



A Lifetime of Wellness

'12-'13 | annual report



PENN FOUNDATION

BEHAVIORAL HEALTH SERVICES

Instilling hope. Inspiring change. Building community.

The Penn Foundation Mission-Vision-Values Statement adopted by the Board of Directors on February 25, 2013, affirms Our Mission:

**To instill hope, inspire change,
and build community.**

Our Vision:

We believe in the resilience of the human spirit.
We dedicate ourselves to the provision of superior behavioral, developmental, and physical healthcare that is individual and family centered, accessible and equitable.

We compassionately support the ability of every individual to fully realize their emotional, physical, and spiritual potential.

We aspire to better serve our community through an integrated model of coordinated and cost-efficient care.
We seek to innovate and collaborate with organizations that share our mission and values.

We promote the development of our staff by creating opportunities for achievement and advancement.

We dedicate ourselves to these values:

Integrity ~ Quality ~ Responsiveness ~ Respectfulness ~ Our professional heritage.

Roma Ruth 2013



MESSAGE FROM THE BOARD CHAIR AND PRESIDENT & CEO

Every day, people of all ages come to Penn Foundation seeking support, compassion, guidance, and hope. It could be a mother looking for ways to manage her son's severe anxiety, or an older adult couple seeking support in the face of Alzheimer's disease. It could be a young man battling addiction, or a woman struggling with both alcoholism and a mental illness. Whoever the person, Penn Foundation is committed to providing innovative, compassionate, responsive care that is personalized to meet the unique needs of each individual.

In January 2013, we dedicated the *Dr. Norman L. and Esther B. Loux Healthcare Center*, a project made possible by the generous support of our community. 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. This beautiful space provides the opportunity to seamlessly integrate physical and behavioral healthcare in ways that will advance the vision of integrated healthcare that guides our work.

Earlier this year, Penn Foundation embarked on a strategic planning process to focus the organization's direction over the next three years. As part of this process, we adopted a new Mission, Vision, and Values Statement (at left), which gives voice to our aspirations – ensuring access to care for all individuals, enhancing the care we provide through innovation and collaboration, and encouraging the development of our staff. Though this process is still on-going, there has already been incredible dedication and creativity from our staff and genuine support from our caring community.

As we complete our strategic planning process and clarify our priorities, we will stay true to our mission of instilling hope, inspiring change, and building community. This has been our hallmark for 58 years and is the reason that, each year, more than 10,000 individuals invite us to share in their journey.



Margaret K. Zook | Board Chair



Wayne A. Mugrauer | President & CEO



**Wayne A. Mugrauer
& Margaret K. Zook**

"One day, I exchanged greetings with a visitor who wanted me to know that she thought the architecture of our Loux building was beautiful. I thanked her and remarked that what was really most beautiful was the caring and healing that occurred inside.

With that said, she began to cry and thanked Penn Foundation for her daughter's recovery and the preservation of her family. It was an inspiring moment and a constant reminder of the importance of the work that we are called to do."

- Wayne A. Mugrauer, President & CEO

www.PennFoundation.org

*When the team comes
to work with Austin,
it's like a friend
coming to visit.*



From left, Austin, Susan, and Tyler.

PROVIDING CHILDREN AND THEIR FAMILIES WITH TRAUMA-SENSITIVE CARE

Today, almost half of the children in the United States have experienced one or more types of childhood trauma. Even more concerning is that one-third of youths ages 12-17 have experienced two or more types of trauma that will likely impact their physical and mental health as adults. Recognizing this alarming trend, Penn Foundation offers trauma-sensitive care for children and their families.

"Many times, traumatic experiences are pervasive and enduring, part of the child's day-to-day life," says Barbara Kopystecki, Clinical Supervisor of Family Based Services. "These experiences can overwhelm their capacity to cope effectively. As a result, they are at risk for negative outcomes such as alternative school placements, juvenile justice involvement, and out-of-home placements."

