Our Evolution Through the Years | 2019 - 2020 Biennial Report
Mission

OUR MISSION is to empower and support individuals and families to achieve emotional and physical wellness by providing quality health and social services.

Vision

OUR VISION is to build healthy, strong communities.
WE LISTENED THEN.
WE’RE LISTENING NOW.

In the 1960’s, during a time when our society didn’t understand or even talk about mental illness, we listened. Our founder’s vision was broad yet simple - provide counseling and emergency intervention services 24 hours a day, 7 days a week to our community’s most vulnerable children, adults and families.

Fast forward to today. Listening continues to shape our work each and every day.

As we learned that many of the people we serve face an increased risk of chronic medical conditions such as heart disease and obesity, we listened. Our focus shifted to integrated care with the goal of treating the whole person to achieve both mental and physical wellness.

Over the last several years as the need for addiction treatment in our communities skyrocketed, we listened. To help combat the opioid epidemic ravaging our communities, we added new programs that give more individuals and families access to critical services.

This year when the global pandemic compelled our nation to adapt to new ways of providing services, we listened. Our organization quickly shifted to a virtual workforce and offered telehealth treatment options to connect with the people in our care. We could not be more in awe of our dedicated frontline employees who have gone above and beyond during a time when mental health has never mattered more.

Our 2019-20 Biennial Report begins with a tribute to our founder Mary Wells, who passed away this past November. We are reminded of each day of Mary’s legacy which showed us from the very beginning that listening has the power to create positive change. On behalf of our Board of Trustees, thank you for listening to our needs and for your unwavering support of our mission.

With Gratitude,

Derry Holland
Chief Executive Officer

David Gaskin
Chair, Board of Trustees
Above all, Mary saw Family Service simply as a way to help and serve others.
One thing is for sure — Mary Wells was ahead of her time. In 1968, Mary and a small group of compassionate volunteers decided to bring their dream of a mental health organization to life. They broke tradition by establishing an innovative social service model designed to listen and respond to the needs of the community.

Family Service of Burlington County opened its doors using donated space in Moorestown, NJ to offer counseling to vulnerable children, adults and families with nowhere else to turn. Words cannot describe Mary's passion and commitment to helping people living with a mental illness, regardless of their ability to pay.

A true pioneer and relentless advocate, she selflessly spoke up for those without a voice. Mary had the extraordinary ability to see the invisible among us and let them know that they mattered. She always questioned the status quo and was never content just staying on the sidelines.

Our CEO, Derry Holland, fondly remembers Mary speaking passionately about marching beside civil rights leaders and hearing Dr. Martin Luther King Jr.’s “The American Dream” speech first hand. She believed in his notion that “the time is always right to do right,” and that human progress can only come from the tireless efforts and persistent work of dedicated individuals.

Mary’s powerful work in social service earned her a reputation as a trailblazer and national leader in the field of social work. In 1974, she became the first woman elected to Moorestown’s governing body and one of its first two Democrats. She was also the first woman president of the Moorestown Rotary Club and the first woman to serve on the Board of Trustees for Virtua Health and the Board of Directors for Farmers & Mechanics Bank in Burlington County.

Above all, Mary saw Family Service simply as a way to help and serve others. It is because of her bold vision and achievements that we are able to carry out our mission and make an impact in our community. Her legacy will continue to inspire generations of women, social workers and leaders for years to come.
HERE FOR YOU
Rooted in Service

“To serve” in its truest form means to answer the needs of the community.

This simple concept is rooted in our history and while our methods and mediums have evolved, our mission remains the same. We exist to help the most vulnerable connect to treatment, realize their potential and enjoy fulfilling lives.

IMPACT
Each year, our work results in positive change for thousands of children, adults and families throughout New Jersey living with a mental illness, developmental disability or addiction.

