

A man with short brown hair, wearing a white lab coat over a black shirt, is smiling and looking towards the camera. He is positioned on the left side of the frame. The background shows a modern building with large windows and columns.

2019
Annual
Report

Answering the Call



PENN FOUNDATION
BEHAVIORAL HEALTH SERVICES

To Our Caring Community of Supporters, Clients, and Staff

Since its founding 64 years ago, Penn Foundation has been committed to meeting the mental health and substance use treatment needs of our community. As those needs have evolved over the years, Penn Foundation has continually responded with innovative approaches to care that “answer the call” of our community. As you will read in this Annual Report, we carried on this tradition in fiscal year 2019.

Penn Foundation’s solid reputation as a leading community behavioral healthcare center brought new opportunities in 2018 and 2019 to increase our impact by expanding our services to new communities, investing in our infrastructure, and welcoming new professionals to contribute to our vibrant, growing programs. Our work this past year was also a direct response to our focus on listening, understanding, and adapting to the ever-changing healthcare landscape and the behavioral healthcare

needs of our community. With the unwavering commitment from our board and the dedication from Penn Foundation’s 440 employees, we continued to answer the call. Together, we:

- Expanded our Assertive Community Treatment (ACT) program to Chester County.
- Expanded our BCARES and Warm Handoff Programs to two additional hospitals and increased the operation of these programs to 24/7.
- Launched an alcohol-specific treatment program to better meet the needs of this population.
- Celebrated the 25th anniversary of Wellspring Clubhouse, which has been answering the call for adults with mental illness by providing vocational, educational, and social opportunities.

- Explored strategic partnerships to expand our mission and contribute toward our sustainability.
- Provided education and prevention resources and raised awareness of important mental health and addiction topics facing our region.

As we reflect on this past year and look to the future, we recognize that the demand for Penn Foundation’s services is stronger than ever. And, despite the challenges brought on by increased competition and advances in telemedicine and other nontraditional servicing models, we believe we are poised to seize creative new opportunities to serve the behavioral health needs of our community. As we adapt and respond, we will stay true to our mission of instilling hope, inspiring change, and building community.

Thank you for your guidance and support. Together, we can continue to answer the call for the more than 19,000 individuals who trust us to share in their journey each year.

Sincerely,



...

Wayne A. Mugrauer
President & CEO



...

Margaret Zook
Board Chair



Strong Outcomes Lead to ACT Program Expansion

Penn Foundation's expertise and strong program outcomes tied to its Assertive Community Treatment (ACT) programs led the agency to being awarded the contract to expand its ACT program operations to Chester County, effective July 1, 2019. Penn Foundation continues to operate its ACT programs in Sellersville, Bucks County, and Pottstown, Montgomery County.

The ACT program offers a person-centered approach to care that blends the disciplines of psychiatry, psychology, nursing, addictions, social work, and psychosocial rehabilitation. Individuals benefit from having a multidisciplinary team of professionals who work together to provide highly individualized treatment, rehabilitation, and support services to individuals living with severe mental illness.

"Penn Foundation has been providing ACT services for 13 years," says Craig Oliver, MA, Director of ACT Services. "Both our Pottstown and Sellersville teams have

demonstrated success in lessening or eliminating symptoms of mental illness; minimizing or preventing recurrent episodes of illness; enhancing an individual's ability to live independently within his or her own community; and lessening the family's burden of providing care. We are excited to bring Chester County this same innovative, responsive care." ●



Penn Foundation
has been providing
ACT services
for **13 years.**

Tiffany's Story

Tiffany was referred to Penn Foundation's ACT team in Pottstown 1 1/2 years ago. She had been hospitalized many times due to her mental health struggles and drug addiction. She was homeless and unable to support herself. The ACT team helped her to find housing, but "I just couldn't find stability for myself," she says. She was hospitalized again. ACT successfully advocated on Tiffany's behalf for a housing subsidy, and Tiffany was able to secure her own apartment. She found this independence and stable living situation to be freeing, and it was exactly what Tiffany needed to start making other positive changes in her life.

With the ACT team as her guide, Tiffany received individual and group counseling and medication support. She was able to find a job in a jewelry store, which she loves. She also learned how to manage her money and saved enough to buy a car.

