

Annual Report

2023-2024



CONCERN

Hope. Opportunity. Change.

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Our Mission

CONCERN brings hope, offers opportunity, and inspires change.



Our Vision

To encourage growth and promote positive healthy lives!

Our 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.

Message from Our President/CEO



As we take a moment to reflect on the past year, we are reminded of the incredible power that comes from coming together as a team. The theme for this year, “Strength in Unity,” speaks to the heart of who we are at CONCERN. When we come together, we have more potential than any of our individual efforts. This year has been one of progress, growth, and overcoming challenges, all thanks to the strength of our community and our shared commitment to serving those in need.

I always encourage staff to focus on their wins and this year we have had some incredible wins that reflect dedication, resilience, focus on best practices, and innovation. Some highlights include:

- **Purchasing a new property in Wellsboro, PA** which will expanding our reach to serve more families and communities.
- **Launching two new programs**, FFT (Functional Family Therapy) and FGDM (Family Group Decision Making), both evidence-based programs designed to create lasting, positive change.
- Our **Rapid Response, Truancy** and Family Finding programs in Luzerne County have made tremendous strides, impacting the lives of those in need.
- We launched a **Respite program in the Lehigh Valley**, giving families much-needed support.
- We implemented a **New CIS system** and **New Accounting System**, streamlining our operations ultimately to serve our clients better.
- **And my favorite: We had #33 adoptions** – that is 33 children now have their forever home.

We have also faced some challenges this past year. Staffing shortages have remained a concern across the sector, and we continue to meet the growing demand for services, especially in Behavioral Health. The waiting list for services continues to be an increasing challenge, but we remain diligent in our hiring practices to bring the clients the best care possible.

Rising healthcare costs also impacted us this year, with a 30% increase. Despite this, we transitioned to a new healthcare product and still maintained **80% satisfaction** in our employee benefits survey. Our employees have a lot of options, and we are dedicated to ensuring that we continue to offer the best possible benefits and support.

Despite hiring challenges, CONCERN still continues to grow with **almost 400 staff**. Because of this growth we are able to open more offices and continue to serve more people

We’ve also seen an increase in rates and ultimately revenue. This growth allows us to face the future with confidence.

None of this would be possible without teamwork and collaboration. We’ve built new partnerships with organizations that share our purpose and goals. This year, we were proud to establish partnerships with Aspire, S&T Bank, Marywood University, and Penn College in Wellsboro just to name a few. We are active in the communities we serve through membership organizations and various associations. These partnerships allow us to continue to grow strong relationships that help us build an even stronger future. As always, we are forever grateful to our generous donors. Without the support of our donors, children in foster care would not be able to attend camps, tutoring, or lessons, people experiencing a mental health crisis would not get the extra support they need, and youth aging out of the system would no longer receive an extra head start. Thank you for being a part of this collective unity.

At CONCERN, our staff is the core of our organization, and we are proud to celebrate the accomplishments of our employees. This year, we recognize the following individuals for their outstanding contributions:

Recognition of Excellence 2024: Amanda Carson

Mary Beth Hughes Lifetime Award 2024: Helene Knapp

Supervisor Employee of the Year 2024: Bambi Harmon

Direct Service Employee of the Year 2024: Kamanie Sahdeo

Administrative Employee of the Year 2024: Gail Machermer

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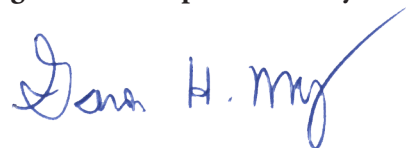
Message from Our President/CEO (Continued from page 3.)

We also want to recognize our incredible interns and the strength of our internship program, which continues to nurture the next generation of professionals dedicated to making a difference.

Our success is built on the collective strength of everyone involved in our mission, from employees to donors to volunteers. This year, we raised nearly **\$200,000** through grants, events, and donations, and received **\$72,000 in-kind contributions**. These funds directly benefit children, youth, and families through programs like foster care, behavioral health, scholarships, and more.