CORE SERVICE AREAS
- Counseling
- Crisis and Early Intervention
- Case Management
- Partial Care
- In-home and Community Based
- Developmental Disabilities Services
- Substance Abuse Treatment
- Residential Services

2019 BY THE NUMBERS

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<td><strong>180,000</strong></td>
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<tr>
<td>Dedicated Employees</td>
<td>Individuals Served</td>
<td>Meals Distributed</td>
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Grow
ADDICTION SERVICES EXPAND

We all know someone impacted by opioid addiction - a family member, friend, colleague - the disease has no boundaries. Our goal is to offer hope for long-term recovery and a chance to end the revolving door of treatment. Oaks continues to add addiction programs that give more individuals and families access to critical services including:

**Medication Assisted Treatment (MAT)** treats individuals in recovery with medications such as Suboxone and Vivitrol. These lifesaving medications are managed in collaboration with the individual based on personal treatment goals.

**Safe At Home** provides individuals living with an Opioid Use Disorder, who are homeless or at risk of homelessness, with a housing voucher for independent living, care management and peer support services. The goal is to help individuals establish a stable foundation for their long-term recovery journey.

**Support Teams for Addiction Recovery (STAR)** is a care management service that helps reduce the risk of recurring episodes through assistance with issues that often occur concurrently with an Opioid Use Disorder, such as homelessness, incarceration, employment and education.

**Outpatient Counseling** helps individuals and families struggling with addiction or co-occurring disorders improve well-being at home, work and in the community through therapy, peer recovery support, medication monitoring and more.

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**DANIEL AND JEN’S STORY**

Daniel and his wife Jen were battling a severe opioid addiction. At their lowest point, they became homeless and their three young children were placed in foster care. Recovery was the only option to turn their lives around.

They entered substance abuse treatment and started the Oaks Intensive Supervised Visitation program to begin rebuilding a relationship with their children. The program provides case management services and gives families a chance to experience healthy, positive interactions in a stable environment.

Daniel and Jen remain committed to their recovery and continue to receive outpatient counseling services. With Oak's advocacy and support, they were able to achieve their ultimate goal of reunification with their children. Daniel is now employed full-time and Jen recently enrolled in school to pursue her long-term ambitions. After years of pain and uncertainty, the family can look forward to a happier and healthier future.
CARF SEAL OF ACCREDITATION

Eighty of Oaks programs successfully achieved accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) over the past three years. An additional forty-three just completed the accreditation survey. Reviewers commented on “phenomenal care” and being “delighted to find many ‘stars’ at every site.” They were impressed that the persons served felt “safe and highly engaged” and that they were living in “beautiful neighborhoods with attractive living environments and personalized rooms.”

CONSUMER SATISFACTION

The Results: 1,804 adult consumers responded to our 2020 annual satisfaction survey. When asked about quality of services, 94% of adults responded positively to these questions:

• Staff here believe that I can grow, change, and recover.
• Staff encouraged me to take responsibility for how I live my life.
• Staff were sensitive to my cultural background.
• Staff helped me obtain the information I needed so that I could take charge of managing my illness.

DIVERSITY & INCLUSION

Everyone deserves the basic human right to feel comfortable, accepted and respected in our society. We stand against racism and value inclusion and equity throughout our organization, from our employees to the individuals and families we serve. It’s time for change and we are committed to listening and working with our communities to create a better tomorrow, free of the hate and inequities that divide us.

Through our Racial Equality and Social Justice Coalition, we will work to identify and implement action steps to be part of the change we want to see in our organization and the greater communities we serve. The Coalition will work in conjunction with our Ethics and Human Rights Committee, Diversity Committee and Trauma Informed Committee, to accomplish our goal of positively impacting racial equality and social justice.

We are excited about our upcoming ventures and understand that we are all stronger together!

SYDNEY’S STORY

Eight-year-old Sydney was removed from her home due to her parents’ chronic drug abuse. Instead of spending time concentrating on school and playing with friends, Sydney spent much of her 3rd grade year wondering where she was going to live.

Thankfully, Sydney’s grandmother, Maria, stepped in to provide a loving home. They both started attending our counseling program during the transition for emotional and social support. Most importantly, the program gave Sydney a chance to enjoy just being a kid again. She looked forward to spending time with her mentor going to the movies, bowling and fall festivals.

Looking forward, we plan to be there for the family every step of the way. Our goal is to provide therapy, resources and a sense of hope as they prepare for the journey ahead.

