



# Community Services of Venango County, Inc.

Annual Report  
*2006-2007*



Community  
Services of VENANGO COUNTY, Inc.

**678-7766 ext. 134**



# Mission Statement

To provide resources, enhance opportunities and instill hope for the future with individuals and families we serve.

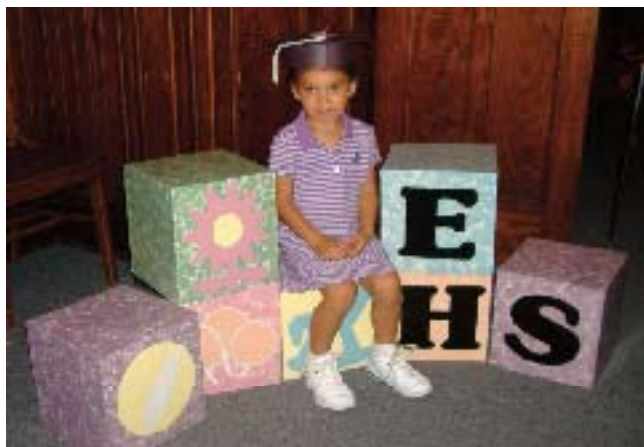
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*Special thanks to Loni Beer for development and design of this report and also to Jerry Sowden and Stephen West of The Derrick Newspaper for photos.*

# Community



“Few of us can do great things; but all of us can do small things with great love.”

-Mother Teresa

## Message from the Executive Director

It is with great pride that I write this message launching our first annual Board/Staff luncheon. Community Services of Venango County, Inc. (CSVC) is a team of committed staff and board members in constant motion! Throughout the year 2006 and into 2007, CSVC continues to forge ahead building on the successes of our existing programs and expanding into new ventures. This annual report highlights the major events of the past year and serves as a preview of future activities.

Although CSVC has changed in many ways over the last few years, we remain committed to the foundation we were built on, which is giving the vulnerable members of our community what they need to survive when they come to our doors. As our focus has expanded, we continue to carry out our mission in the face of an ever changing social service environment. This translates into ongoing organizational change and growth. However, one thing never changes. We continue to deliver quality services through hard work and passion to inspire others along the way.

While our journey together has encountered challenges along the way, there have been many rewards due to the joint effort of dedicated staff that often go the extra mile needed to encourage others not to give up. As a result, we continue to have the confidence of the individuals and families we serve, and the respect of our community partners.

All of you touch my heart with the difference you make everyday. Your persistent efforts bring meaning, vision and value to the work you accomplish. The unique talents and dedication of board and staff underlie our agency's successes. I am grateful for the determination, resolve and significant contributions that you make everyday to fulfill our mission.

Thank you for all that you do!



Barbara Feroz  
Executive Director

## Message from the Board President

**A**s President of the Board of Directors for Community Services of Venango County, I have not only seen first hand the growth of this agency during my term as President, but also in the last five years as a member of the board and as a member of the community.

CSVC has an extensive roster of programs, all of which continue to progress at a steady pace to meet growing challenges. I am proud of our accomplishments, many of which are highlighted throughout this report.

I would like to thank our Executive Director, Barb Feroz, whose unsurpassed drive has taken this agency to a new level. She is constantly developing new programs and ideas based on the needs of the community. I am also grateful for an amazing staff that implements these programs while fulfilling our mission. We are fortunate to have so many caring and committed professionals dedicated to providing exceptional programs in order to enhance opportunities for those they serve.

Local citizens continue to volunteer and extend their generosity to our children and families throughout the year and especially during the holiday season. Friends for Food and the Spirit of Giving have unceasingly aided our community throughout the holidays with incredible generosity that brings warmth and gratitude to the hearts of many.

And finally, I want to thank my fellow board members for their dedication to Community Services. Your heartfelt commitment, expertise and gift of your time make a difference for all those who come to our doors and bring our mission alive.

Warm Wishes.