"The ACT team is constantly checking on me, making sure that I'm safe," says Tiffany. "When I relapsed on drugs for six months, the team helped me get out of that situation and now I'm six months clean and sober. And there's always a plan for when I'm struggling. Thanks to ACT, I have the opportunity to create a life for myself. I make better decisions; I'm more confident; and I'm a better communicator and advocate for myself. I know that anyone on the team can help me; they are my family." ●



*"Thanks to ACT, I have
the opportunity to create
a life for myself."*

...

TIFFANY

Penn Foundation Expands Hospital Partnerships in Response to the Opioid Epidemic

In response to the opioid epidemic, Penn Foundation has expanded its partnership with local hospitals to provide support to overdose survivors and their families. Known in Bucks County as BCARES (Bucks County Connect, Assess, Refer, Engage, Support) and in Montgomery County as the Warm Handoff Program, these programs are a collaborative partnership that brings together hospitals and local treatment providers whose Certified Recovery Specialists (CRS) can respond to the emergency departments when individuals arrive after surviving an overdose. CRSs work to connect individuals who have experienced an overdose directly to treatment, provide support for the families, and educate medical personnel on drug and alcohol resources.

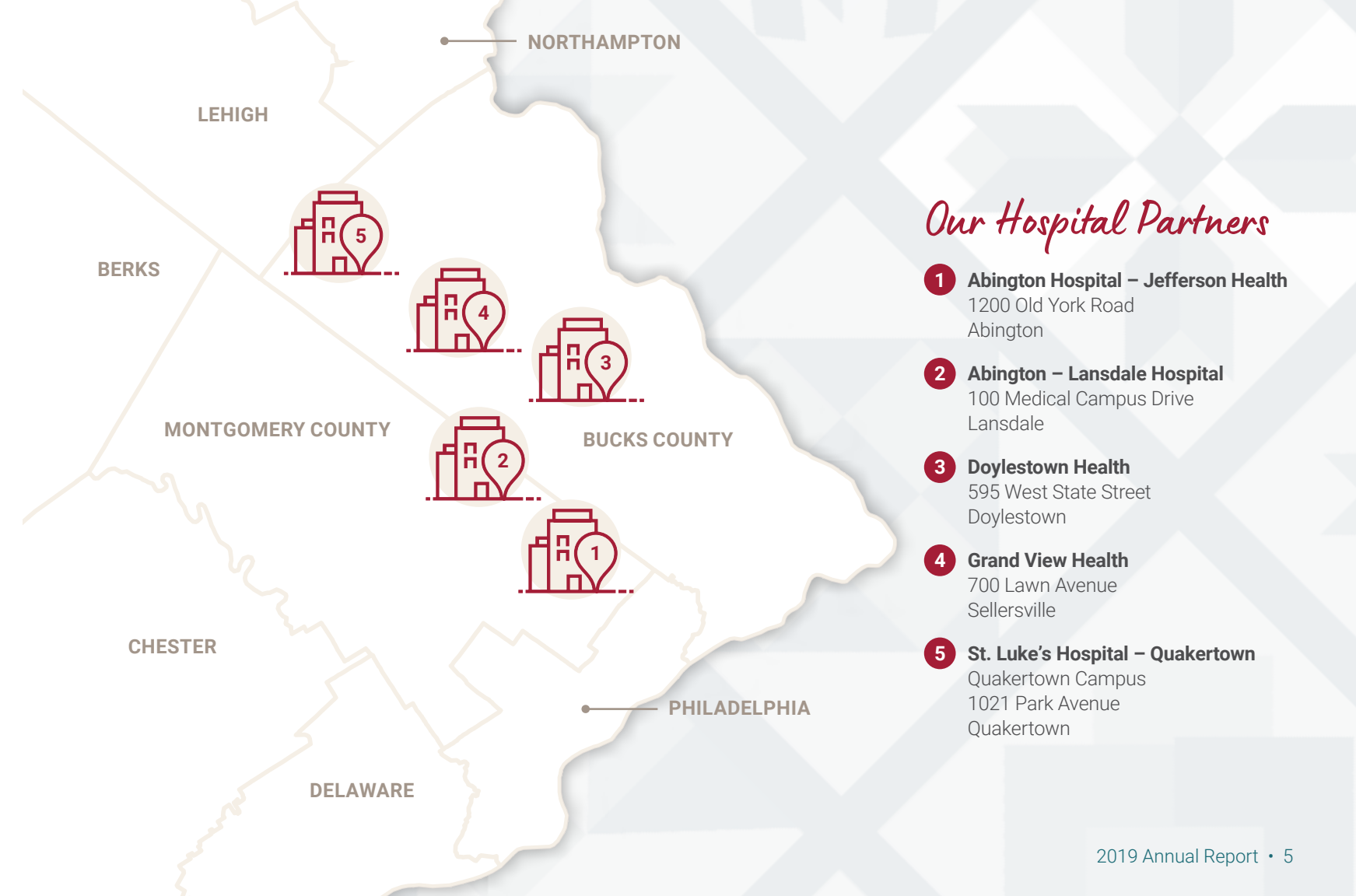
In addition to its partnerships with Abington-Lansdale Hospital, Grand View

