



FACES OF HOPE

2012 ANNUAL REPORT



PENN FOUNDATION
BEHAVIORAL HEALTH SERVICES

Instilling Hope. Inspiring Change.





Penn Foundation Board of Directors

FRONT ROW

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Thomas Leidy, *Vice Chair*
Margaret Zook, *Chair*
Marvin Anders, *Secretary*
Dr. Ronald Souder

BACK ROW

Dr. Vernon Kratz
David Landis
Dr. Donald Kraybill
Dr. J. Phillip Moyer
H. Bruce Detweiler
Wanda Lindsay

MESSAGE FROM THE BOARD CHAIR

For over half a century, Penn Foundation has been serving the behavioral health needs of the community. We have continually developed new and innovative approaches to care while ensuring that every individual or family that needs help has access to our services.

In April, during a two-day strategic planning retreat, the Board re-committed itself to meeting the needs of the whole person and the whole community. We discussed forming partnerships with other agencies, hospitals, and medical practices to enhance and expand our services to offer more holistic care and how we can incorporate the use of technology into our work to create even more efficiency. I am thankful to my fellow Board members who consistently demonstrate their commitment to the mission of Penn Foundation.

I am also grateful for the strong leadership of President and CEO Wayne Mugrauer and the dedicated, compassionate Penn Foundation staff, who continually find innovative ways to provide quality care. I must also thank our caring community, whose generosity has enabled Penn Foundation to continue its tradition of excellence, transforming the lives of over 10,000 individuals this year.

Last year, when I assumed the role of Chair of Penn Foundation's Board of Directors, I knew the coming years would be filled with challenges due to healthcare reform and changes in funding. However, I also expected that there would be many wonderful opportunities, and I am honored to be part of an organization that restores hopes and rebuilds lives.

Margaret K. Zook | Chair
Penn Foundation Board of Directors

MESSAGE FROM THE PRESIDENT AND CEO

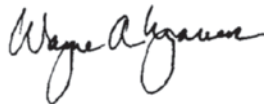
When Dr. Norman Loux penned his 1954 whitepaper describing a vision for a community-based psychiatric facility, he gave voice to a unique and important piece of history that would transform the mental health system and be used as a national model for other community-based mental health centers.

While almost 60 years have passed, the real story is that his vision continues to inspire the transformative work that happens on our campus every day. In this report, you will read the stories of Judy, Piera and her son Julian, Grace, and Jason, courageous individuals who have found comfort, compassion, and hope at Penn Foundation.

Today, we find ourselves at a crossroads similar in many ways to the one Dr. Loux faced in 1954. With the combination of healthcare reform, ever-improving science, and increasing demand for our services, we work daily to meet our community's needs and pilot innovative solutions to care. Balancing these demands, while maintaining the highest quality of care, challenges us to be at our best and requires the active support of a caring community.

Penn Foundation is energized by what lies ahead. The faces of Judy, Piera and Julian, Grace, and Jason, faces of hope, inspire us to continue to evolve our programs and systems to assure that they are responsive, effective, and continue to meet our community's needs.

We are deeply grateful to our generous donors, volunteers, and to every person who has invited Penn Foundation to be a partner in restoring hope and rebuilding lives. It is because of our caring community that Penn Foundation is able to transform the lives of over 10,000 individuals each year.



Wayne A. Mugrauer | President & CEO



Wayne A. Mugrauer

*"While almost 60 years have passed,
the real story continues to be the
transformative work that takes
place on our campus every day."*



Penn Foundation's Medical Team, which includes nine psychiatrists and three nurse practitioners, is an exceptional group of professionals representing a diverse array of skills and specialties. Their years of experience combined with their genuine passion for helping people guarantees that our clients will receive the quality care they deserve.

MESSAGE FROM THE MEDICAL DIRECTOR

Penn Foundation's medical staff is committed to providing innovative, quality care that continually evolves to meet the needs of the entire community. As Medical Director, I am energized by the new opportunities and challenges that changes in our healthcare system can provide. On a national level, behavioral and physical healthcare are trending toward a more integrative approach, and Penn Foundation is well positioned to provide the holistic care that is demanded of us at the local level.