### Board of Directors

**Jess Streczywilk**

President

**Bob Mabry**

Vice President

**Steve Hanna**

Treasurer

**Veronica McCauley**

Secretary

**Courtney Cox**

**Nancy O'Toole**

**Donna Rapp**

**Erin Schattauer**

**Marie Veon**



Jess Streczywilk  
Board President

## Special Recognition

# Above & Beyond



**Dave Gibbs**

The **Above and Beyond Award** is a way of recognizing the wonderful contribution some people make to Community Services of Venango County by going that extra mile, time and time again. We are fortunate here at Community Services to have many amazing people give their time in order to support our mission and philosophy. We would like to recognize the efforts of all staff, volunteers and board members. I would like to especially take this time to specifically acknowledge one very extraordinary person.

This person has been an unforgettable and great co-worker to all of us. He has been a part of our lives in and out of the work place. I'm sure his job description is lengthy because he really does do it all. If you need his help next week, he wants to do it tomorrow. If you need his help tomorrow, he wants to do it today.

He is an asset to Community Services and to all of Community Services' programs. He's a role model, friend, supervisor, volunteer, co-worker and last but not least, he is the recipient of the this years Above and Beyond Award.

*"We are prone to judge success by the index of our salaries or the size of our automobiles, rather than by the quality of our service relationship to humanity."*

**- Dr. Martin Luther King, Jr.**



## Emergency Aid Services

CSVC staff provides a respectful, supportive environment to assure that the lives of the less fortunate residents of Venango County are safe and healthy through the provision of basic needs in the form of food, clothing and shelter.

## Emergency Food Pantry

**1,890** Emergency food is distributed at both the Oil City and Rocky Grove sites. In the past fiscal year, **1,890** families with 2,215 family members received emergency assistance that included a two-day supply food items from CSVC food pantry. The majority of people who seek assistance are in need of food to get them through a difficult time.

## Clothing Room

**13,400** Thrift shops are located at the Oil City and Rocky Grove sites. Donated clothing is available daily to people using our services at no cost to them. Individuals benefited from over **13,400** items of clothing donated from various individual donors and community organizations. More than 1628 family members received this type of assistance.

## Housing

**8** CSVC operates an **eight** unit on-site housing project intended for low-income families. All are HUD approved. Case management is offered along with a variety of life skills services. Assessment and verification of ongoing needs is tracked, along with ongoing referrals to alternative sources in our community that may be able to assist in some way.

## Holiday Programs

Many community members continue to extend their generosity to our children and families during the holiday season.

The Friends for Food Campaign provided a turkey and holiday food for Thanksgiving to **1,300** families and 3216 family members.

The 2006 Spirit of Giving Program provided: Christmas assistance was provided to **338** households and 791 children received new clothing and a toy(s) for Christmas.

The Adopt-A-Family Program provided Christmas gifts to **40** families. The 29 sponsors donated gifts to distribute to 168 family members.

## Operation Overcoat

**148** The agency also works closely with Northwest Savings which assists with providing warm coats for those that need them. **148** adults and children received winter coats from Operation Overcoat and community donations.

*"To a man with an empty stomach, food is God."*

**- Gandhi**

## Social Services

Our Social Services provide assistance to families/ individuals to help them gain the tools they need to overcome barriers that prevent their success in many aspects of their lives.

### Life Skills Program

**165** Many of the individuals that come to us need to have the opportunity to find the necessary tools to become more self-sufficient. Our life skills program has developed into a comprehensive program that can be designed to meet the needs of people who are referred. These services range from topics such as: where to go for work/career choices; planning and developing nutritious meals; tackling transportation issues such as obtaining a driver's license or getting a bus schedule; personal financial planning and strategies to stay current on bill paying; learning to use a checking account; receiving assistance in securing or locating housing and numerous other issues. During 2006-2007, **165** referrals were made to the life skills program.

### Supported Work/Supported Engagement

**22** Supported Engagement and Supported Work are similar work programs contracted through the Office of Equal Opportunity. Through this contract, Community Services has assisted **22** individuals in preparing for work. Many of these individuals have barriers that prevent them from being successful at work. This program is designed to work with individuals in order to help them develop good work habits along with resolving obstacles blocking the way to a successful work experience. Examples of activities include: GED, transportation, good job behaviors, work ethic and values, job search, interviewing, resume preparation, and the ultimate goal of unsubsidized employment. This program encourages the individual to be compliant with the required hours of participation determined by The Public Assistance Office.