Health, and St. Luke's Hospital-Quakertown, Penn Foundation expanded its services to two more area hospitals – Doylestown Health and Abington-Jefferson Hospital. Additionally, BCARES is now being offered 24/7 at the three Bucks County hospitals.

"To date, Penn Foundation has served individuals through BCARES and the Warm Handoff Program."

...
THERESA BENONIS, MS, Penn Foundation's Director of Outpatient Drug and Alcohol Services

"There is a critical need for specialized addiction medicine and intervention as we continue to fight the opioid epidemic. To date, Penn Foundation has served 899 individuals through BCARES and the Warm Handoff Program," says Theresa Benonis, MS, Penn Foundation's Director of Outpatient Drug and Alcohol Services. "Penn Foundation continues to think creatively about its drug and alcohol treatment services and has adapted and enhanced its programs to address the special needs of this population. These warm handoff programs allow us to foster immediate access to treatment for overdose survivors and provide them with a holistic approach to treatment that addresses their distinctive biological, behavioral, social, and spiritual needs. It also allows us to connect with families and support them on their journey to help their loved one." ●



Wellspring Clubhouse Celebrates 25th Anniversary

On April 25, 2019, Penn Foundation's Wellspring Clubhouse celebrated its 25th anniversary. Over 100 members, family members, current staff, former staff, donors, and community supporters gathered to celebrate the program's growth from its humble beginnings in a farmhouse on Lawn Avenue in April 1994 to the robust, life-changing program it is today.

Wellspring Clubhouse is a voluntary psychiatric rehabilitation program for adults living with mental illness and/or co-occurring substance abuse challenges. Wellspring Clubhouse has 115 active members who are engaged in the Clubhouse model that expects members to learn as well as contribute to achieve life goals. Members work side by side with staff as colleagues to run the program, to learn or teach skills, and to offer support and resources needed to achieve a satisfying and improved quality of life in the community.

"Wellspring is much more than a psychiatric rehabilitation program promoting recovery. We are a welcoming place to come that offers access to opportunities for supported employment, education, daily lunch, evening and weekend social events, and wellness activities. Each day, our members unite and create a community of mutual support, joy, and meaningful experiences as we work together toward a common cause," says Jill Valiant, MS, CPRP, Director of Wellspring Clubhouse. ●

"Each day, our members unite and create a community of mutual support, joy, and meaningful experiences as we work together toward a common cause."

...

JILL VALIANT, MS, CPRP,
Director of Wellspring Clubhouse



Patrick's Story

Patrick has been a member of Wellspring Clubhouse for seven years. Becoming a member wasn't an easy decision for him, as he experienced a high level of anxiety and found it very difficult to talk to and interact with other people. But looking back, Patrick says it's one of the best decisions he's made. The Clubhouse provided an encouraging, safe environment that gave Patrick the confidence to come out of his shell.

In May 2019, Patrick graduated from Bucks County Community College with his associate degree in English. He hopes to continue his education at some point, but for now, he hones his writing skills on his blog every day, where he reviews movies and television shows. Patrick also serves as co-chair of the Wellspring Clubhouse Advisory Board and as the Wellspring Clubhouse delegate to the Pennsylvania Clubhouse Coalition (PCC). He attended his first PCC conference in June 2019.