Penn Foundation offers a specialized, holistic treatment model that addresses the lasting impact trauma can have on a child's life.

"We offer thoughtful, sensitive, evidence-based interventions that involve all of the child's care-giving systems – parents, extended family, school, church, and service providers – to support the child in healthy growth and development," says Barbara. "We teach ways to counter or manage the impact of trauma, including regulating anxiety, reducing physical tension, and reversing the effect of trauma on the child's view of themselves and others."

Austin's Story

Diagnosed at age 5 with ADHD, Tourette Syndrome, and borderline Asperger's Syndrome, Austin, now 10, was impulsive and experienced severe bouts of separation anxiety. "On the way to school, he would try to jump out of the moving car," explains his mother, Susan. "When we got to school, the anxiety was so bad that he would vomit and pass out; then we'd have to call an ambulance." Austin's deteriorating behavior led to multiple inpatient stays.

Thanks to Family Based and Wrap Around, Susan no longer feels alone, and Austin is thriving in a new school. "Austin has matured tremendously," says Susan. "He is able to focus and regulate his behavior, and he loves school now."

"Penn Foundation has been my backbone," adds Susan. "When the team comes to work with Austin, it's like a friend coming to visit. I consider Penn Foundation family, and I wouldn't be here without their help."

*My entire mentality
has changed.*



FOUR INPATIENT BEDS ADDED AT JOHN W. AND EMILY CLEMENS RECOVERY CENTER

Four inpatient beds have been added at the *John W. and Emily Clemens Recovery Center*, bringing the program's total inpatient bed capacity to 43. Three of the new beds will be used for detoxification (individuals withdrawing from a substance) while the remaining bed will be used for general inpatient rehabilitation. These additional beds will enable the Recovery Center to meet an increasing demand for inpatient care.

"Our inpatient program runs at an occupancy rate close to 100 percent," explains Tom Tantillo, MSW, MBA, Executive Director of Drug and Alcohol Services. "As the number of people abusing opiates grows and because people are abusing multiple substances, we are seeing more severe addictions which require inpatient care. By adding these beds, we will be able to provide this level of service to more individuals."

For many people, inpatient rehabilitation is an important first step in recovery. "Inpatient treatment allows individuals to focus solely on themselves and their recovery, without outside distractions or negative influences," Tom explains. "It teaches individuals tools for coping with cravings or situations that could lead to relapse. And it can provide a strong foundation for long-term recovery."

Zach's Story

Zach smoked his first cigarette when he was just 9 years old. At 11, he tried marijuana with a friend. By 14, he was snorting heroin and other opiates. Though he was never affiliated with a gang, he hung around with kingpins, selling drugs to make money.

Consumed by addiction, which controlled every aspect of his life, and tired of living what he calls a "selfish" life, Zach, now 19, came for inpatient rehab at Penn Foundation's Recovery Center.

"My entire mentality has changed," Zach says. "At the Recovery Center, I'm surrounded by 'real' people who take their recovery seriously. I've realized that I have not been a good son, and I want to earn my mom's trust back. Because of the support I've received at the Recovery Center, I think that it's possible. Penn Foundation has changed my life."

*They have supported
me through some dark
periods in my life.*



GROUPS PROVIDE SUPPORT, ENCOURAGEMENT, AND VALIDATION

This year, Penn Foundation began offering numerous group enhancement opportunities to complement the care that it provides. These groups, some of which are peer-facilitated, meet weekly and provide support for a variety of issues including: single parenting, anger management, spiritual direction, grief, stress management, trauma, transitions, hearing voices, and more.

"Individuals who participate in groups often feel a high level of validation because they realize that they are not alone," says Julie Williams, MA, Associate Executive Director of Adult Mental Health Services. "A group environment fosters opportunities for emotional support, compassion and understanding, and encouragement from others who are experiencing the same things. You have the chance to learn from other group members as well as to help your peers."