### Recruitment and Retention Program

**17** Through a contract with Mental Health/Mental Retardation, Community Services provides assistance in a Recruitment and Retention program to train Direct Care Workers in the health care field. During 2006-2007, **17** individuals went through Nurse Aid training or CPR and First Aid at the American Red Cross and Venango Technology Center. The contract includes the funding of training, supplies, books, uniforms and the payment of a stipend upon successful completion of the program. In addition, a key component of the program includes interviews with participating agencies in order to assist the applicants in job placement.

### Pregnancy and Parenting Program

**72** Assists the 14-21 age population through funding provided by a WIA/TANF (Workforce Investment Act and Temporary Assistance to Needy Families) grant. The contract is designed to work with at-risk youth ages 14 to 21. In the last fiscal year, **72** hours were spent working with six youth on life skills such as securing housing, social security, proper medical and dental appointments and a driver's license or ID. Other life-skills that were requested included banking, nutrition, menu planning and parenting.



## Families First Network

### Early Head Start (EHS)

16

This federally funded program promotes healthy prenatal outcomes for pregnant women, enhances the development of very young children and promotes healthy family functioning. Services can be provided during pregnancy through three years of age. Services are provided weekly in the home and parents are actively involved so they may gain knowledge of age-appropriate development in their child. Early Head Start received an expansion grant from the state to provide services to an additional **16** pregnant women, infants and toddlers identified as being affected by complex risk factors associated with specific family related substance abuse. Services are designed to support families in substance abuse treatment and recovery.

### Welcome Every Child (WEC)

340

Welcome Every Child has been providing expectant parents and families with support and education for over a decade. WEC is a home-based program that helps ensure a healthy pregnancy and a healthy baby. In fiscal year 2006-2007, WEC delivered **340** gift baskets to families homes in Venango County. Of these families, 154 of them were then referred to the Early Head Start and Nurse Home Visitor programs for more intense services. WEC receives the majority of its referrals from local community partners including, but not limited to Adagio Health, University of Pittsburgh Medical Center and Women Infant and Children. Local volunteers play a large role in making WEC successful. They have contributed 5980 hours of their hard work and time.

*"Many of life's failures are people who did not realize how close they were to success when they gave up."*

- Thomas Edison

### Nurse-Home Visitor (NHV)

825

The Nurse Home Visitor program is a home-based program and has been serving pregnant women, infants, toddlers and their families for over seven years. The NHV provides health assessments, developmental screenings, family goal setting and medical and educational support to high-risk families on the waitlist for the Early Head Start program. Over the past fiscal year, the NHV program has enrolled 70 families and completed **825** visits with 47% transitioning into EHS during the past year.

### Early Intervention Independent Evaluator

55

**Fifty-five** assessments/evaluations were conducted to determine eligibility for early intervention services for infants and toddlers, under the age of three. The Evaluator will be part of the Multi Disciplinary Team and will assist with the coordination of needed services for families referred.



## EHS Parents Speak!

### Early Head Start Policy Council Members

**Rachael Welter**

Chairperson

**Glen Held**

Vice Chairperson

**Chama Renninger**

Secretary

**Susan Hahn**

Community Rep

Early Head Start's involvement with families may begin long before the baby enters the world. Families anticipate the arrival of their baby and want only the best.

The Home Visitor becomes the family's coach, advocate and cheerleader. They help to build confidence, skills and patience within each family so that the celebrations of childhood can be realized. Home Visitors at Early Head Start meet each family where they are and provide guidance and assistance to the families they serve. Home visiting is difficult and rewarding for both the family and Home Visitor.

It takes time, effort and trust to build a relationship that will endure. Every struggle and accomplishment a family undertakes, their Home Visitor is there working with the family's strengths. Many families work with their Home Visitor for years and come to expect that they and their child's lives will be better for having invested time and energy into Early Head Start.

