

Bergen Family Center

FRIENDS OF THE FAMILY ANNUAL REPORT FOR THE YEAR 2006

helping families through counseling and services since 1898



Bergen Family Center began in 1898 as a program of the Englewood Woman's Club. In the early 20th century we underwent several mergers, including in 1912 under the leadership of Board President Dwight Morrow, becoming the Civic Association. By 1922, the Civic Association merged with "Memorial House," a neighborhood center for Italian immigrants, to become the Social Service Federation. In those early days, the Civic Association created the Urban League for Bergen County (1917) and what was to become Bergen Regional Medical Center (1918).

During the "Great Depression," we pioneered what is now the national school lunch program, and provided a free early childhood program donated by Elisabeth Morrow and her friends. After World War II, family counseling was added in a storefront on Palisade Avenue and the "Memorial House" facility provided the baby boom children with culturally enriching activities such as music, dance, sports, recreation and socialization under the watchful eye of nurturing professionals and volunteers.

By 1962, the demand for counseling was so great that the Social Service Federation separated the counseling division into an independent agency. Within 5 years, that agency, Family Services of Bergen County, moved to Hackensack and became a leader in innovative services including advocating against elder abuse, counseling crime victims, providing legal advocacy and counseling for HIV/AIDS patients, and partnering with the Family Court. Within five years the "Memorial House" building had to be shut permanently due to irreparable conditions. It was replaced in 1971 by the current facility, known as "Community House," and continued to serve as the neighborhood center.

For more than thirty years after the separation, the collaboration was strong between the two agencies. In 1980, they partnered to create Liberty House a group home for troubled adolescent boys. In 1997, the two organizations agreed to join together and in 2002 selected the new name and logo, "Bergen Family Center." We are proud to say we are as "strong as the oak tree," which enhances our name.

Today, Bergen Family Center serves over 3,400 unduplicated clients annually, with a budget of

\$4.5M and a staff of one hundred and thirty with eighty-five full time equivalents. Our programs are administered through three major divisions: Children Services, Eldercare and Counseling with clients spanning the age from babies to frail elderly in their 90's. Clients reside in forty-seven of Bergen's towns and are primarily from low-income families.

Recent highlights include the creation of new programs for teenagers. THE ZONE is a new drop-in center and school-based youth services program on the Dwight Morrow and Academies Campus. The Memorial House Alumni Association is an early evening teen center which utilizes our Armory Street location. These complement our existing Englewood Coalition for Adolescent Health.

We strive to have exemplary programs. In collaboration with the Englewood Public School District, our Reggio Emilia inspired Pre-K program won both the New Jersey Department of Education's Best Practice Award, and the Governor's Office Award. Corporate and Foundation grantors have recognized our HIPHY program (Home Instruction Program for Parents of Pre-school Youngsters), for its innovative approach in supporting parents of children ages three to five to become their child's first teacher. The State of New Jersey recently asked us to expand Eldercare services due to our success with training volunteers to advocate on behalf of nursing home residents (the Ombudsman program). We are known Statewide for our excellent work counseling bilingual (Spanish and Korean) clients.

Successes notwithstanding, many unmet needs remain. While we are proud to contain administrative costs at 9% of overall operations, this challenges our capacity to keep up with optimal human resource management, adequate technology, and other essential non-programmatic functions. Our facilities show the effects of age and overcrowding due to high program demand. We strive to train our staff in the newest theory and practice in social work and education to improve the effective delivery of services. In addition, the demand for direct services is unending. With adequate space and staff we would be able to eliminate the waiting lists we have for children in need of day care, for the frail elderly in need of homebound services, and for clients who need counseling. **Can you assist us in locating these resources?**



ANNUAL REPORT

From the Chair

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ADOLESCENT PROGRAM

AS I leave the position of Chairperson of this wonderful organization and hand over the reins to the very capable Allen Levy, I want to thank each and every one of you for making Bergen Family Center stronger, more effective and better able to help the families in our community.