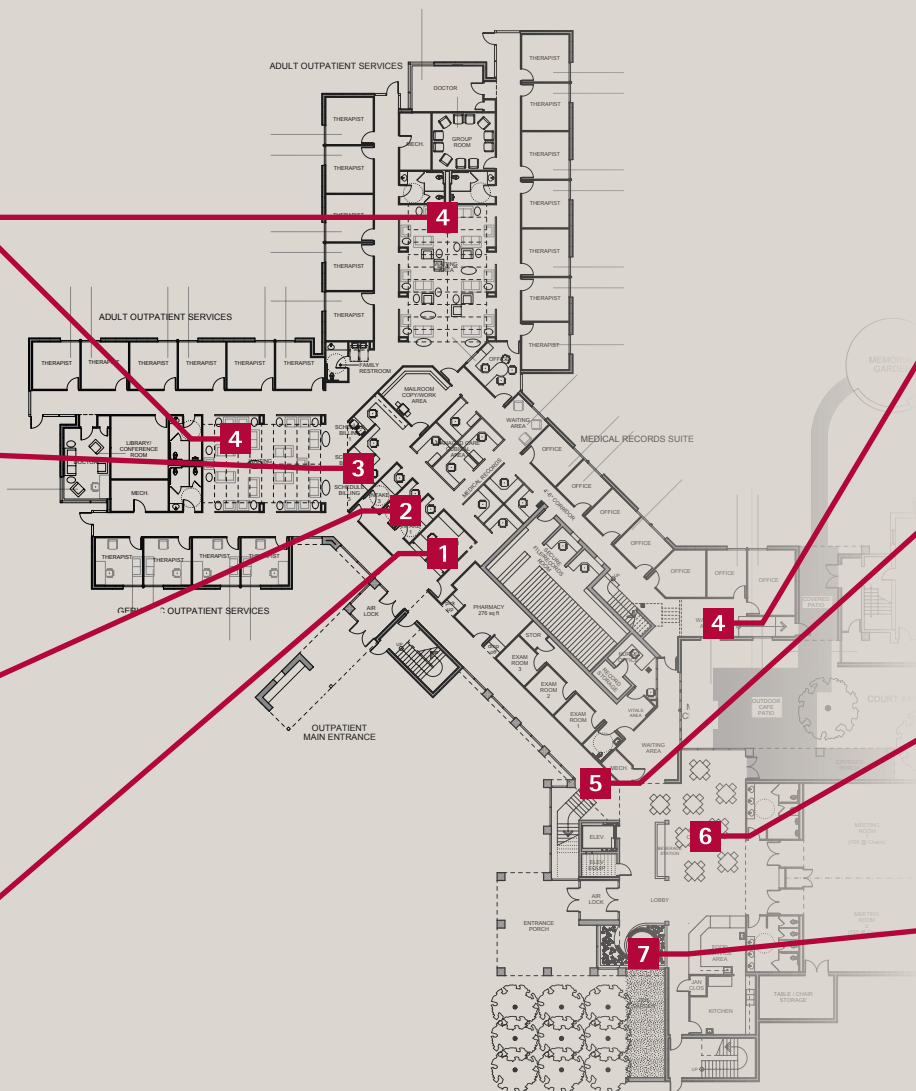
Mark, who participates in the anger management group, says, "It helps me so much to be around people who are also struggling with anger issues. Because of the support I receive in group, I am now able to more calmly respond to situations instead of reacting with anger."

"Mark is better able to express himself to others and is willing to talk things through," adds his therapist, Lisa Kriebel. "The anger management group has given Mark valuable coping skills."

Valerie's Story

Diagnosed at 16 with anorexia and depression, Valerie long struggled with her self-image. At age 23, she began drinking. With her alcoholism spiraling out of control, she was in and out of 10 rehabs. All she felt was despair and hopelessness. Then, she was introduced to Penn Foundation's Assertive Community Treatment (ACT) program in Pottstown. Now sober for five years, Valerie is working as a Certified Peer Specialist, using her own experiences to support others in their recovery.

