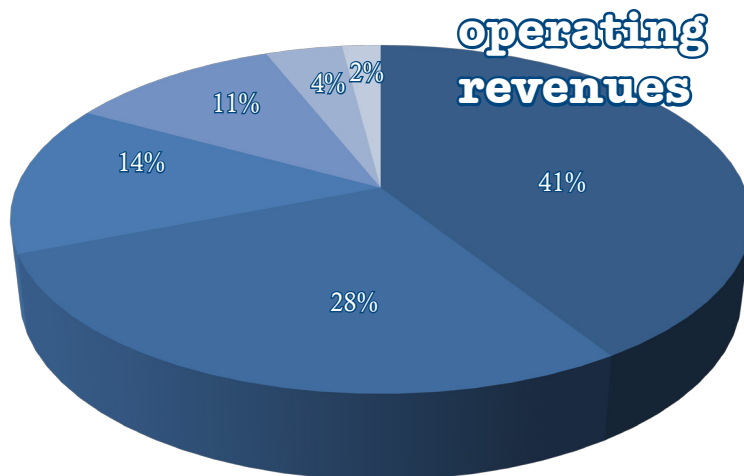
Economic Impact

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.

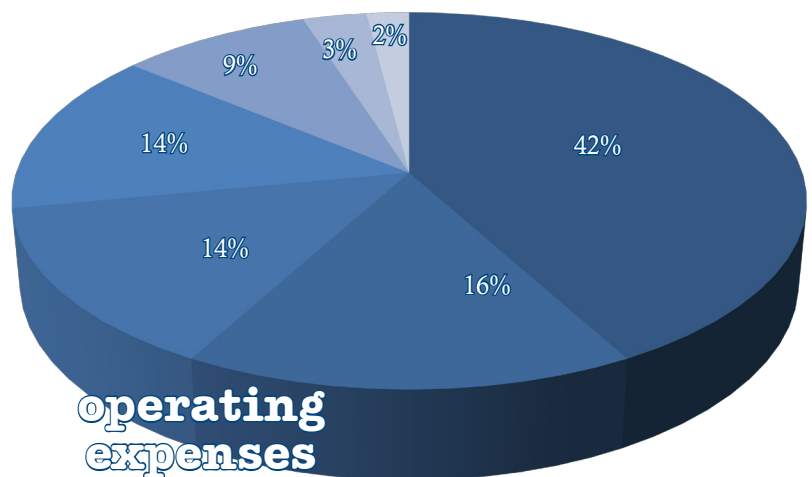
Financials



| | |
|--|-----|
| Behavioral Health Services | 41% |
| Pennsylvania Children and Youth Services | 28% |
| Residential Services | 14% |
| Maryland | 11% |
| Statewide Adoption Network | 4% |
| Community Based | 2% |

Fiscal Year 2017-2018 Days of Care

| | |
|---|----------------|
| Intensive Foster Care (PA) | 24,709 |
| Medical Foster Care (PA) | 22,316 |
| CONCERN Treatment Unit for Boys (PA) | 15,241 |
| Treatment Foster Care (MD) | 15,018 |
| Traditional Foster Care (PA) | 13,156 |
| Intermediate Foster Care (PA) | 12,116 |
| Mother/Baby (MD) | 2,432 |
| Community Residential Rehabilitation (PA) | 823 |
| Mother/Baby (PA) | 649 |
| Traditional Foster Care (MD) | 435 |
| Emergency Foster Care (PA) | 102 |
| Medically Fragile (MD) | 49 |
| Total | 107,046 |



| | |
|---------------------------------------|-----|
| Behavioral Health Services | 42% |
| Pennsylvania Foster Care | 16% |
| Residential Services | 14% |
| Administrative Services | 14% |
| State of Maryland | 9% |
| Statewide Adoption Network | 3% |
| Pennsylvania Community Based Programs | 2% |

The Road to

1978 - CONCERN - Professional Services for Children and Youth begins providing foster care services with three foster families and eight children in care in Fleetwood, PA (Berks County). CONCERN derives its name as a group of dedicated child welfare professionals had a “concern” for children.

1980 - Adoption and Permanency Services is initiated.

1981 - CONCERN expands its foster care service area outside of Berks County with the opening of its first regional site. The Special Needs Fund is created to enhance the quality of lives of the children in care.

1983 - CONCERN Treatment Unit for Boys (CTUB) begins operation with a grant from the Pennsylvania Commission on Crime and Delinquency.

1984 - The 1,000th child is admitted into placement.