Here are some thoughts from Early Head Start families:

**Sherry & Tom say:** "The beauty of Early Head Start is that it is great to meet new friends and it is a chance for Thomas and I to get out without the children for parent activities, meetings and committees. Our Home Visitor helped us with information about lead and also helped with home buying through USDA. Joe used to be very shy when he was little, he was sad- not a happy baby. The resources my Home Visitor brought us when we had lead in our house helped Joe's recovery. He has advanced so much, the program is like family. The whole program was fun."

**Anna & Lisa say:** "I love it! I like the insight my Home Visitor brings. She is my little assistant-helping by pointing out where Kendal should be and helps with tips to get Kendal where she needs to be. Our Home Visitor is a wonderful person."

**Cheryl says:** "I love it! I would refer anyone to it. The program has helped Wyatt a lot. I like my Home Visitor bringing activities for Wyatt. I remember we were going to hit each other with silly putty and ended up chasing each other around the house."

**Marcie says:** "I like play groups because they give Elizabeth the chance to play with other children. The Ages and Stages assessment helps to keep me aware of Elizabeth's progress, and knowing that she is on track."

**Ashley & Margaret say:** “The Early Head Start Program has taught me self-control and helped with discipline. It has helped my children learn and progress. My Home Visitor has been a friend and mentor to me, introducing me to new things.”

**Paul & Angela say:** “I like that Maura gets a chance to have other people to play with. She doesn’t normally get a chance to interact with other children. I like that the children get to do activities and read stories at playgroup and during home visits. My Home Visitors have helped me a lot with our home buying goal, potty training and many other things.”

**Whisper & Debra say:** “I like having my Home Visitor keep me involved by mail when I could not be at visits. I think Macey really enjoyed it and I also liked Chloe being involved in the Home Visits. It gave Macey something to look forward to each week. I liked the Education focus, preparing Macey for her future education and enhancing her social skills through interactions with adults and children at play groups.”

**Denise & Lisa say:** “Tanner learned a lot. Our Home Visitor is a wonderful person. It was helpful when our Home Visitor came to the house and did things with Tanner. The program really helped Tanner out a lot. We had a hard time getting Tanner to learn his numbers and letters but when our Home Visitor came, Wham Bam, he picked them up. We will miss our Home Visitor coming to the house because she is so good with Tanner.”

“The Early Head Start Program has taught me self-control and helped me with discipline.”





## All VOICES must be heard and all VOICES must count

### Voices

**206**

This year Community Services Voices conducted **206** IM4Q surveys in five counties including: Venango, Cameron, Elk, McKean, and Clarion. An additional 37 surveys at Polk State Center. To complete this task 32 trained team members meet with individual and their families to conduct surveys using the survey developed by Temple University. This year our teams consisted of 22 persons with a disability and ten family members of persons with disabilities.



**329**

Voices conducted **329** CFST Surveys with persons who received Mental Health services and supports. To complete this task, five team members meet or conduct interviews by phone with individual and their families. All team members were consumers of mental health services or family members. The survey tools were created in collaboration with consumers of mental health services and members of the Venango County Recovery Philosophy Implementation Team.

**27**

Voices conducted **27** Children and Youth Surveys with persons who received services and supports from Children and Youth Services. Three trained team members conducted interviews by phone or met face-to-face. These team members were or are family members who have received CYS services and supports.



*“This is about our lives and the lives of those we love.”*

**- Michael Fitzpatrick,  
M.S.W.**

# Community Engagement Group for Early Care & Education

## Pre-K Counts

**102**

Venango County Community Engagement Group is included in a unique partnership dedicated to providing additional quality early learning opportunities for children. During 2007-2008, Pre-K Counts will provide quality early learning to **102** four-year-old children who reside in Venango County. This partnership includes the school districts of Cranberry, Franklin, Oil City and Valley Grove who have also partnered with the Child Development Centers, Inc., Franklin YMCA and the YWCA Twin Creeks Head Start. The CEG will utilize this partnership to inform and educate individuals, families, businesses, and government leaders to the importance of quality early learning initiatives and programs.