We have expanded our medical team to include nine psychiatrists, 24 nurses, and three nurse practitioners. Knowing the dramatic impact that living with a serious mental illness can have on an individual's physical health, we have enhanced our services to include programs that address both mental and physical healthcare. In the coming year, we will begin implementing a new electronic health records system to increase efficiency and communication, and we are planning an on-site pharmacy in the new Loux Center.

To ensure that we continue to provide care that is flexible and effective, we formed two task forces to look at and recommend improvements to outpatient service options and delivery systems for adults and older adults. The findings of these task forces are being implemented and will further enhance the efficiency of our services.

We have also introduced specialized care for individuals with a history of trauma. With the goal of providing an atmosphere that is sensitive to the unique needs of this population, we have made environmental and programmatic changes that are designed to provide a greater sense of safety and comfort.

As the country redefines its understanding of how healthcare is delivered, Penn Foundation is poised to be a leading innovator of behavioral health services. We will continue to develop new and creative approaches to care while maintaining the tradition of excellence that has always characterized us.



Christopher Squillaro, D.O. | Medical Director



Christopher Squillaro, D.O.

"As the country redefines its understanding of how healthcare is delivered, Penn Foundation is poised to be a leading innovator of behavioral health services."



FACES OF HOPE

CREATING FLEXIBLE, RESPONSIVE CARE

This year, in an effort to enhance the service we offer to our adult population, Penn Foundation organized a task force to look at, and recommend improvements to, current service options and delivery systems.

The recommendations of the task force build upon the Open Access model introduced by Penn Foundation last year, a model that has helped to dramatically reduce wait times for mental health outpatient appointments. With the overall goal of increasing access to and user-friendliness of services, a 15-month plan was developed to create a more flexible, responsive, and efficient system of care.

"We want to offer care to our community that is known to restore hope and enhance quality of life," says Julie Williams, Associate Executive Director of Mental Health Services. "To do this, we will ensure that each person that comes through our door is getting the right services and those services are being delivered in the most efficient way. This includes using a team approach and taking advantage of opportunities that did not exist before – advancements in technology and the integration of mental and physical healthcare."

“We want to offer care
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JUDY'S STORY

Judy has dedicated her life to teaching the gifted program to elementary-age children. Outside the classroom, Judy turned to Penn Foundation for much needed support.

Since 1980, Judy has been seeing an outpatient therapist to manage her bipolar disorder and other overwhelming life situations. In particular, Judy found that she took better care of others than she did herself. With support from her therapist, Judy has learned how to create better balance in her life.

Each month, she works with her therapist to set goals — her "homework" as she calls it. "Regular counseling has really given me perspective," says Judy. "I've learned how to work through difficult situations, and I've learned the importance of having outside interests. Now I know how to make time for what's important to me."

Implementing all that she has learned has allowed Judy to pursue her passion for teaching for 27 years, winning the Presidential Award for Excellence in Science Teaching in 1999.



FACES OF HOPE

SUPPORTING CHILDREN WITH SPECIAL NEEDS

For many children, going to camp is an exciting summer tradition. But for children with special needs, the idea of summer camp can be more intimidating than fun. That's where Camp Courage comes in.

Camp Courage is a four-week special needs camp for children ages 7-12 with mental health or developmental disorders. Designed to bring the classic camp experience to children who typically wouldn't get it, Camp Courage offers these children extra support and encouragement to fold into the camp groups of their typically-developing peers.

"Our standard is that every child is as active as possible and has a full day of fun, every day, with other children their age," says Debra Springer, Director of Camp Courage.

When funding for Camp Courage ended in 2011, our caring community came together to support this important program. The contributions of several generous donors added to the proceeds from the Silent Auction at Penn Foundation's Autumn Event were used to make Camp Courage possible again in 2012.

“Our standard is that every
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PIERA'S STORY

Piera is the mother of two beautiful sons, Joseph (3) and Julian (2).

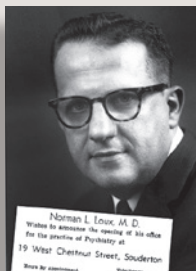
Joseph was diagnosed with Autism at 18 months old. When Julian started exhibiting signs of developmental delays at 16 months old, Piera and her husband Jason weren't sure if his difficulties were real or if he was mimicking the behaviors of his older brother. "He wasn't talking, and he wasn't comprehending things that we said," says Piera.

Julian was evaluated through Penn Foundation's Early Intervention Services. He is visited twice a week by a speech therapist and once a week by an occupational therapist.