The First Decade

1978 - 1987

The Second Decade

1988 - 1997

1988 - CONCERN Behavioral Health Services becomes licensed as a provider of outpatient mental health services by the state of Pennsylvania.

1991 - Our name is changed to CONCERN - Professional Services for Children, Youth, and Families to reflect our continued work with families. Participatory Management Process is established to encourage staff and foster parents to contribute ideas toward identifying and setting organizational goals.

1994 - Strategic Planning process is formalized.

2019 and Beyond - T

o 40 Years

1999 - The STAR (Supporting Teens After Release) Fund is initiated to provide assistance to young adults as they “age-out” of the child welfare system.

2002 - New (present) logo and tagline introduced.

2004 - The 10,000th child is admitted into placement.

2005 - CONCERN Behavioral Health Services expands its service area outside of Berks County. The CONCERN Fund is started providing discretionary funding to meet new program initiatives, capacity building and physical infrastructure needs.

The Third Decade

1998 - 2008

The Fourth Decade

2009 - 2018

2011 - The SHARE Fund begins to meet site specific needs.

2014 - A variety of Community Based programs are initiated providing reunification and visitation services to families identified by local Children and Youth agencies.

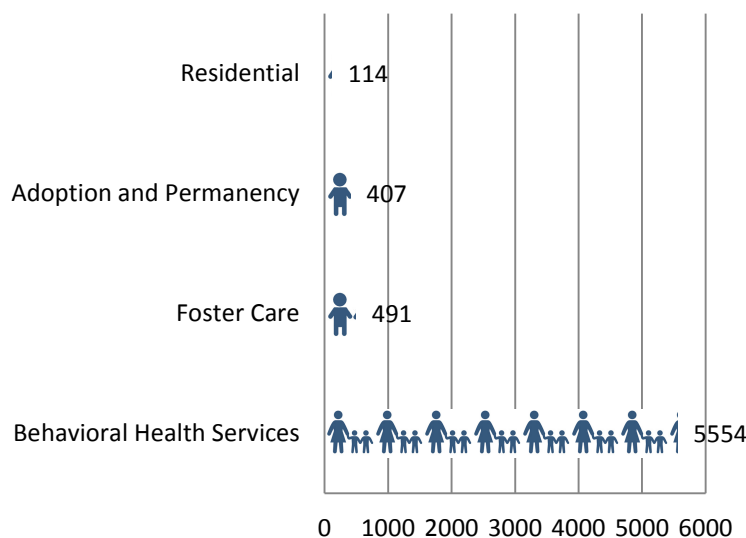
2017 - The 15,000th child is admitted into placement. New Mission and Vision Statements are created.

the journey continues!

By the Numbers

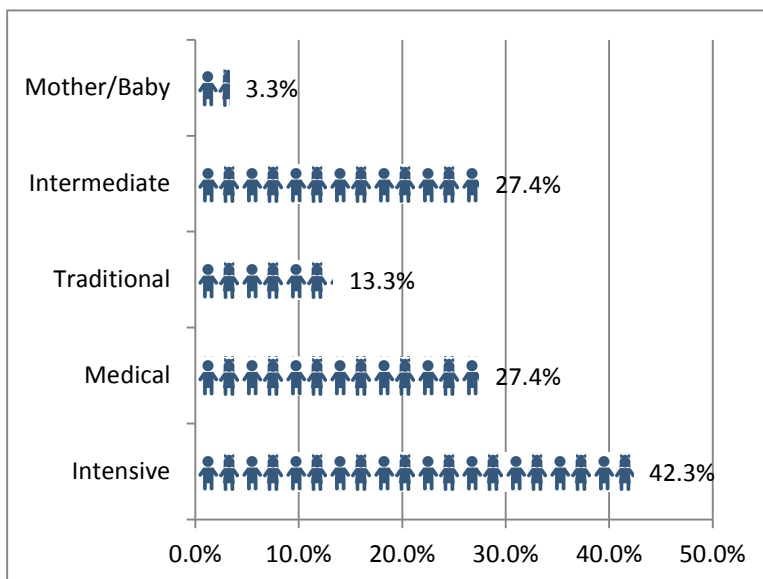
Individuals Served by Program

6,566 individuals served through these programs.