## Keystone STARS

**4**

Many family day care providers in Venango County participate in Pennsylvania's Keystone STARS program to promote continuous quality improvement in early learning. The Community Engagement Group provides educational materials, trainings and supports to local family day care providers 'Caregivers Helping Hands Group.' One way is through our Mobile Toy Library that loans quality educational toys to home providers to enhance school readiness activities for young children. Thanks to increased awareness about the importance of education in the early years, many childcare practitioners strive to move through STARS levels with the ultimate goal of reaching STAR 4.

## Child Care Works

**600**

CEG works with families and agencies to provide increased awareness of the Child Care Works program. This program provides low to moderate-income families with subsidized

childcare that coincides with hours of work, education or training in order for them to fulfill both employment and educational opportunities. This program is funded through the Department of Public Welfare and locally by (CCIS) Child Care Information Services. In 2006-2007, CCIS assisted on average **600** Venango County families each month.

## Children's Day at the Mall March for Literacy

**500**

CEG along with Early Head Start participated in Children's Day at the Mall. The main focus of the day is to provide children and their families with literacy based activities that can be continued at home. Another function is to share with the community the wealth of services, activities and opportunities available to the children and families throughout Venango County. Finally this day serves to educate the community of the importance of volunteers and volunteering in order for many of these services to continue. March of 2007 marked the 13th year of this event and over **500** children and their families participated.

Pennsylvania's Promise for Children  
Because every child is Pennsylvania's future



- PA Pre-K Counts
- Keystone STARS
- Child Care Works

Community Services  
of Venango County  
**676-5011**

[www.papromiseforchildren.com](http://www.papromiseforchildren.com)



## Neighborhood Reading club

**225**

In June of 2007, the CEG provided neighborhood reading groups to elementary aged children to support and enhance their early learning opportunities. A total of **225** books were distributed to 75 children who participated at four separate locations. Each child in attendance participated in a reading activity and literacy based craft. Children also received personalized, interactive take-home activities and three free age appropriate books.

## School Health/Wellness

**200**

In an effort to promote health in relation to school readiness, CEG members provided **200** free vision screenings and have linked with the Mobile Dentist Task Force for free dental screenings at area schools, preschools and also the Early Head Start Program.

## First Book – Venango County

**4,000**

Community Engagement Group serves as a local advisory board for First Book – Venango County. First Book is a non-profit organization with a single mission: to give children from low-income families the opportunity to read and own their first new books. The books are distributed through pre-schools, daycares and any other group that has an educational curriculum. The program functions exclusively from donations provided by organizations and charitable grants. Since the inception in 2005, First Book-Venango County has awarded over **4,000** new first books to children in our county. In 2006-2007 First Book – Venango County awarded three book grants, totaling over \$3,000.

## New Directions

*Our future plans continue to be challenging and exciting*

### HUD McKinney-Vento Continuum of Care

CSVC received funding to develop and provide permanent housing for persons with disabilities, specifically, to the severely mentally ill, including those that are chronic substance abusers, and to the chronic homelessness also. The four apartments are all in one building to serve individuals and provide private living space. This project will assist homeless people in accessing available mainstream services and benefit programs. Supportive services will include outreach and life-skills provided by the Agency. Other supportive services that will be provided by the community include: psychiatric care and mental health care, alcohol and drug services, intensive case-management, Drop In Center activities, and employment services, such as Job Development, Job Placement, Job Coaching, and Follow Along. The intent is to enable participants to live as independently as possible in a permanent setting.

### Elk St Home

CSVC recently purchased a home in downtown Franklin that consists of four separate apartments. The funding for this purchase was received from Venango County Mental Health Administration who is committed to developing a

continuum of housing options for individuals recovering from severe mental illness. These spacious apartments include two (1) bedroom and two (2) bedroom apartments. Preference will be given to those Individuals who meet any of the following criteria: currently live in some type of supervised housing, currently live in sub-standard housing, or currently pay more than 40% of their monthly income for rent.

### Evaluation Efforts

Community Services Early Head Start program will contract and collaborate with the University of Pittsburgh Office of Child Development Division of Planning and Evaluation. Maria Zeglen Townsend, Ph.D will assist us in building our capacity to develop a quality program evaluation system. This will enhance our ability to determine if our current services are working for the individuals and families we serve, how well they are working, and if they are not working, develop strategies to improve or change them so that those we serve will get the support and assistance they need.

