



## 2018 Annual Report

### **Counseling Services**

Our agency counseling services have continued to expand while also continuing to serve those who have no mental health coverage or coverage with very high deductibles. Our Drug & Alcohol program workers are actively involved in the effort to combat the opioid epidemic that is plaguing our state and our nation. We work to combat the ravages of this addiction to prevent the loss of further life while also comforting those who have lost loved ones as a result of an overdose.

### **Adoption Services**

Our Adoption program continues to work hard to establishing and maintaining our relationships with county OCY/CYS departments in order to provide families and children with seamless care in their efforts to find or provide a “forever home” to children in need. Two of our staff members have been actively involved at the statewide level to advocate for rate changes that reflect the time and effort required for each of the many units of service provided.

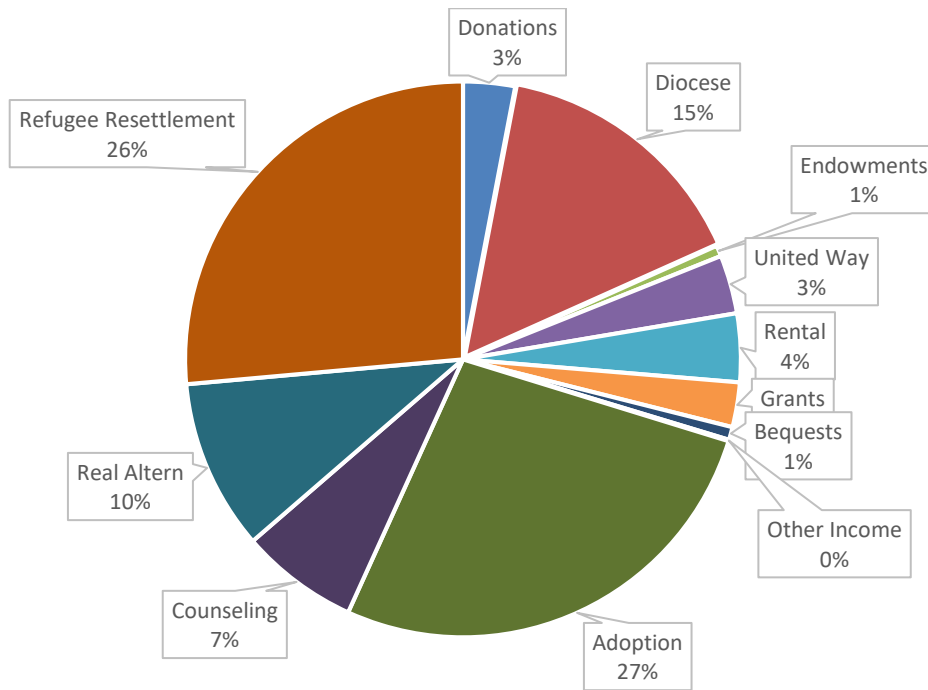
### **Refugee Resettlement**

Our Refugee Resettlement program helped nearly 163 refugees get started on a new life here in the Erie area during the past fiscal year. This represents a decrease of nearly 50% over the prior year. The changes in philosophy at the federal level have had a significant impact on the number of refugees who are able to enter our country. The refugees we have resettled are mostly from Nepal, Democratic Republic of the Congo, Syria and Iraq.

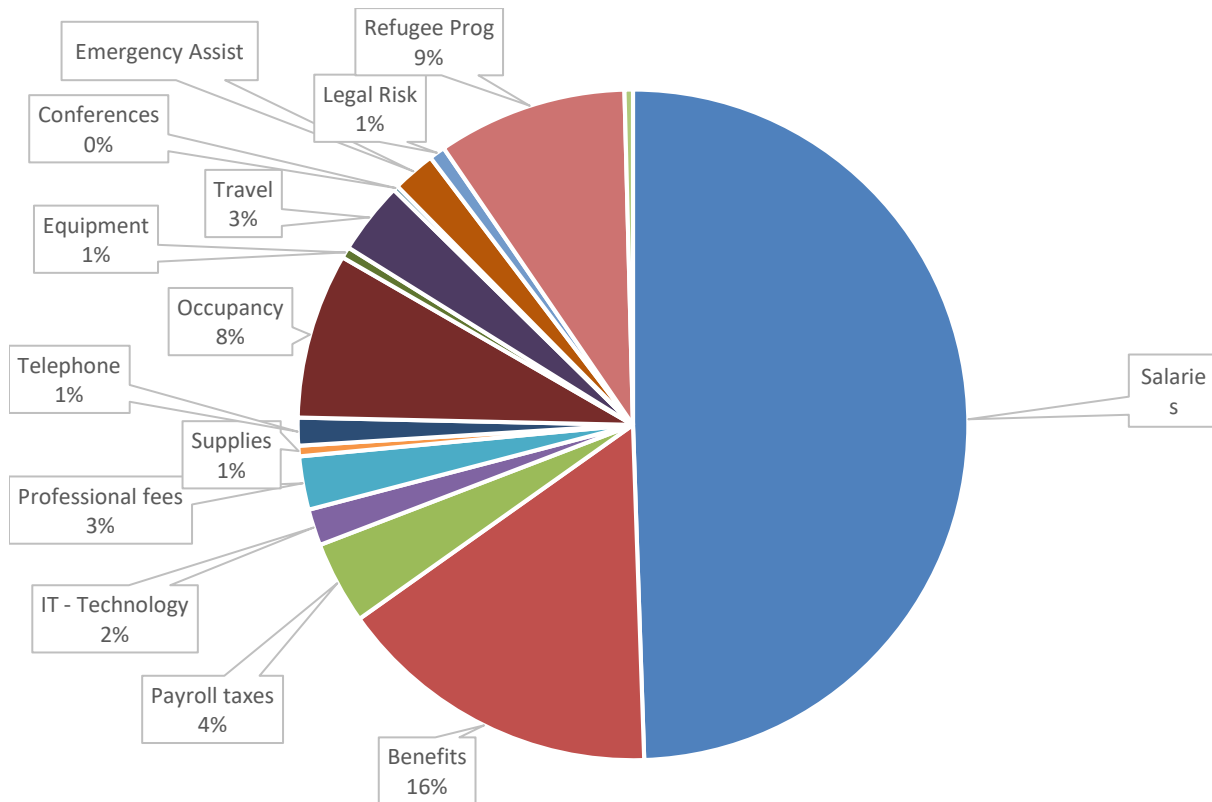
### **Real Alternatives**

Our Real Alternatives program continues to grow and expand. We offer these pregnancy support services in all of our agency offices and we are very generously supported by a number of Catholic groups including local parishes, the Knights of Columbus, and individual donors.

## 2018 Revenue Sources



## 2018 Agency Expenses



## **Quality Assurance:**

96% 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 increase from the prior year's surveys but still represents a high standard of satisfaction our clients have with our agency and our services.

96% 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 2% 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

Erin Sekerak, Board Secretary