Foster Care Placements by Program

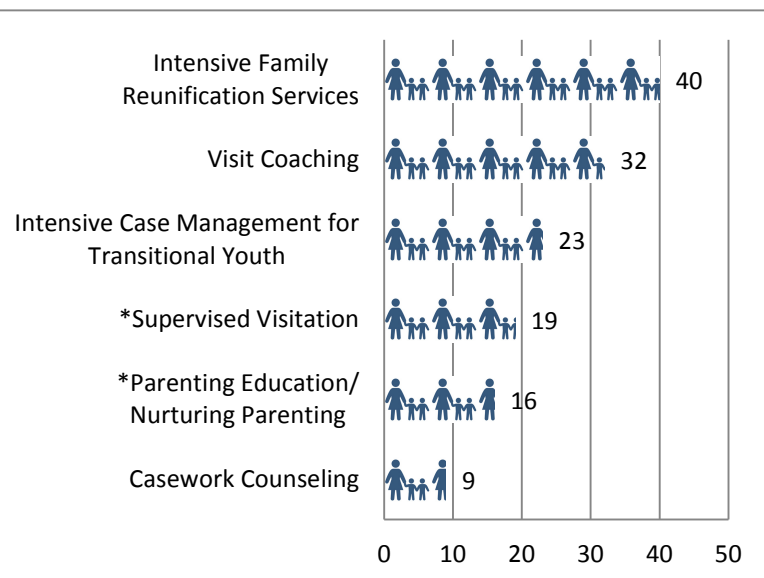
491 children and youth were placed into various foster care programs.



Individuals/Families Served through Community Based Programs

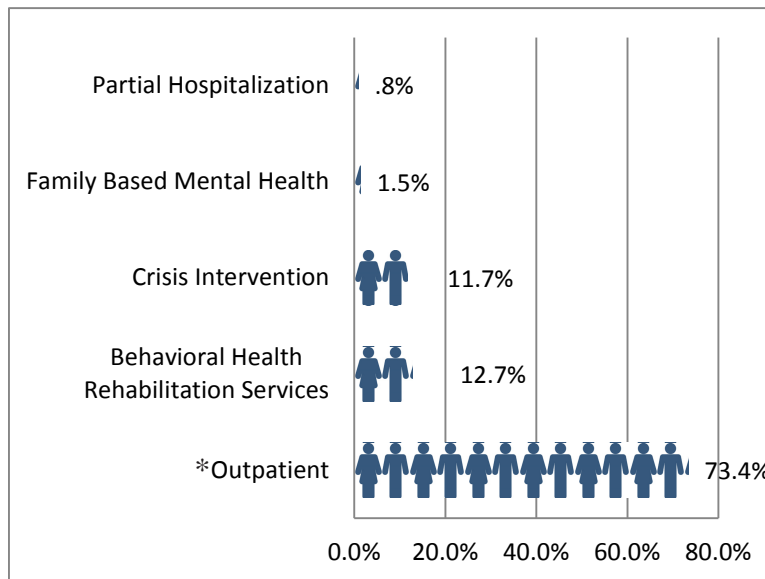
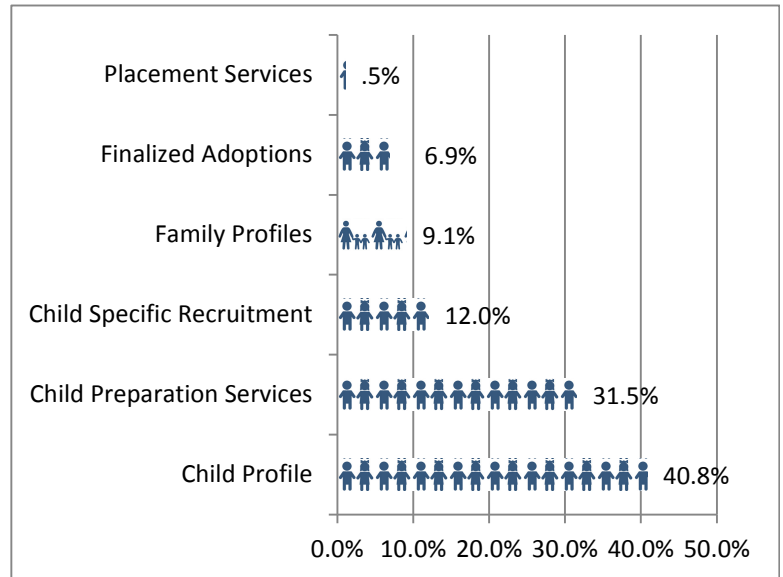
139 children/families served through these programs.

*services that comprise In-Home Services.