OAKS INTEGRATED CARE 2019 - 2020 Biennial Report
YOU LISTENED

Thank You

Thank you for listening to our needs, believing in our mission and giving back to our programs throughout the year. We truly appreciate your ongoing support!

SPECIAL EVENTS

Our Progressive Dinners bring together hosts, chefs, sponsors and attendees, to support the Oaks Food Pantries in Mount Holly and Berlin.

Touch A Truck gives kids of all ages the chance to see, touch and explore their favorite vehicles! Over 4,000 community members joined us at the Moorestown Mall to support the food pantries.

DONATION DRIVES

In 2019 you generously donated

- 345 Prom Dresses
- 1,700 Thanksgiving Meals
- 1,000 Stuffed Backpacks
- 9,000 Holiday Gifts
- 15,000 Diapers
2020 SPONSORS
We Value Your Generosity

Presenting Sponsor

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Philadelphia Insurance Co.
KDI Office Technology

Diamond Sponsor
### FINANCIAL REVIEW
Fiscal Years 2019 and 2020

#### EXPENSES

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<th>Description</th>
<th>Fiscal Year 2019 Audited</th>
<th>Fiscal Year 2020 Unaudited</th>
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<td>DMHAS</td>
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<td>HUD Homes</td>
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<td>Unallowable</td>
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<td>Property Related Revenue</td>
<td>1,600,106</td>
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<td>Capital Reserve</td>
<td>190,402</td>
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<td><strong>127,583,611</strong></td>
<td><strong>127,149,729</strong></td>
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#### REVENUE

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<th>Description</th>
<th>Fiscal Year 2019 Audited</th>
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<td>Client Revenue</td>
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<td>DCBHS</td>
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<td>566,514</td>
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<td>United Way</td>
<td>33,226</td>
<td>28,440</td>
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<td>Burlington, Camden, Mercer County Grants and Freeholders’ Rent</td>
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<td>2,131,561</td>
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<td>Other contracts</td>
<td>5,072,594</td>
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<td><strong>TOTAL</strong></td>
<td><strong>127,583,611</strong></td>
<td><strong>127,149,729</strong></td>
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As we started developing our three year strategic plan this past winter, we focused first on listening to our community’s needs and understanding the best way to move forward together. The plan outlines our goals throughout the organization with our core mission at the forefront.

Over the next three years, we plan to continue offering a comprehensive array of integrated health and social services through customized, compassionate care. Our interdisciplinary expertise and innovative strategies will inspire hope, wellness and empowerment for children, adults and families in our communities.

THREE-YEAR GOALS

EXPANSION - To compete in this regional market and to optimize our service delivery, we must grow in size and become more comprehensive for the groups we presently serve.

DIVERSIFICATION - To assure the sustainability of the organization and its mission, we must diversify our services to new populations, new funders, and new regions.

INTEGRATION - To provide the highest levels of quality care, we need to develop team based care and link all social determinant and clinical programs we have with more physical health services.

TECHNOLOGY - To become the most efficient in providing service, we must maximize the use of modern technology through aggressive but cost effective growth.
We wish to recognize the many corporations, foundations and individuals whose support during fiscal years 2019 and 2020 have impacted thousands of individuals and families throughout New Jersey.

**MONETARY DONORS:** July 1, 2018 - June 30, 2019

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**Nane Pr'Out**
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**Kenneth and Suzanne Zekavat**
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Holy Trinity Lutheran Church
Stephanie C. Impellitiere
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Anna M. Saley
Melanie Sawicki
Lawrence Schmidt
Qindi Shi
Susan Simmons
Paul Sizer
Supreme Security Systems
Ryan and Teresa Sydorko
Tabernacle Baptist Church Missionary
The Original Lakes Appliance & TV
The Wawa Foundation Inc.
Thomas and Beverly Tranovich
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Peter G. Van Deerlin
UBS Financial Services Inc.
United Methodist Women Wesley U M C
Columbus
Videon Chrysler Dodge Jeep
Vision Benefits of America
Danielle Vitelli
Lori Wallace
William and Katherine Wilczynski
Mary Williams
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<td>Joan Bellavista</td>
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