From someone who kept to himself to someone who graduated college and represents Wellspring Clubhouse at the state level, Patrick is amazed at how far he has come. He is proud of the transformation that he's felt in himself.

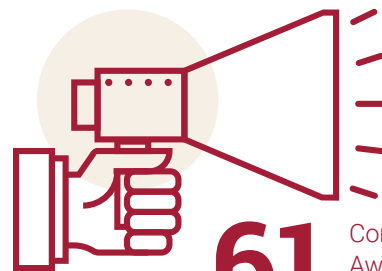
"It's inspiring to be surrounded by peers who understand what I'm going through and who spur me to keep moving forward," says Patrick. "I'm now more self-aware and better able to handle problems on my own. I find meaning in being part of a community like the Clubhouse." ●

Called to Serve

Our Annual Impact



19,010
Clients Served



61
Community Awareness Programs



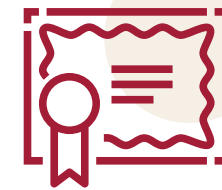
33
Interns and Psychiatric Residents



11
Counties Served



440
Dedicated Staff



27
Programs



9
Office Locations



252,978
Services Delivered



1,695
Phone Calls/Visits to Crisis

Numbers are for 2018.

Penn Foundation Introduces Alcohol-Specific Treatment Program

In early 2019, Penn Foundation opened the L. Ruby Horwood Center, located at 711 Lawn Avenue, Building 1, in Sellersville, to offer outpatient and intensive outpatient services for individuals abusing or addicted to alcohol.

"By developing an alcohol-specific treatment program, we are able to offer distinct services designed to address the unique needs of this population, which are usually very different than the needs of those struggling with an opioid addiction," says Dr. Chris Squillaro, Penn Foundation's Medical Director. "This will result in a better experience, and better outcomes, for both populations."

The opening of the Horwood Center and the ability to offer these specialized services is a direct result of our caring community responding to our call for

support. Through private donations, grants, and county funding, we were able to raise \$1.3 million toward this project, ensuring that individuals in our community have access to the treatment they need, when they need it. ●

Our Community Answered
the Call for Support



We raised \$1.3 million

toward an alcohol-specific
treatment program.

Josh's Story

Family chaos, feelings of loneliness and anxiety, and plain old curiosity led Josh to take his first drink at age 13. His family had a stocked bar in the house, and he saw family members use alcohol as a reward. "You came home from work and had a cold beer," remembers Josh.

Throughout high school and college, Josh continued to drink even more. "I didn't like to feel things," he says. "Alcohol became my comfort; it never let me down." It took several DUIs and four car accidents for Josh to finally realize that alcohol had indeed let him down.

One early morning, after a night of drinking, Josh drove around a curve too fast, and his car flipped. He was pinned in the car, in and out of consciousness. A couple happened to be passing by and called for help. Josh suffered severe injuries. As he recovered, Josh realized that "my life had become unmanageable. I was feeling hopeless and was starting to have thoughts of suicide.

I remember thinking 'Am I ever going to get this right?'"

Wanting to be a better person and realizing he didn't know how to get there on his own, Josh sought treatment at Penn Foundation. With the support of his outpatient counselor, Josh is now 4 1/2 months sober and learning how to live a sober life. "I finally realized that I wasn't missing out on anything by being sober. My counselor truly cares about me and has helped me to understand why I made the choices I did, to accept the things I can't change, and to make healthier choices. Thanks to Penn Foundation, I am proud of my life now, and I am excited for the future." ●

*"Thanks to Penn Foundation,
I am proud of my life
now, and I am excited
for the future."*

...

JOSH





...
Dr. Chris Squillaro, Penn Foundation
Medical Director; Dr. Michael Bradley,
Wayne Mugrauer, Penn Foundation
President & CEO; and Marianne
Gilson, Penn Foundation Senior
Vice President & COO.