Adoption and Permanency Services Provided

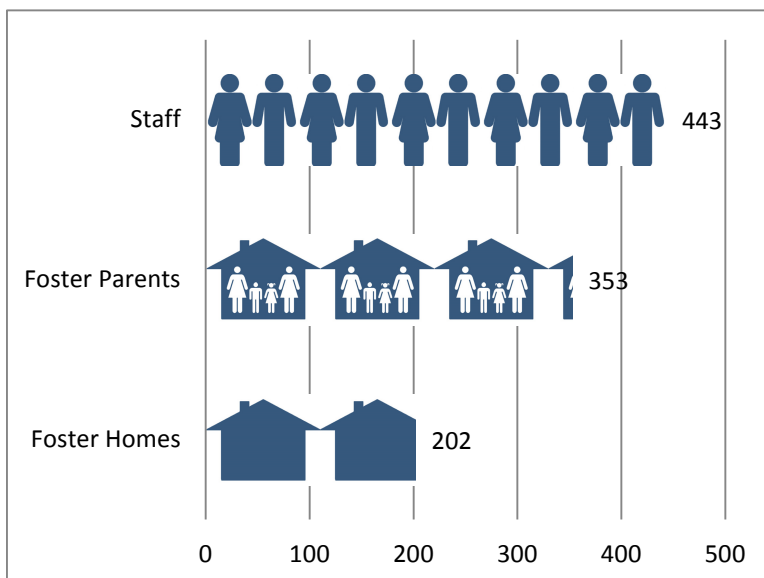
407 children looking for their “forever family” were assisted by CONCERN



Behavioral Health Services by Program

5,554 individuals utilized CONCERN's Behavioral Health Services

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



Human Resources

CONCERN News

The following is a sampling of highlights from the past year.

Client Nominated for Youth Achievement

Placing a high value on education may ensure a better future; it can also ensure community-wide recognition as well. This was the case when Boris H., a client from CONCERN's Maryland Regional Office, was nominated for the MARFY Youth Achievement Award.

The Maryland Association of Resources for Families and Youth, or simply MARFY, an organization dedicated to improving the quality of life for Maryland's at-risk children, youth, and families, hosts a yearly awards banquet dedicated to recognizing foster children and their families.

Maryland Supervisor Dana Fay nominated Boris for this award recognizing his resilience over the past year and his commitment to his education and future. This was especially evident as Boris smoothly transitioned high schools prior to his senior year. Meeting new people and making new friends is never easy, but Boris' dedication and maturity served him well as he maintained his grades, made friends, and made the school's varsity soccer team.

Having long considered college a personal goal, Boris decided to get a head start by attending a half-day program at the Thomas Edison High School of Technology, taking courses in Architecture Design.

On June 7, Boris took the first step into adulthood as he accepted his high school diploma with his biological and foster parents in attendance. He followed that step with another by beginning college on August 28 at St. Mary's College of Maryland to pursue his academic ambitions.

Boris' academic achievements and his pursuit of higher education also earned him a CONCERN STAR Fund award that will be used as he continues his educational pursuits.

In Pursuit of Continued Quality

In this fast paced, ever-evolving human services field, the ability to have access to data and reportable outcomes is becoming increasingly important. This is why CONCERN Behavioral Health Services has embarked on utilizing the Child and Adolescent Needs and Strengths (CANS) Comprehensive Assessment.

This assessment tool is a multi- purpose tool developed to support care planning and level of care decision-making, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services.

The CANS is easy to learn and use, which tends to result in more meaningful experiences for the child/youth, for his or her family, and for all involved. The CANS also allows for quick yet functional assessment of the child's needs, strengths and functioning level and is an optimal tool to use within our diverse programming to be able to extract meaningful data.

Additional reasons for utilizing the CANS includes the inevitable shift toward pay for performance and improved quality of services; having access to clinical data that will allow our clinical teams to guide and inform treatment; to have the ability to manage program performance at all levels; and to be able to market our programs using data outcomes.

Focus on Our Families - The Tumlins

Shirley Tumlin loved being a part of a large family, as she had grown up in one. She and her husband Melvin, having no children of their own, decided to open their home and their hearts and focus their attention and love parenting to as many disadvantaged children as possible.

These are children who needed not just shelter and three meals a day, but a home with parents who could provide an environment that was loving, structured, and supportive – a home that the Tumlins have provided for the past 36 years.

Coming from a very large family and having a naturally giving and generous nature, becoming a foster parent was an easy decision for Shirley and coming to CONCERN was also an easy decision. After stints at other agencies, Shirley and Melvin joined CONCERN's Maryland Regional Office in November 2005 and have since become part of the fabric of that office.