"The ACT team gave me hope when I had none and restored my self-respect," says Valerie. "They have supported me through some dark periods in my life, including the death of my husband, Jerry, last year. Jerry had been a huge advocate for my recovery, and I didn't know what I was going to do without him. But thanks to ACT, I never feel alone."



DR. NORMAN L. AND ESTHER B. LOUX HEALTHCARE CENTER

Dedicated January 22, 2013

Named in honor of Penn Foundation's founding Medical Director and his wife, the *Dr. Norman L. and Esther B. Loux Healthcare Center* represents Penn Foundation's commitment to Dr. Loux's vision of providing services for the community, in the community.

1 RECEPTION

The 36,000 square-foot Loux Center was designed to centralize services, improve efficiency, protect the privacy of clients, and enhance integration and communication among teams and departments.

2 OPEN ACCESS

Three private offices to the left of the main reception desk ensure the confidentiality of clients who come in through Open Access, a model of same-day assessment service that immediately and efficiently meets a person's need in the critical moment when he/she reaches out for help.

3 CLIENT CARE

To the left of the Open Access offices are three stations which provide a more efficient and seamless check-in and check-out experience for clients and their families.

4 WAITING AREAS

Separate child/adolescent, adult, and older adult waiting rooms provide privacy for clients. The adult and older adult waiting rooms each feature a wall that showcases stone from the farmhouse that was Dr. Loux's original Lawn Avenue office. The colorful child/adolescent waiting room provides an inviting, cheerful environment for clients and their families.

5 NATURAL LIGHT AND SUSTAINABILITY

Large windows offering natural daylight are just one of the building's green features. Built to Silver LEED standards, the Loux Center uses several state-of-the-art technologies and recycled building materials to conserve energy, harvest natural resources, and promote clean air.

6 UNIVEST COMMUNITY ROOM

The Univest Community Room offers expanded community space for both internal and external workshops, trainings, meetings, and events. The café area outside of the Community Room provides a comfortable area to sit and relax, enjoy a cup of coffee or lunch, and socialize.

7 CLEMENS FAMILY CORPORATION CHAPEL

Honoring our Christian faith heritage, while open to all, the Clemens Family Corporation Chapel is a private place for prayer and meditation. A short prayer service is held in the chapel every Wednesday.

*I wish I had
known about
Penn Foundation
earlier because it
has given me more
time with my Mary.*





PENN FOUNDATION PARTNERS WITH GRAND VIEW HOSPITAL TO OFFER CHAPLAINCY SERVICES

When Grand View Hospital's longtime chaplain retired in April 2012, Penn Foundation saw the need and formed a partnership with the hospital to offer chaplaincy services to its patients. Chaplains are available to visit with patients and their families and provide spiritual support and guidance.

The chaplains make daily rounds in the intensive care, oncology, and telemetry units, helping patients and their families through the shock of early diagnoses or end-of-life situations; ethical dilemmas like the introduction or withdrawal of life support; and experiences that make people conscious of their own mortality.

Each of Penn Foundation's six chaplains has been licensed, endorsed, or ordained by their denomination to provide pastoral care. They have all also completed Penn Foundation's Clinical Pastoral Education (CPE) program.

"Chaplaincy is a specialized ministry," says Rev. Dr. Carl Yusavitz, Penn Foundation's Chaplain. "As chaplains, we allow people to use us as they need to use us. We listen without judging or trying to solve a problem. We are only with people for a short time on their journey. We need to hear their story, help them find God in that story, and help them re-experience God's unconditional love and forgiveness."

Jack and Mary's Story

Jack and Mary first met on a blind date in 1962. Although they cared deeply for one another, family pressures forced them to break up. Despite going their separate ways, the couple reunited 40 years later through a mutual friend and married in 2002. In 2010, Mary was diagnosed with early onset Alzheimer's disease. Through Penn Foundation's Older Adult Services, Jack and Mary found relief and hope.