Leading Adolescent Psychologist and Award-Winning Author Dr. Michael Bradley Speaks at Penn Foundation

On May 7, Penn Foundation welcomed Dr. Michael Bradley, a Doylestown-based clinical psychologist and leading expert on adolescent behavior and parenting, as part of the Dr. Michael Peters Lectures Series.

An award-winning author of a 2017 book with the same name, Dr. Bradley spoke on the topic of *Crazy-Stressed: Saving Today's Overwhelmed Teens with Love, Laughter, and the Science of Resilience*.

Dr. Bradley discussed the many pressures that teens face today – increasing academic demands, time-consuming athletic and extracurricular commitments, screen addiction, cyberbullying, and sleep deprivation. When you add in mood swings, impulsiveness, poor judgment, and the other natural challenges that peak during adolescence, it's no surprise that today's

teens rank as the most anxious in 50 years, and rates of depression, substance abuse, and suicide are on the rise. "While teen brains are hardwired for risk-taking behaviors and overactive emotions, their coping abilities are at all-time lows," said Dr. Bradley.

How can parents help? According to Dr. Bradley, they can help their children build resilience. "Teens with this valuable quality know how to handle difficulty, overcome obstacles, and bounce back from setbacks." Dr. Bradley provided some practical strategies to help parents connect with their teens and build this life-saving resiliency. "Remember," he said, "your children are watching you and your behavior. Raise the parent of your future grandchild." ●

*"While teen brains are
hardwired for risk-taking
behaviors and overactive
emotions, their coping
abilities are at
all-time lows."*

...
DR. MICHAEL BRADLEY

Caring for Our Neighbors Through Prevention and Education

Community outreach was critical to the establishment of Penn Foundation as a program “for the community in the community” in 1955, and it continues to be a fundamental element of Penn Foundation’s mission delivery today.

As the healthcare industry shifts toward a more competitive marketplace and the need for mental health and substance abuse treatment continues to grow, it is more important than ever for Penn Foundation to continue its legacy of caring for its neighbors. One way we do that is by collaborating with community partners to promote prevention and education programs about mental health and substance abuse.

“It is important for our community to understand who we are and what we do, so that when someone is in need of counseling or addiction treatment, parenting support, or access to community resources,

they know we are here, and we can help,” says Debra Ryan, Director of Community Outreach.

Through more than 60 school-based events, parent and child workshops, and outreach at community sites and to community groups, physicians, and clergy, Penn Foundation worked to increase awareness of risk factors related to substance use and abuse and empower the community to be agents of change in fighting the prevalence of substance abuse in their communities. Penn Foundation also worked to increase awareness about anxiety and depression, especially as it relates to youth, and about available mental health resources. Penn Foundation provided education and awareness to nearly 1,000 parents, students, teachers, clergy members, law enforcement, physicians, and others through these efforts. ●

...

During back-to-school night at Pennridge High School, Gordon Hornig, MSW, LSW, talked to parents about places where teens might hide drugs in their bedroom.



A New Partnership Bringing Hope and Support

While Penn Foundation is often called upon to respond to a crisis or help individuals facing difficult times, we were also pleased to answer the call from the Indian Valley Chamber of Commerce this year to join them in hosting and benefiting from their annual golf outing.

“The Chamber decided it was time to expand the event and invite a nonprofit to benefit from the generosity of our local business community,” says Steve Hunsberger, Executive Director, Indian Valley Chamber of Commerce. “With the rapidly growing demand for Penn Foundation’s services in our local community as a result of the opioid epidemic and the rise in anxiety and depression among our youth, our first choice for a partner was Penn Foundation.”

Together, the Chamber and Penn Foundation rebranded the event as Swing for Hope and grew the event, attracting 33% more golfers and overall raising nearly 11% more money than the previous year. In addition to hosting

a successful fundraiser, the event brought together nearly 100 business professionals to network and to learn more about Penn Foundation and mental health and addiction issues.

“We look forward to growing this annual event and our partnership with the Chamber, and we hope to welcome many more of our supporters at the 2020 Swing for Hope golf outing,” says Wayne Mugrauer, President and CEO, Penn Foundation. ●

...

Please join us at the 2nd annual Swing for Hope golf outing on June 22, 2020.