"Julian can now play by himself and figure things out on his own," says Piera. "Early intervention has been so helpful to Julian and our family."

A JOURNEY THROUGH MORE THAN 55 YEARS OF COMMUNITY-BASED SERVICE

The Dr. Norman L. and Esther B. Loux Center addition is 36,000 square feet. When coupled with the 25,000 square feet of the existing building, the total space is an impressive 61,000 square feet. It is designed to meet the standards for Silver LEED Certification. The Loux Center addition will allow us to bring many of our outpatient programs under one roof, thus increasing efficiency and access to our services and reducing rental costs. Penn Foundation will celebrate the completion of the Loux Center with a dedication ceremony in early 2013.



A Souderton native, Dr. Norman Loux enrolled in a Virginia boarding school to complete his high school degree. It was there that he met his future wife, Esther Brunk. They married on June 4, 1941 and had three children: Elizabeth, Philip, and Peter.



During his 16-month career as a family physician, Dr. Loux recognized that many of his patients had "emotional problems," sparking his interest in psychiatry. Dr. Loux was the Assistant Superintendent of Butler Hospital in Rhode Island when he was asked to return to his home community to establish psychiatric services.



Penn Foundation's location directly across from the community hospital was no accident. Dr. Loux and the Board of Directors clearly saw the link between medical care and psychiatric care. When the farm across the street from Grand View went up for sale, the Board purchased it in 1956 for \$19,000.



In the late 1950s, Dr. Loux and the Board agreed that Penn Foundation needed to expand its facilities. In a "Plan for Action," they described the type of facility they envisioned: "Since the backbone of our psychiatric program is our outpatient facility, the first need is to construct office space which will enable us to render service to our outpatients... The facilities should be easily and unobtrusively accessible. They should give due consideration to the privacy of the individual patient. Adequate waiting area facilities should be constructed where a sense of privacy is possible for those occupying the waiting area."

AS PENN FOUNDATION HAS GROWN OVER THE YEARS, it has remained committed to Dr. Loux's vision of providing services for the community, in the community. We strive every day to provide the innovative, compassionate care that our community deserves and to do so in a respectful, dignified way. Our facilities play an important role in making our clients feel safe, comfortable, and welcome while they are in our care. Having buildings that are modern and close in proximity allows us to provide the most efficient, effective care possible.

Our vision was to create flexible workspaces, improve efficiency, protect the privacy of our clients, and enhance integration and communication among teams and departments. We also carefully considered current trends and how they will impact the way we provide care in the future. The interior layout of the Loux Center was designed to reflect these priorities. Private waiting rooms, expanded community space, a chapel, a pharmacy, and full accessibility will serve to enhance the warm, welcoming, home-like feel we strive to provide for our consumers.

THANK YOU to our caring community of supporters which has so generously made the Dr. Norman L. and Esther B. Loux Center possible. We deeply appreciate your contributions, which are helping to bring hope and healing home to this community.



FACES OF HOPE

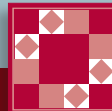
THE CHANGING FACE OF OLDER ADULT SERVICES

The number of Americans over the age of 65 is expected to increase by 37 percent between 2010 and 2020 and by another 30 percent between 2020 and 2030. This rapid growth is primarily due to baby boomers reaching retirement age.

As the demographics of older adults change, so will the needs and expectations of this population. In anticipation of this shift, Penn Foundation organized a task force of staff, area physicians, clients, and families to work together to develop innovative strategies that address the changing face of older adult services.

"The upcoming generation of older adults is generally healthier, more technology-savvy, and more knowledgeable about health-related issues than the generation before them. They are focused on having choices and on maintaining as much independence as possible," says psychologist Dr. Karen Rosenberger. "We are developing new, creative interventions that are not medication-based, and we need to offer more comprehensive services that provide more individualized attention."

Having someone to talk to
about her illness and other
difficult life situations has,
as Grace puts it, given her
"a new lease on life."



GRACE'S STORY

In her late 80s and living in a continuing care facility, Grace is visited monthly by a Penn Foundation psychologist to help her manage her bipolar disorder.

With the help of medication and individual and couples counseling, Grace has managed her mood disorder, the death of her son, family tensions, financial stresses, numerous medical problems, and functional decline associated with aging.