"Mary immediately stabilized and is doing so much better," says Jack. "The progression of her disease has slowed. She has moments where she is completely coherent, and I can leave her home alone. I wish I had known about Penn Foundation earlier because it has given me more time with my Mary."

*Penn Foundation
is quietly shining a
light...it is special,
uncommon, and
rare.*

– Jane Pauley



Jane Pauley (right) with board members Margaret Zook (left), Stephen Nelson (right), Thomas Leidy (left), and Penn Foundation President & CEO Wayne Mugrauer (center).

Autumn Event 2012: A Look Back

AUTUMN EVENT OFFERS INSPIRATION, HOPE, AND A NEW WAY OF THINKING ABOUT MENTAL ILLNESS

Award-winning journalist and mental health advocate, Jane Pauley, delivered a powerful keynote address during Penn Foundation's 2012 Autumn Event that inspired the more than 700 attendees to think about mental illness in a new way.

"As advocates, I think our messaging could use some work," she said, referring to her feelings about talking about the stigma of mental illness. "Let's give people something to be for instead of against."

Pauley's candid reflections on her own journey after a diagnosis of bipolar disorder illustrated her passion for mental health advocacy, and she credited Penn Foundation with "quietly shining a light" for those making that journey. Says Pauley, "The Penn Foundation is special, uncommon, and rare."

Frederick Schea, President and CEO of First Savings Bank, was the recipient of the 2012 Adventures in Excellence Award. Fred has long been a strong community supporter and has consistently demonstrated outstanding leadership, integrity, and a commitment to improving community welfare.

Autumn Event 2012 raised over \$120,000 for Penn Foundation. The proceeds will help pay for the charitable care we provide to individuals who cannot pay or can only partially pay for the care they receive. The evening's Silent Auction and Camp Courage Giving Tree raised over \$12,000 for Camp Courage, a summer camp for children with special needs, run by Penn Foundation at Camp Men-O-Lan in Quakertown.

Penn Foundation's Adventures in Excellence Award is presented annually at the Autumn Event and celebrates the honorees for their philanthropy and dedication to community.

Adventures in Excellence Award Recipients

Frederick Schea	2012
Robert Wonderling	2011
John Goshaw	2010
William Aichele	2009
Bob and Joyce Byers	2008
John Haines	2007
Kenneth Longacre	2006
Philip Clemens	2005
Todd Hendricks	2004



Penn Foundation Board of Directors

Front Row: Wanda Lindsay, H. Bruce Detweller, CPA, Margaret Zook (Chair), David Landis, Vernon Kratz, MD.

Back Row: Stephen Nelson (Treasurer), CPA, Ronald Souder, MD, J. Phillip Moyer, MD, Marvin Anders (Secretary), Thomas Leidy (Vice Chair).

Not Pictured: Donald Kraybill, Ph.D.



Penn Foundation Medical Staff include, *from left, seated:* Dr. Wellesley Bailey;
 Dr. Vernon Kratz; and Dr. Diana Koziupa;
from left, standing: Dr. Pamela Marinchak; Dr. Christopher Squillaro, (Medical Director);
 Dr. Alan Sofranko; George Ehrhorn, CRNP; Dr. Cheryl Booker-Carter; and Nina Drinnan, CRNP.
Not pictured: Martine Susko, CRNP

Penn Foundation's Medical Team includes eight psychiatrists and three nurse practitioners who provide compassionate care for people of all ages. In addition to seeing individual clients, they provide 24-hour-a-day, 7-day-a-week on-call coverage for programs such as the Recovery Center, ACT/FACT, and Emergency Services for patients at Grand View Hospital. This dynamic team of caring professionals continually works together to ensure that the community receives innovative, responsive care.