### Family Café

In order to expand our services to the hungry in Venango County, our agency will open a Family Café at our Rocky Grove site in the Fall of 2007. Initially we will begin by serving one family meal a week. A parent and/or guardian must accompany their children. This free, nutritious meal will not only provide a safe, healthy environment for families, it will also provide enrichment activities such as nutrition education, homework assistance, literacy activities, computer education and support, social activities and recreation. These activities will assist in strengthening parents' ability to aid and encourage the development of their children's literacy. It will also enhance school communication and ease the transition to school.





## Financial Summary



### Current Assets

Cash	\$58,857
Cash-restricted	\$38,449
Certificate of deposit	\$59,685
Accounts receivable	\$56,165
Prepaid items	\$6,231
<b><i>Total current assets</i></b>	<b>\$219,387</b>
Net property and equipment	\$487,118

**Total Assets** **\$706,505**

### Current liabilities

Current portion of long-term debt	\$5,668
Compensated absences	\$10,916
Accounts payable	\$17,297
Advances	\$45,959
Accrued items	\$38,042
<b><i>Total current liabilities</i></b>	<b>\$117,882</b>
Long-term debt	\$25,544

**Total liabilities** **\$143,426**

### Net assets

Unrestricted net assets \$563,079

**Total liabilities and net assets** **\$706,505**

## Revenue and Support

Contributions, grants and bequests	\$71,564
Program revenue	\$1,276,838
Donations released from restrictions	\$120,429
Investment and appreciation income	\$2,992
Rental income	\$46,550
Miscellaneous income	\$5,519
<b>Total revenue and support</b>	<b>\$1,523,892</b>

## Expenses

Early Head Start program	\$775,326
Other programs	\$372,684
Management and general	\$391,662
<b>Total Expenses</b>	<b>\$1,539,672</b>

**Change in net assets** (\$15,780)

**Net assets at the beginning of year** \$578,859

**Net assets at the end of year** \$563,079

Complete set of the 2006 financial statements, audited by O'Polka & Company, Inc. are available at the offices of Community Services of Venango County, Inc.





# **Key Funding Sources**

## **Charitable Trusts**

Samuel Justus Charitable Trust  
Edith Justus Charitable Trust  
E J Luce Charitable Trust  
Elizabeth Black Charitable Trust

**Pennsylvania Department of Labor & Industry**

**Pennsylvania Department of Public Welfare**

**Private Donations**

**United Way of Venango County**

**US Department of Health and Human Services**

**US Department of Housing and Urban Development**

**Venango Area Community Foundation**

**Venango County Children and Youth**

**Venango County Mental Health/Mental Retardation**

**Venango County Substance Abuse program**



# Agency Staff

## Administrative Staff

Barbara A. Feroz	Executive Director
Cindy Vayda	Administrative Assistant
William E. Lucia	Director of Finance
Cindy Woloszyn	Office Manager

## Administrative Staff Support

Sally McIntyre	Receptionist; Oil City
Misty Vogus	Receptionist, Rocky Grove
Tom Kahle	Maintenance
Fran Dlugos	Clothing Room Manager

## Program Directors

Tracy Burchfield	Families First Network Director
Stephanie Coston	Program Director, IM4Q; C/FST
Mary Jeanne Gavin	Social Services Program Director