Since becoming foster parents, they have fostered more than 100 children. As Shirley likes to say, "We have simply lost count." At CONCERN, Shirley and Melvin have fostered 59 children and youth.

They have predominately fostered girls with about two-thirds through the office's Emotionally Disturbed (Treatment Foster Care Program) and the remaining clients through the Mother/Infant Program.

Shirley states, without hesitation, that they have "because of the awesome people."

According to Teeda Jagne, Assistant Administrator in the Maryland Regional Office, "The Tumlins have worked with a number of our most challenging teenagers, especially the mother/baby population. They have a different style of parenting, setting limits and boundaries by talking to the children and acknowledging their feelings."

Teeda goes on by stating, "The Tumlins nurture children from every cultural/religious background and are sensitive to children's spiritual needs. They respect each client's religious beliefs and values and are always open to learning new information."

The Tumlins don't just take extraordinary care of the children placed in their home. They are also always available to provide respite for other foster parents and take children in their home at all hours of the day and night.



Melvin & Shirley Tumlin

CONCERN Treatment Unit for Boys Reaches Milestone

CONCERN Treatment Unit for Boys (CTUB) Lehighton and Coatesville Campuses combined recently placed its 2,000th resident.

This milestone is a testament not only to longevity, but to the dedication of staff and the overall program that is offered to at-risk adolescent males.

With start-up grant dollars available and the belief that private providers like CONCERN could operate group homes for delinquent boys more efficiently and cost effectively than the state, CONCERN decided to pursue this program. So in 1983, with the assistance of a grant from the Pennsylvania Commission on Crime and Delinquency, CONCERN opened their first CTUB in Lehighton (Carbon County, PA).

The success of the program, as well as additional available grant dollars and the need for these services in southeastern Pennsylvania, led to the opening of our Coatesville Campus (Chester County, PA) in 1988.

Fund Development

Special Needs Fund

Initiated in 1981, the Special Needs Fund is used to enhance the quality of life of children 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 do not fit into the other categories. In addition, the Special Needs Fund provides for personal care kits and Lifebooks when clients enter into care.

| | |
|---------------------|-------------|
| Camp | \$12,833.00 |
| Education | \$ 9,706.54 |
| Recreation | \$ 7,059.14 |
| Medical/Dental | \$ 6,563.01 |
| Lessons | \$ 5,419.73 |
| Lifebooks | \$ 1,352.33 |
| Personal Care Kits* | \$ 0 |
| Other** | \$ 3,113.63 |
| Total | \$46,047.38 |

| | |
|----------------|-----|
| Total Requests | 350 |
|----------------|-----|

* two-year supply purchased previous fiscal year
** includes emergency day care, employment necessities, and supplemental clothing

STAR (Supporting Teens After Release) 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.

SHARE Fund

The SHARE 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 served. 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, to meet therapeutic needs, and much more! In addition, this fund can be used, under limited circumstances, to meet designated site operating needs.

The CONCERN Fund

Initiated in 2005, The CONCERN Fund is a discretionary fund giving CONCERN the flexibility to meet the rapidly changing needs we encounter now 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 and technology needs.

Friends of CONCERN

All proceeds from CONCERN's fundraising initiatives are placed into the Special Needs Fund, the STAR Fund, and/or the CONCERN Fund. For a further description of these funds, please refer to page 20.

2017 Education Series at Alvernia University

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 Ms. Brenda Stitt
 The Stitt Family
 Ms. Jodie Strickler
 Ms. Anja Stuckenberger
 Ms. Karen Stump
 Ms. Lori Suloman
 Surgical Institute of Reading
 Mr. Nick Teada
 Teamsters Central PA
 Ms. Suzanne Templin
 Teresa's Angels, Inc.
 The NeedleWorks Project
 Ms. Beth Thomas & Family
 Tom Sturgis Pretzels
 Ms. Jeni Touhsaent
 Ms. Casey Trexler
 Trinity Lutheran Church
 Mr. & Mrs. Robert Troxel
 Mr. & Mrs. Tim Tumminello
 Dr. & Mrs. James Tzitzouris Jr.
 Ms. Donna Uliasz
 Mr. & Mrs. Ken Underwood
 Ms. Sue Vail
 Ms. Laura VanVeen
 Ms. Megan Vighetti
 Ms. Laura Waetjen
 Ms. Arlene Wagner
 Ms. Holly Wagner
 Wal-Mart #2614
 Ms. Maranda Wampole
 Ms. LuAnn Wanamaker
 Ms. Jill Wargo
 Warrington Woman's Club
 Washington Nationals Baseball
 Club
 Ms. Elizabeth Weadock
 Weaver's Ace Hardware
 Ms. Jean Weidner
 Ms. Vivian Weidner
 Mr. Ryan Weiner
 Mr. & Mrs. Gerald Weinstein and
 Family
 Ms. Jessica Weisman
 Mr. & Mrs. Dan Wendt
 Ms. Diane Werley
 Charles & Rosemarie Werner Jr.
 Ms. Marian Wessner
 Ms. Martha Wessner