As we move forward, we encourage continued support—whether through donations, referrals, or partnerships. Together, we can continue to build on the strength of our unity and make an even greater impact in the lives of those who need us most.

Thank you all for your hard work, dedication, and unwavering belief in the power of unity. Here's to a bright future, built on strength as we all work together.



President/CEO



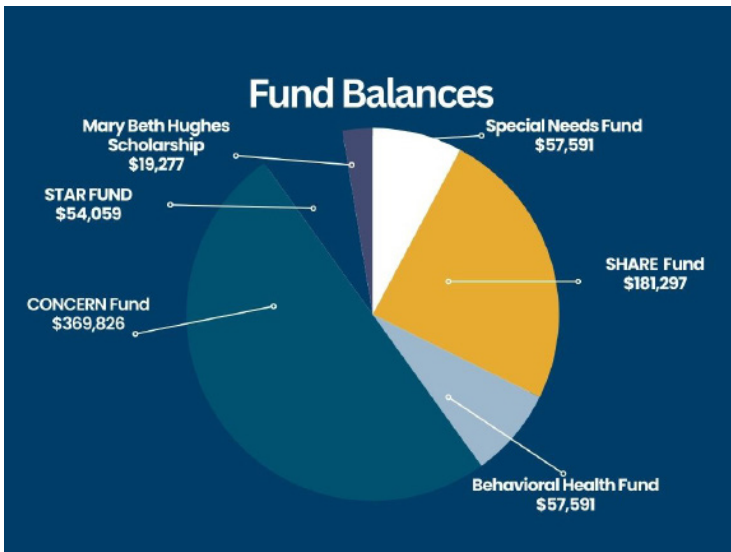
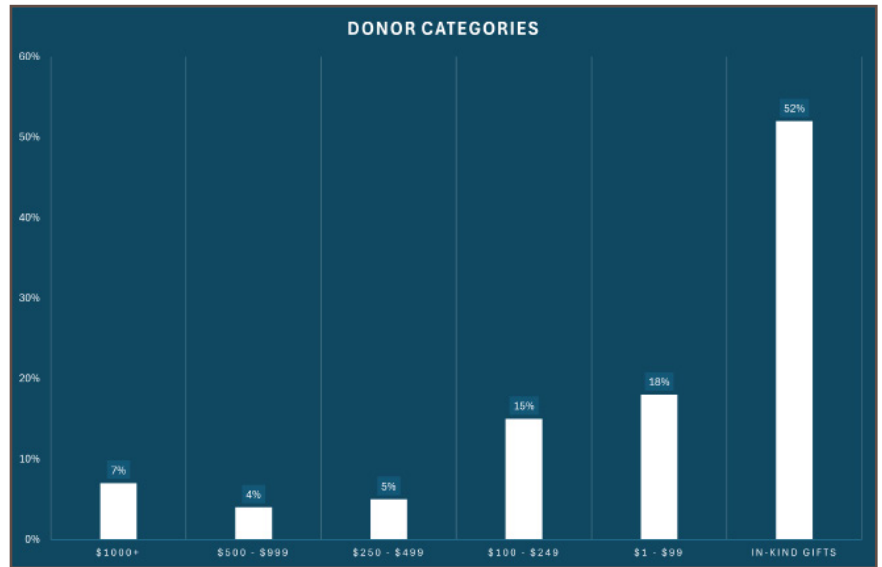
Message from Our Board Chairperson

Since joining CONCERN's Board of Directors some four years ago, I have been consistently impressed by the agency's senior leadership, both in terms of how well each does his or her job and, even more so, in the degree to which they support and encourage each other. In any organization there's a danger, perhaps even a tendency, that senior leaders will become competitive and seek to develop support in their own area of influence, their silo if you will. This is simply not the case in CONCERN and that's a tribute to CEO, Gordon May, and to each of the strong senior leaders working with him. Their unity stimulates growth and works to the benefit of the children and families whom CONCERN serves so well.