Having someone to talk to about her illness and other difficult life situations has, as Grace puts it, given her "a new lease on life." Grace is busy learning to play chess, teaching a watercolor class, and spending time with her seven grandchildren, 11 great-grandchildren, and three great-great-grandchildren.

"Penn Foundation has helped me live a full life," she says.



FACES OF HOPE

BREAKING THE CYCLE OF SUBSTANCE ABUSE

With approximately 8.3 million children in the United States living in a home with at least one parent in need of treatment for alcohol and/or drug dependency, prevention is critical, especially as these children transition from elementary to middle school.

MLB pitcher Jamie Moyer and his wife, Karen, created Camp Mariposa®, a program designed to help children whose lives are impacted by a family member's substance use. In June, their foundation – The Moyer Foundation – partnered with Penn Foundation, a Pennsylvania Department of Drug and Alcohol Programs-licensed facility, to launch Camp Mariposa® in Pennsylvania. This free, overnight weekend camp is for youth ages 9-12 who are living with addiction in their families. Campers learn about the disease of addiction and its impact on the family, techniques for coping with a loved one's addiction, tips for prevention, and available resources that they can turn to for help.

"Camp Mariposa® offers these children a safe environment in which to have fun and connect with other children their age having a similar life experience," says Michele Barnes, Camp Mariposa® Project Coordinator. "As a result, the children feel less alone and learn valuable skills to help live lives free of substance abuse."

“Penn Foundation
gave me a chance to change
and a place to call home.”



JASON'S STORY

Jason began using drugs at age 13 as a way to make friends and cope with his dislike of school. At 19, he overdosed but didn't care whether he lived or died. He stopped taking care of himself. Jason quit school, lost his job, and broke up with his girlfriend. He spent three months in jail for burglary and access device fraud.

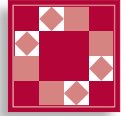
In 2011, Jason came to live at the Village of Hope. He is now two years clean and attends community college, with aspirations to be a drug counselor.

"Penn Foundation gave me a chance to change and a place to call home," says Jason. "I now have hope that things will get better."



FACES OF HOPE

Donna Duffy-Bell,
*Executive Director of
Rehabilitation Services*



DONNA DUFFY-BELL, EXECUTIVE DIRECTOR OF REHABILITATION SERVICES, RECEIVES TOP MONTGOMERY COUNTY AWARD

Donna Duffy-Bell was chosen as the 2012 recipient of the Dr. Robert H. Miller Award, the highest acknowledgement bestowed by the Montgomery County Department of Behavioral Health and Developmental Disabilities.

This annual award recognizes an individual who has made a long-term commitment to the mental health field and whose involvement, service, and contributions to the improvement of the quality of life of persons with mental illness are worthy and exceptional. Additionally, the award recipient must exemplify the caring, compassion, respect, flexibility, and trustworthiness of the late Dr. Miller.

"Throughout her 28 years at Penn Foundation, Donna has been a faithful advocate for and partner with individuals in realizing their recovery and life goals in the community," says Penn Foundation President and CEO Wayne Mugrauer. "Because she believes that everyone is capable of growth and an improved quality of life, Donna has been a leader in establishing creative ways to support people in the community."

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Marvin Anders, *Secretary*

H. Bruce Detweiler, CPA

Vernon Kratz, MD

Donald Kraybill, PhD

Wanda Lindsay

J. Phillip Moyer, MD

Ronald Souder, MD

PENN FOUNDATION ADMINISTRATION

Wayne A. Mugrauer

President & CEO

Christopher Squillaro, D.O.

Medical Director

Francine Mellott, CPA

Chief Financial Officer

Donna Duffy-Bell, MA, CPRP

Executive Director of Rehabilitation Services

Marianne Gilson, MCAT

Executive Director of Operations & Quality

Karen Kern, MSW, LCSW

Executive Director of Mental Health Services

Sandra Landis

Director of Human Resources

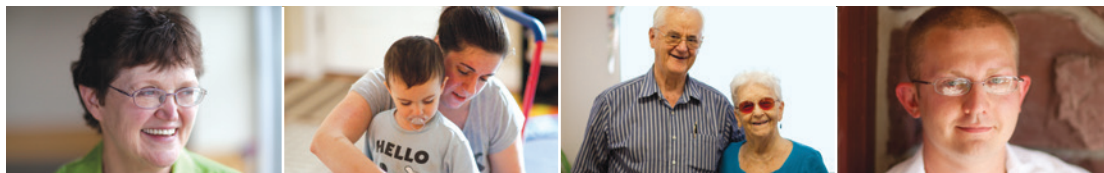
Thomas Tantillo, MSW, MBA

Executive Director of Drug & Alcohol Services

SCHOOLTEACHER. TODDLER. GRANDMOTHER. COLLEGE STUDENT. FOUR DIFFERENT PEOPLE; ONE COMMON BOND – HOPE.