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

Jennifer Wheatley
Ms. Kim Whetstone-Wilson
Mr. Thurston Whistler
Ms. Jody Williams
Pastor Tammie Wisniewski
Ms. Melissa Wolf
Ms. Madison Woodward
The Works at Wyomissing, LLC
Ms. Myra Wortmann
Ms. Elaine Wurster
Wyomissing Restaurant & Bakery
Yocco's
Ms. Sally Yokl
Mr. & Mrs. Dave Yourkavitch
Ms. Jen Youse
Ms. Debra Zeigler
Ms. Catherine Zervanos
Mr. & Mrs. Bud Zimmerman
Zion Spies Church

In Memory of

Lori Dunkle
Robert "Pop" Fisher
Diana Fogel
Dolly Funk
Sandy Hobaugh
Andrew Kalata
Barbara Lattemann
George McGuinness
Dr. Nathaniel K. Noyes

In Honor of

Brenda Kalata
Carrie Knebel
Kevin Stichter

We have made every attempt to ensure the accuracy of our donor list. If you discover an error, please accept our apologies and notify us at (610) 944-0445 or fundraising@concern4kids.org so we may correct our records.

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 Development Department at CONCERN's Corporate Office.

G. Thompson Bell, III
John F. Dreibelbis
Amy Folk
Jim & Beth Gdowik
Kelly Golden
Glenn & JoAnn Hillegass
Mike Korenich

Bob & Marilyn Monath
Rosemary McGuinness
Art & Hope Silverman
Kevin Stichter
Nancy Weikert & Jack Tibbets
Jeff & Jane Zettlemoyer

Everyone Can Leave a Legacy Gift – So Can You

Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.”

— John Wesley, *Letters of John Wesley*

Many believe they do not have the income or the assets to make a meaningful planned gift. This is simply not the case. In fact, most planned gifts are made by those without extensive means.

John Wesley is absolutely correct in the above statement because doing “all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can” does not mean you are wealthy, by whatever standard you define wealthy, but give what you can because every bit of charity makes a difference.

The primary factor in planned gifts is the length of the relationship with the organization. Therefore, no matter what a person’s income or assets may be, there is always a gift possibility to move CONCERN into the future, while at the same time helping the thousands of children, youth, and families who will need our help in the future.

Remember – all gifts make a difference and no matter the size of the individual gifts, the total of all gifts adds up to one large gift that can make a tremendous difference.

A prime example is that of John Dreibelbis. For 100 years, Mr. Dreibelbis lived the very words that John Wesley wrote about.

John Dreibelbis by all accounts was a modest and unassuming man. He lived a life dedicated to serving others as a son and husband, as a person with deep faith, as a member of our military having faithfully served during World War II, and as a mold of young minds for more than 40 years as an educator.

Having never strayed too far from his Berks County roots, Mr. Dreibelbis was born in the county, went to school and college in the county, and ultimately worked in the county. John Dreibelbis just didn’t live in Berks County, he was truly part of the community through his volunteerism and generous gifts to many nonprofit organizations.

John Dreibelbis gave of himself and to others during his life and even after his passing. His generous planned gift to CONCERN is a shining example that good deeds can take place long after one has departed from this earth.

Mr. Dreibelbis will be forever remembered by his acts of kindness and generosity to those in need of the services CONCERN has to offer to children, youth, and families.

You, too, can emulate Mr. Dreibelbis because future generations of CONCERN clients need you!



**Miles to Go
... Promises
to Keep...**



**Creating a
lasting
legacy for
CONCERN**



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

829 Scranton-Carbondale Highway
Eynon PA 18403-1020
(570) 876-3800
Fax (570) 876-5726

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

CONCERN Treatment Unit for Boys - Lehighton Campus

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

Behavioral Health Services

Greater Berks

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

Lehigh Valley

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

Mansfield

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

Susquehanna Valley

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

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