Planning for Our Future

Throughout our history, Penn Foundation has been blessed with strong servant leaders who answered our call to join our board and strategically helped shape our future. These leaders have brought tremendous passion for our mission and incredible vision that helped to expand our ability to instill hope, inspire change, and build community.

This January, Margaret Zook will be stepping down as Chair of Penn Foundation’s Board but will continue her service as a Board Member. We are grateful for Margaret’s leadership and thank her for serving in this important capacity for nine years. We are also grateful to welcome Dorothy Weik-Hange, Esq., as our new Board Chair, effective January 1, 2020. Dorothy has been a member of the Board since 2014 and brings a strong vision and passion for Penn Foundation’s work. We look forward to her continued contributions and increased leadership responsibilities.

Being prepared for succession opportunities, staying relevant, and continuously adapting the agency for sustainability as we meet our communities’ behavioral health needs doesn’t just happen. It takes significant planning. In the months remaining in 2019, we are committed to updating our strategic plan and identifying initiatives that will help us reaffirm Penn Foundation’s mission; exploring strategic partnerships; seeking

integration of services that promote efficiency, effectiveness, and an excellent customer experience; promoting a holistic approach to care; and creating a visionary organization through engaged stakeholders. As we plan for our 65th year in business, we are excited for the opportunities that lie ahead. ●

President & CEO Wayne Mugrauer with outgoing Board chair Margaret Zook (left) and incoming Board Chair Dorothy Weik-Hange, Esq. (right).



Statement of Activities

For the Year Ended June 30, 2019

REVENUE, GAINS, AND OTHER SUPPORT:

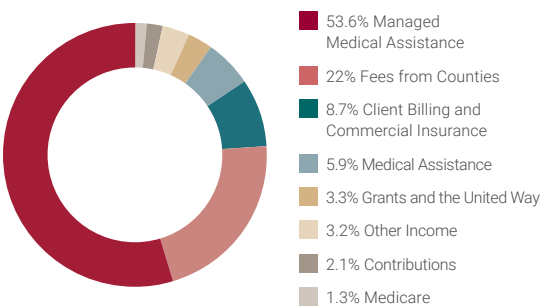
Managed Medical Assistance	\$ 14,318,606
Fees from Counties	\$ 5,866,425
Client Billing and Commercial Insurance	\$ 2,315,539
Medical Assistance	\$ 1,566,088
Grants and the United Way	\$ 878,673
Other Income	\$ 850,334
Contributions	\$ 572,472
Medicare	\$ 354,200
TOTAL	\$ 26,722,337

EXPENDITURES AND LOSSES:

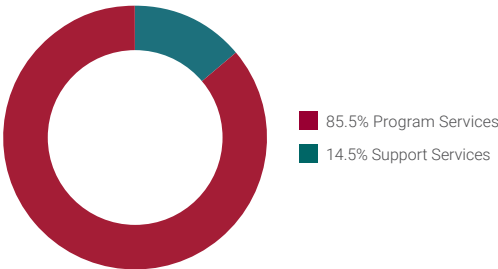
Program Services	\$ 22,765,297
Support Services	\$ 3,872,255
TOTAL	\$ 26,637,552
Change in Net Assets	\$ 84,785

Unaudited Statement
The information included in this statement is unaudited.

REVENUE, GAINS, AND OTHER SUPPORT



EXPENDITURES AND LOSSES



LICENSURE

Pennsylvania Department of Human Services

ACCREDITATIONS

Association for Clinical Pastoral Education Inc.

Commission on Accreditation of Rehabilitation Facilities*

Clubhouse International

HONORS

Opioid Treatment Center of Excellence

Aetna Institute of Quality®

MEMBERSHIPS

American Psychiatric Association

Bucks-Mont Collaborative

Franconia Mennonite Conference – Conference Related Ministry

Mennonite Health Services

National Alliance on Mental Illness

National Association of Addiction Treatment Providers

National Council for Behavioral Health

Pennsylvania Association of Psychiatric Rehabilitation Services

Rehabilitation and Community Providers Association

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



PENN FOUNDATION

BEHAVIORAL HEALTH SERVICES

807 Lawn Avenue, PO Box 32 • Sellersville, PA 18960

215.257.6551 • PennFoundation.org