Penn Foundation is in the business of changing lives and restoring hope. By providing compassionate, responsive, and innovative care, we help individuals and families grow, develop, and recover to their fullest mental, emotional, and spiritual health.

This fiscal year, we helped 10,262 children, adolescents, and adults experience the healing power of hope by providing the skills, tools, and support necessary to face life transitions with confidence, conviction, and courage.



LICENSURE

Pennsylvania Department of Welfare

ACCREDITATIONS

Association of Clinical Pastoral Education

Commission on the Accreditation of
Rehabilitation Facilities*

International Center for Clubhouse
Development

MEMBERSHIPS

Franconia Mennonite Conference

Greater North Penn Collaborative
for Health and Human Services

Mennonite Health Services Alliance

National Alliance for the Mentally III

National Council for Behavioral
Healthcare

Pennsylvania Association of
Psychosocial Rehabilitation Services

Pennsylvania Community Providers
Association

United States Psychiatric
Rehabilitation Association

* Alcohol and Other Drug Addiction Detoxification Program and Inpatient Treatment Program.

FACES OF HOPE

Statement of Activities

For the Year Ended June 30, 2012

REVENUE, GAINS, AND OTHER SUPPORT

Managed Medical Assistance	\$	10,606,549
Fees from Counties	\$	4,887,837
Contributions*	\$	4,593,598
Client Billing & Commercial Insurance	\$	2,886,436
Medical Assistance	\$	957,538
Medicare	\$	711,721
Other Income	\$	529,183
Grants & United Way	\$	148,616
TOTAL	\$	25,321,478

EXPENDITURES AND LOSSES

Program Services	\$	17,800,966
Support Services	\$	2,707,197
TOTAL	\$	20,508,163

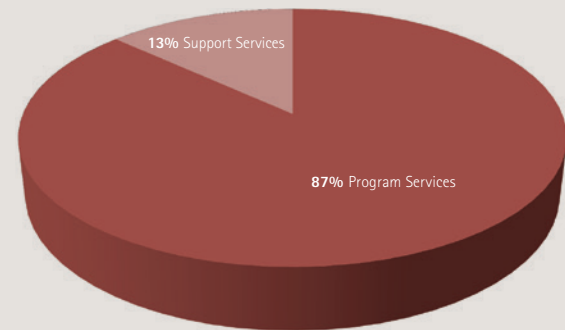
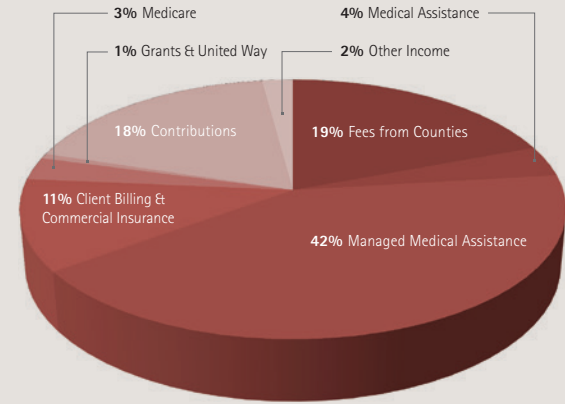
CHANGE IN NET ASSETS**	\$	4,813,315
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* Contributions includes approximately \$4.4 million related to funding for the Main Building expansion project.

** The illustration does not include the impact of the loss on disposal of investment in land related to the Penn Villa project.

Unaudited Statement

The information included in this statement is unaudited and is not consolidated with any related parties.



FACES OF HOPE

OUR CENTRAL PURPOSE

Penn Foundation believes in the resilience of the human spirit and provides a safe place where people of all ages can grow, develop, or recover to their fullest mental, emotional, and spiritual health.



PENN FOUNDATION
BEHAVIORAL HEALTH SERVICES

Instilling Hope. Inspiring Change.