## Program Coordinators

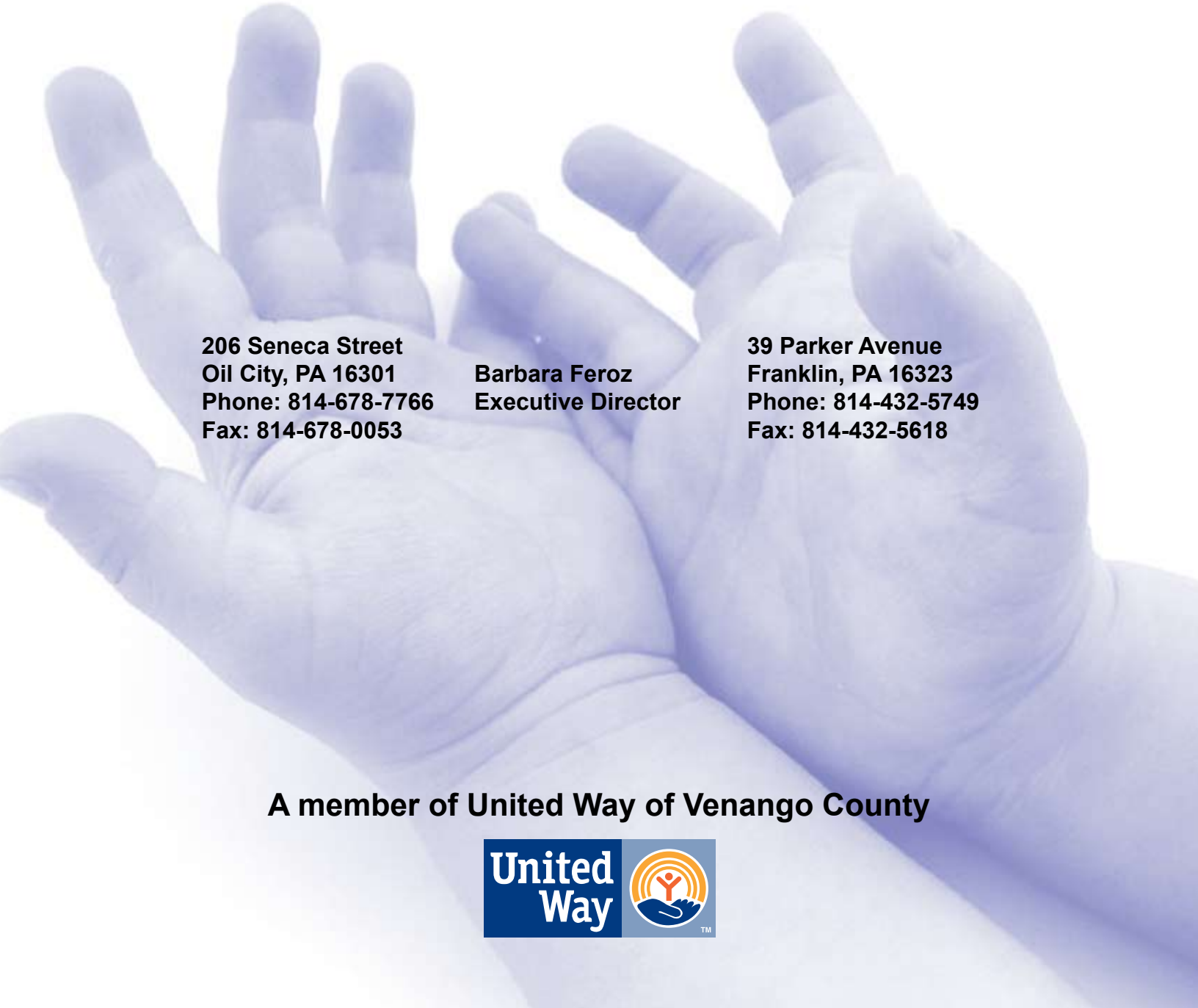
Carrie Biltz	ERSEA Coordinator
Dave Gibbs	Transportation/Facilities Coordinator
Mary McFarland	Health Coordinator
Elsie Mott	Program Coordinator, IM4Q, C/FST
Larry Roberts	Community Engagement Coordinator
Stacey Skinner	Welcome Every Child Coordinator
Terese Stallone	Mental Health Coordinator
Debbie Thorp	Education Coordinator
Tiffany Wright	Data Coordinator
Jennifer Billingsley	Early Intervention Independent Evaluator

## Early Head Start Home Visitors

Sara Bell	Sara Lu
Mellissa Bensink	Michele Minich
Jodi Ei	Beth Owens
Beth Freer	Melanie Rog
Megan Garrison	Chris Sanford
Christine Heckathorne	Mary Jane Verhoff, Nurse



**Community  
Services** of VENANGO COUNTY, Inc.



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Executive Director**

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**A member of United Way of Venango County**

