



2015 Annual Report

Counseling Services

While we have seen a decrease in the overall number of clients who seek out our services due to having no insurance at all, we have still seen a large number of clients who ask to utilize our sliding scale fee due to the overwhelming deductibles on their existing insurance. In general, our counseling program numbers were up from 2014 in all of our counseling programs (Outpatient, Drug & Alcohol and Real Alternatives).

Adoption Services

Our Adoption program remains highly respected in all of the counties in which we operate. The workers make a special effort to develop and sustain positive relationships with their clients and with the many social service agencies with whom we interact on a regular basis.

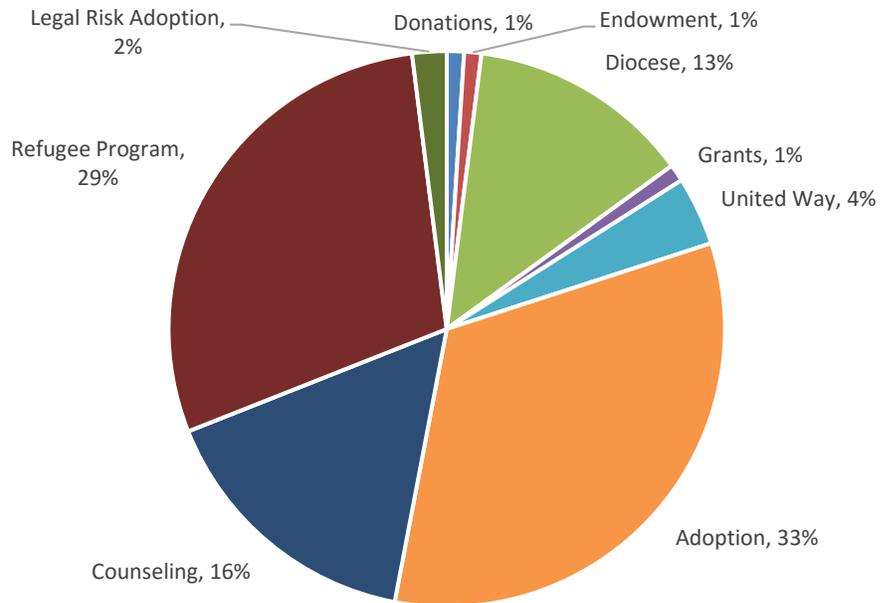
Refugee Resettlement

Our Refugee Resettlement program helped nearly 250 refugees get started on a new life here in the Erie area during the past fiscal year. We expect that number to remain fairly steady for FY2016 as well. We continue to work closely with USCRI-Erie (the other resettlement agency in Erie), MCRC (responsible for overseeing Refugee Support Services), the Erie School District, and MHEDS (providing initial health screenings for most of our newly arriving refugees).

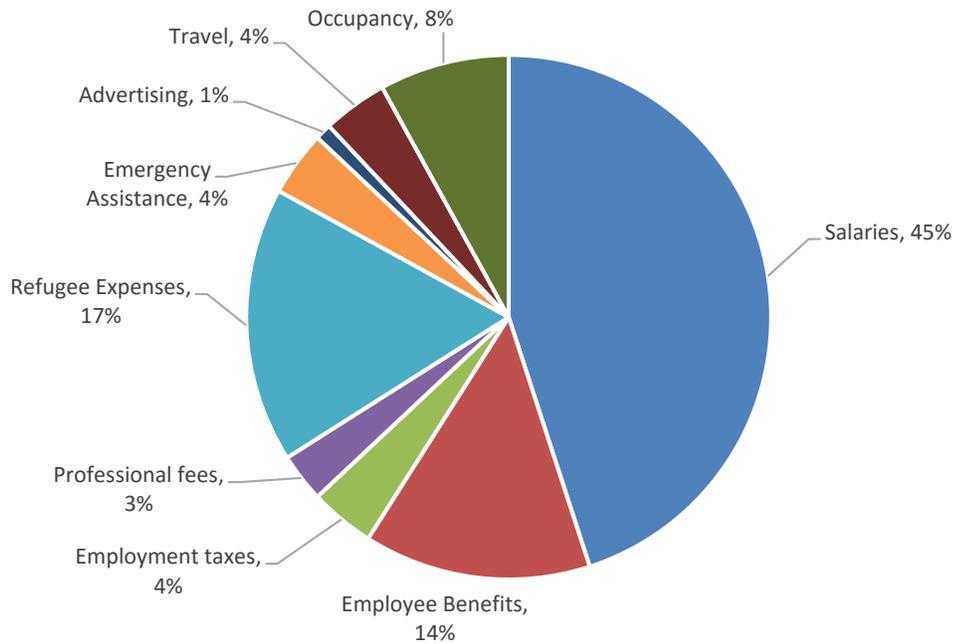
Accreditation

Our agency is proud to announce that we have successfully been re-accredited through the Council on Accreditation (COA). This process ensures that we are providing quality services in an atmosphere of highest standards. We are proud of this accomplishment and we will continue to strive to improve upon all areas of operations and service delivery to ensure our clients and our staff are treated appropriately, professionally and respectfully.

2015 Revenue Sources



2015 Agency Expenses



Quality Assurance:

94% of those responding to our follow-up (post services) client satisfaction surveys indicated that they were satisfied with the services they had received from our agency. This is a slight decrease from the prior year's surveys but still represents a high standard of satisfaction our clients have with our agency and our services.

94% also indicated that they felt they had a better understanding of the problem that caused them to contact our agency and how to handle that problem. This represents a 1% increase over the responses we received last year.

Chief Officers and Personnel

Joseph J Haas, Executive Director

David DiLoreto, Financial Officer

Dr Paul Gausman, Board President

Tony Fulgenzio, Board Secretary