Fortunately, CONCERN's Board of Directors also works with great strength and unity. My fellow Board members have outstanding resumes and expertise in virtually all of the areas in which CONCERN operates. We meet regularly both in subject matter committees and as the entire board. Our exchanges are candid and often quite lively. I don't recall a single argument, but I do recall several times in which well-informed and conflicting opinions were respectfully exchanged. The sole goal of these sometimes vigorous discussions has been to fulfill CONCERN's mission, and that is certainly as it should be - to bring hope, offer opportunity, and inspire change.



Our Fiscal Health



Thank you for your support
Our top foundation and corporate
sponsors

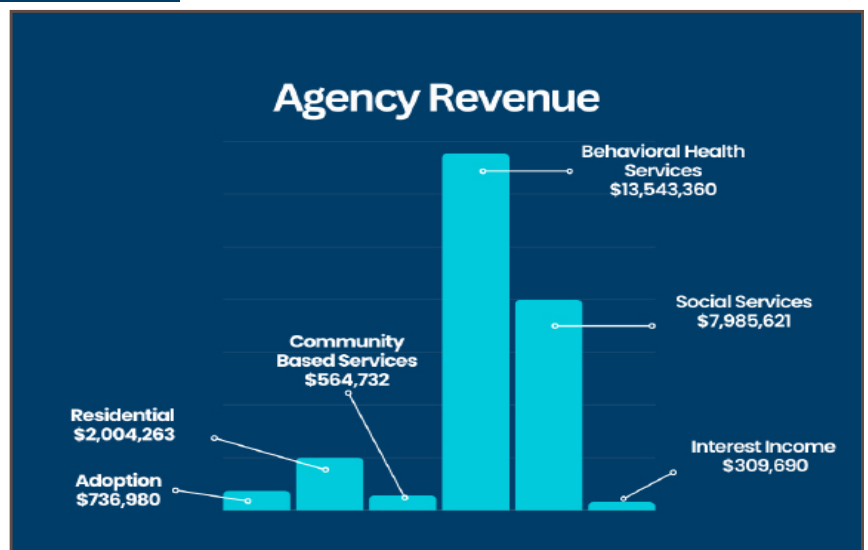
Maryland DHS

MD Lieberman Foundation

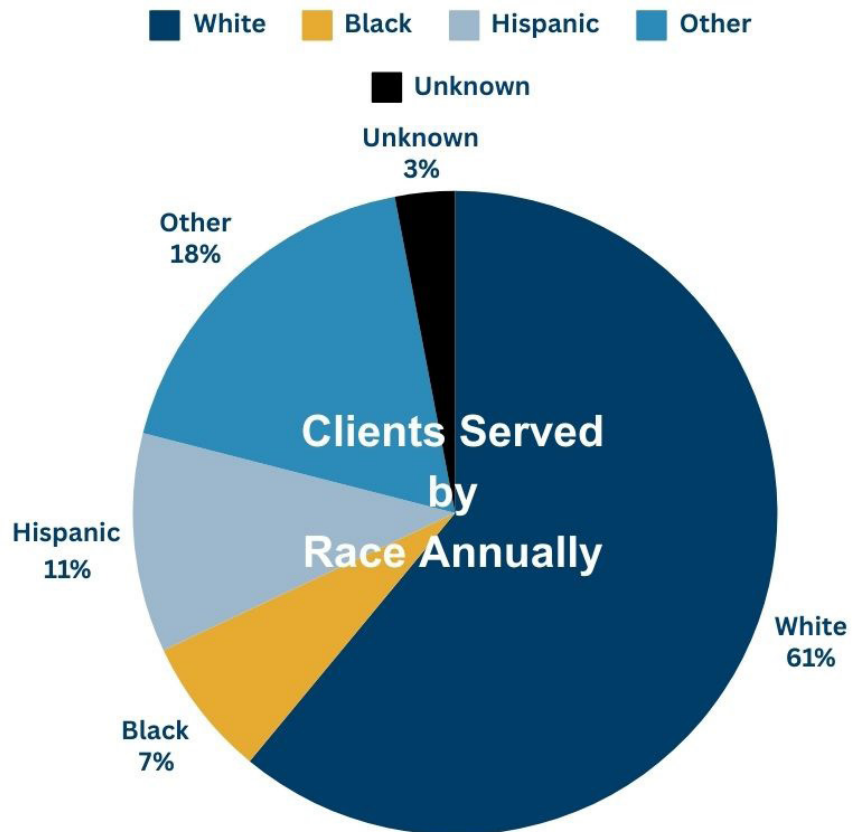
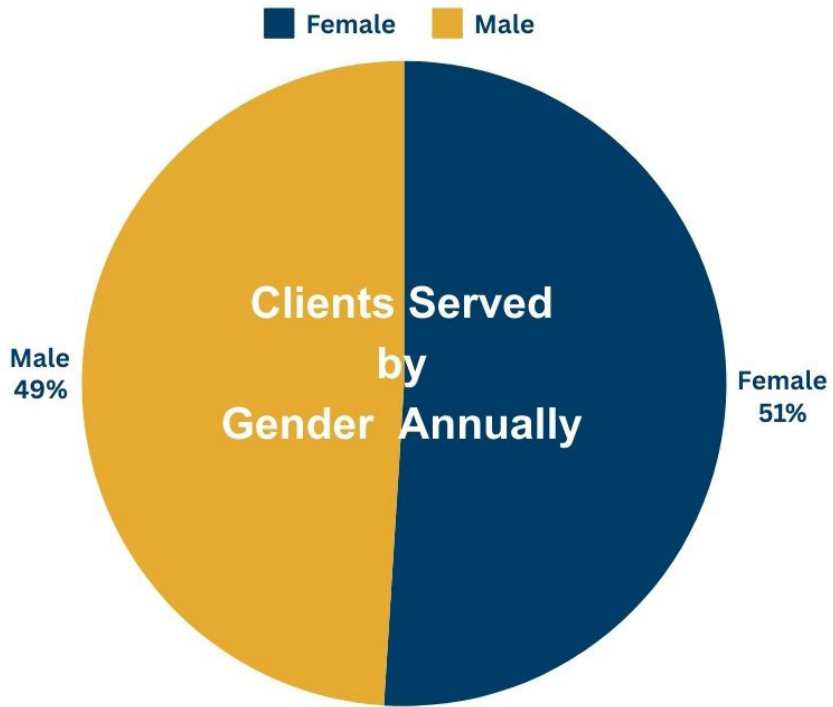
PCPA Workers' Comp Trust

