



2016 Annual Report

Counseling Services

The Office-based outpatient counseling program has continued to reach out and serve individuals and families regardless of their insurance coverage. While we have increased the number of third-party payors with whom we have entered into payment agreements, we also utilize a sliding scale fee for clients who have limited mental health coverage and/or high deductibles that make counseling services very hard to cover without external financial assistance. No client is seen without some type of co-payment expected.

Adoption Services

Our Adoption program remains a very vibrant and important part of who we are and what we do. The Adoption program once again had a very strong year assisting families in the Adoption process and working with children to prepare them for this important transition in their lives. We maintain a close working relationship with the many of the Children & Youth Services in the counties where our offices are located.

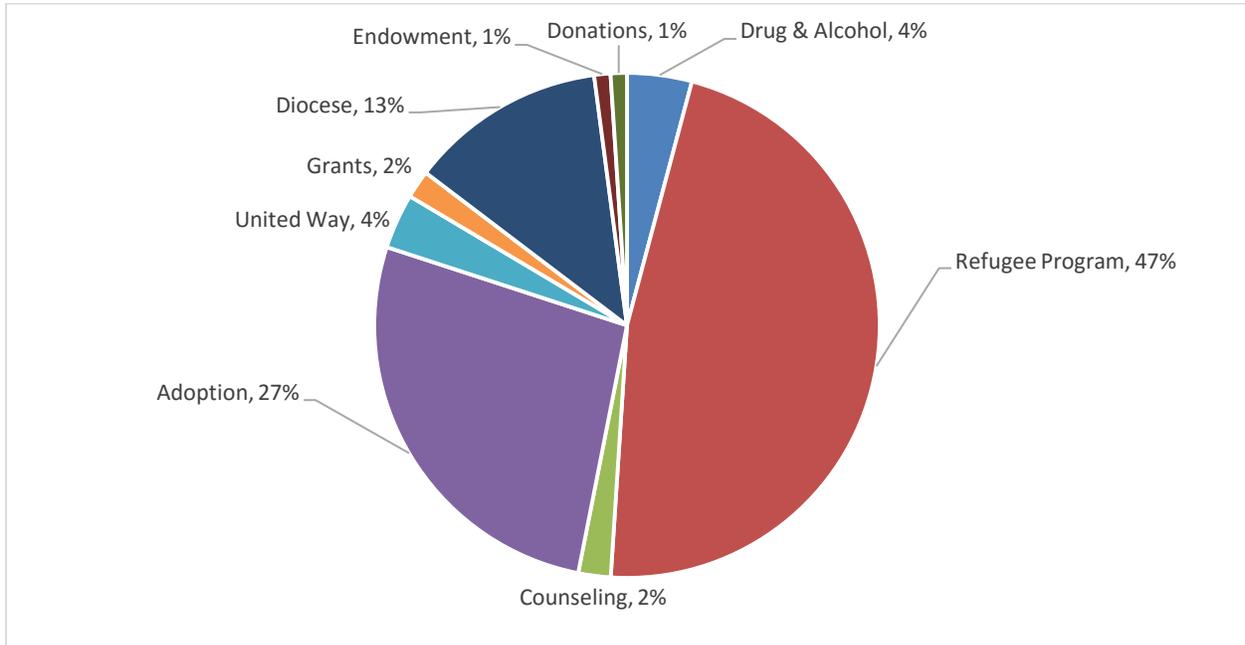
Real Alternatives

Our Real Alternatives program, focused on assisting women who are pregnant and deciding whether or not to keep their child, or have a child under one year of age, continues to thrive throughout the Diocese. This past year saw a marked increase in the number of women (and men) utilizing this service in many of our agency offices. We are extremely fortunate and grateful for the many churches and individuals who donate diapers, clothing and other supplies to assist us in helping these families to choose life for their unborn child.

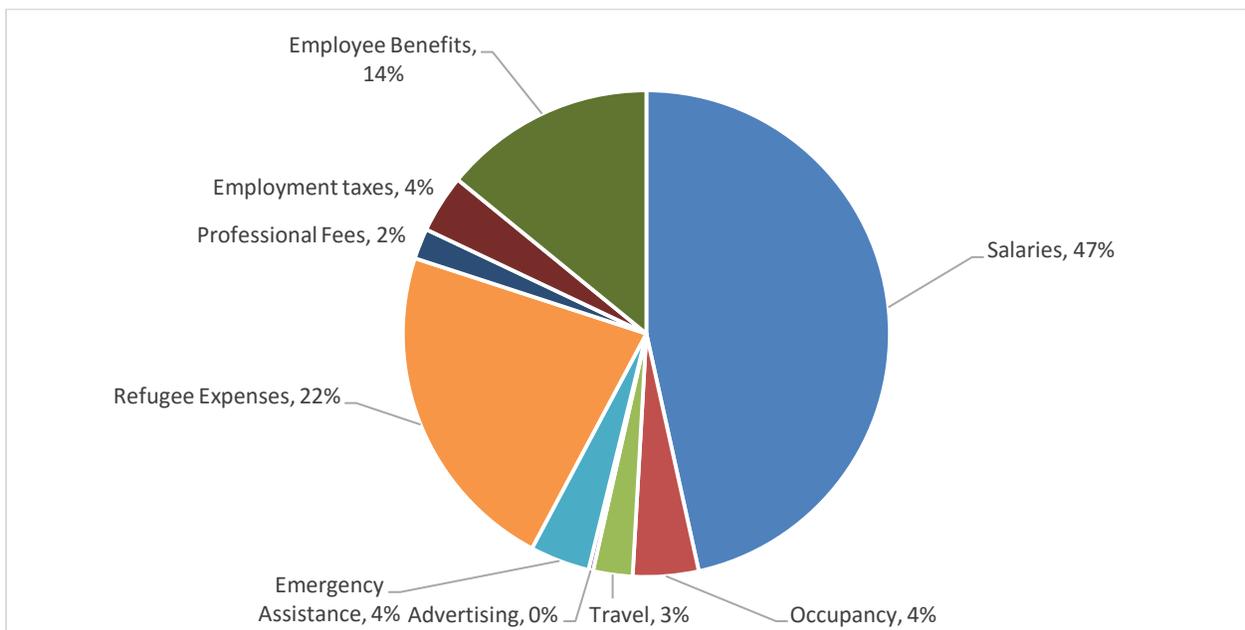
Refugee Resettlement

The Refugee Resettlement program helped over 300 refugees to relocate to Erie, PA this past year. 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). We continue to work with and communicate with other provider systems to ensure that the needs of newly arriving refugees are not overwhelming their systems of care.

2016 Revenue Sources



2016 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.

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.

Chief Officers and Personnel

Joseph J Haas, Executive Director

David DiLoreto, Financial Officer

Dr Paul Gausman, Board President

Tony Fulgenzio, Board Secretary