PENN FOUNDATION ADMINISTRATION

Wayne Mugrauer
President & CEO

Christopher Squillaro, DO
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 and 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 and Alcohol Services

LICENSURE

Pennsylvania Department of Welfare

ACCREDITATIONS

Association of Clinical Pastoral Education

Commission on the Accreditation
of Rehabilitation Facilities*

International Center for
Clubhouse Development

MEMBERSHIPS

Employee Assistance Professionals Association

Franconia Mennonite Conference

Greater North Penn Collaborative for
Health and Human Services

Mennonite Health Services Alliance

National Alliance for the Mentally Ill

National Association of Addiction
Treatment Providers

National Council for Behavioral Healthcare

Pennsylvania Association of
Psychiatric Rehabilitation Services

Pennsylvania Community Providers Association

United States Psychiatric Association

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



*A young boy with separation anxiety. A teenager battling addiction.
A woman struggling with depression and alcoholism. A couple
fighting a debilitating disease.*

DIFFERENT AGES. DIFFERENT LIFE STAGES. THE SAME MESSAGE: WITH PENN FOUNDATION'S SUPPORT, YOU ARE NOT ALONE.

Through a broad range of diverse mental health and substance abuse programs that can be tailored to meet individual needs, Penn Foundation provides compassionate, responsive, innovative care to more than 10,000 children, adolescents, and adults each year.

Our tradition of compassionate care combined with a strong belief in the healing power of hope and the possibility of recovery enables us to help individuals and families grow, develop, and recover to their fullest mental, emotional, and spiritual health.

STATEMENT OF ACTIVITIES

For the Year Ended June 30, 2013

REVENUE, GAINS, AND OTHER SUPPORT

Managed Medical Assistance	\$	10,266,084
Fees from Counties	\$	4,560,473
Contributions*	\$	3,106,328
Client Billing & Commercial Insurance	\$	3,425,183
Medical Assistance	\$	1,062,824
Medicare	\$	728,516
Other Income	\$	584,290
Grants & United Way	\$	148,773
TOTAL	\$	23,882,471

EXPENDITURES AND LOSSES

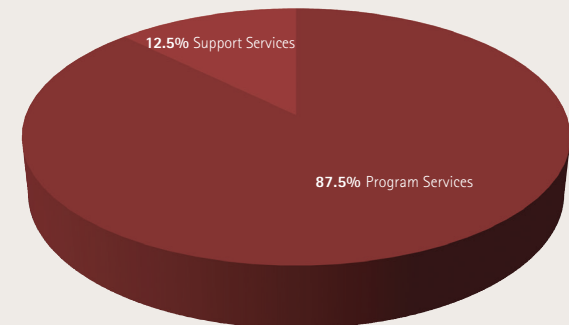
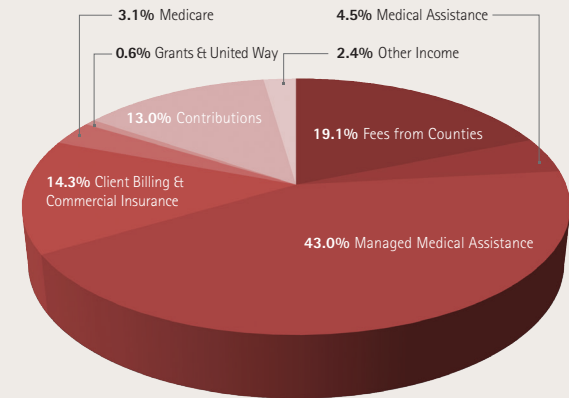
Program Services	\$	17,969,465
Support Services	\$	2,573,927
TOTAL	\$	20,543,392

CHANGE IN NET ASSETS* **\$ 3,339,079**

*Contributions include approximately \$2.9 million related to funding for the Main Building expansion project.

Unaudited Statement

The information included in this statement is unaudited.





PENN FOUNDATION

BEHAVIORAL HEALTH SERVICES

Instilling hope. Inspiring change. Building community.

807 Lawn Avenue, P.O. Box 32, Sellersville, PA 18960

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