PCCD

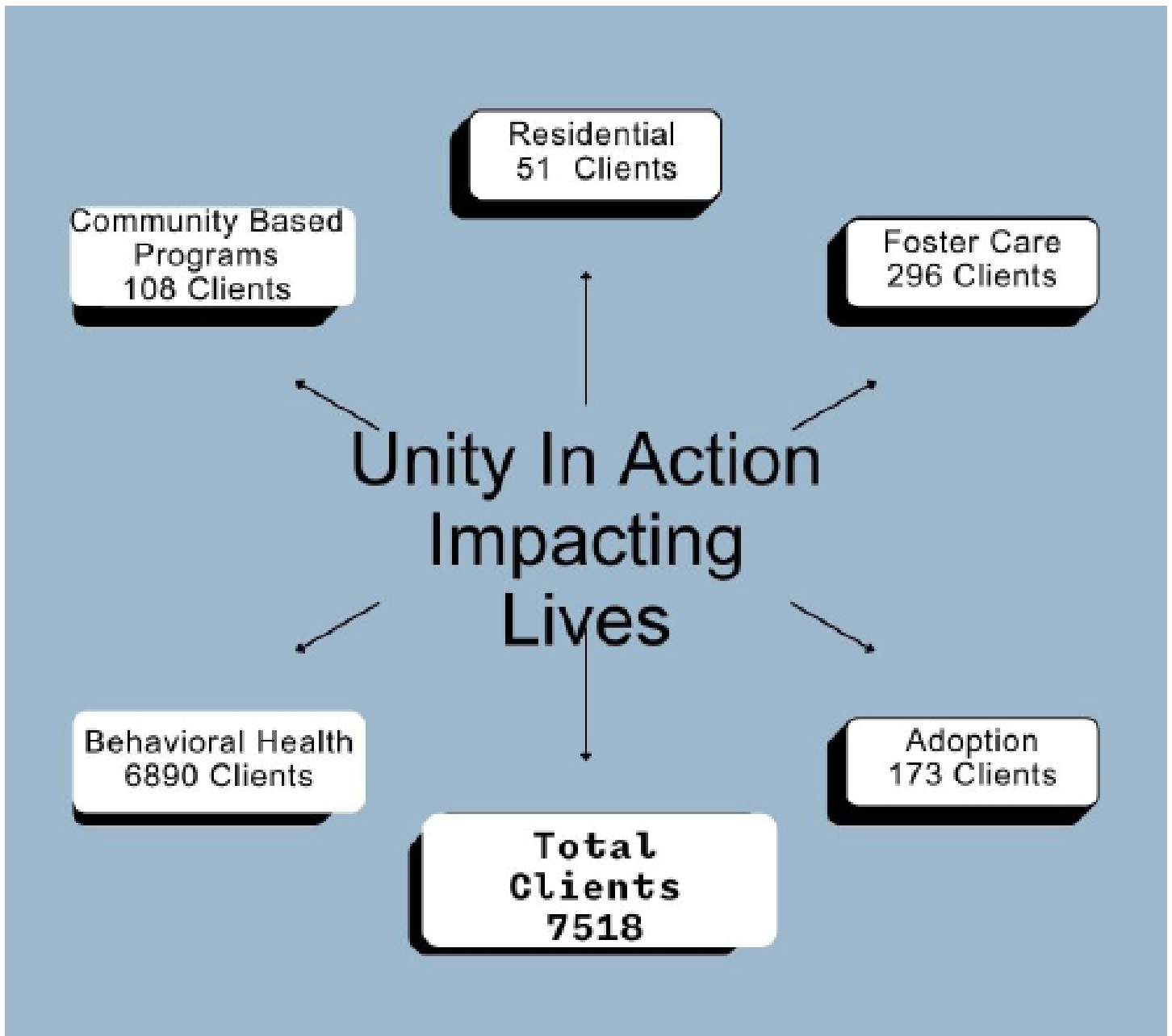
Arthur J. Gallagher & Co.



Demographics



Programs and Agency Highlights





CONCERN's Mission: CONCERN brings hope, offers opportunity, and inspires change.

CONCERN's Vision: To encourage growth and promote positive healthy lives!

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 of 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 child's individual needs.

Statistics: Since 1978, served over 27,000 children and youth in placement services
Placed approximately 5,000 children into adoptive families.



In 2023-2024

Number of people served 7,518

Residential 51

Foster Care/Adoption 469

Community Based 108

Behavioral Health 6,890



Areas of Service:

- **Adoption & Permanency**
- **Foster Care** is a temporary arrangement in which adults provide for the care of a child or children whose birth parent is unable to care for them. Adoption and Permanency are a more permanent arrangement.
- **Behavioral Health Service** offers professional, confidential, client-centered mental health treatment to individuals ranging in age from two to adulthood.
- **Community-Based Prevention Services** are social service programs that empower people in their own environment.
- **Residential Treatment for Boys** is a staff-secure, residential facility for adolescent males. The goal of this program is to change the mindsets and behavior patterns of the youth so that they will be able to function appropriately in society and will return to the community as healthy, productive citizens.

Call to Action:

Donate to Children, Youth, and Families through one of CONCERN's Funds



Become a Foster Parent



www.concern4kids.org

For detailed information on CONCERN's Services



You Tube @concernprofessionalservices



Web-based Annual Report