I will be remaining as a trustee to lead the Board Development Committee, and am very excited about the new officers and trustees for 2007. Our agency's future growth is so dependent upon a strong group of volunteers with vision, commitment and resources to help the staff achieve the agency's mission. To that end, the Board has developed an ambitious Strategic Plan for 2007-2009, about which you can read in the message from Allen Levy.

Corporate and Foundation supporters continue to believe in our work. I would like to call attention to The Lilian Pitkin Schenck Fund, our major foundation supporter for nearly 40 years. We are their largest grantee and use their dollars for services to children, the elderly and families in need of counseling.

Foundations overseen by Wachovia Wealth Management supported our dance and art therapy program for the seniors and our visually impaired program for the elderly. These activities take place in our Adult Day Care program in our Englewood facility.

I am so proud of the continued progress we have made this year in services to teens. Through a \$260,000 grant from the NJ Department of Human Services for a School-Based Youth Services program, we created THE ZONE on the Dwight Morrow and Academies at Englewood Campus. This drop in center gives teenagers a safe place to interact with good adult role models, from whom they can receive advice and referrals about employment, help with their homework, recreation and trips and, of course, counseling.

We also expanded services to elementary school children with nearly \$175,000 of funding from New Jersey After 3, an organization committed to quality after-school programs for youth. Our family counseling services expanded as well, with more services to Spanish speaking clients and victims of crime.

Again, I want to thank our many friends and neighbors for the excellent support that we have received this year. I ask that you pass this report along to those you know who might be interested in learning about our good work, and contact our President/CEO Mitch Schonfeld to arrange to visit our programs.

Warm regards,

Dr. Shelly Wimpfheimer
Chairperson, Board of Trustees

REPORT FROM In-Coming Chair

The Strategic Planning Committee, chaired by in-coming Chairperson and Towaco resident Allen Levy, engaged in a yearlong process to develop a new three-year plan for Bergen Family Center. Feedback from all Board Members, input from all employees and opinions from community leaders, helped shape the planning. The result is a renewed commitment to Organizational Excellence and implementation of an evidence-based practice approach to our programs. Bergen Family Center's intent is to focus on how to achieve and maintain an excellent organization at all levels and deliver quality programs and services. Optimal success at achieving Organizational Excellence will need continuous growth and focus in these three areas, as well: Fund and Resource Development, Board Diversity & Development and Facility & Space Improvement.



BOARD OF TRUSTEES

The Board Development Committee, led by Janice Friedman of Paramus helped develop board trainings and a special retreat to focus on strategic planning. The committee also recruited and oriented two new trustees, a VP of wealth management, with a major financial services company, and an executive at a Bergen County hospital. At year's end 24 Trustees including attorneys, accountants, financial professionals, media executives, educators, social workers, elected officials, information-technology professionals, and business and corporate leaders comprised the Board. The members of this demographically diverse group reside in 15 different towns, range in age from mid-30's to early 70's, and include Caucasian, African-American and Hispanic men and women. Two new candidates were identified to join the board at the beginning of 2007.

The Facility Committee, under the leadership of Linda M. Herlihy, Esq. of Midland Park, evaluated lease and purchase options for the expansion of services into the Englewood community. Additional committee work included the first phase of an overhaul of the air-conditioning and heating systems and the replacement of the roof at the Englewood site. At year's end plans for phase two of this work were being developed.

The Finance Committee, led by Treasurer Patrick Heeney of Englewood, supervised the annual audit, monitored agency investments, and assisted with budget preparation. The winning of new State grants and an increase in client fees and third party revenue, plus the largest net fund raising effort in our history, helped us end the year with black ink. At year's end after we were notified of a 22% cut (\$55,000) to begin on Jan. 1, 2007 in our Adult Day Care services to the blind and visually impaired and frail elderly, the committee began to review our investment strategy and identify contingencies in the event these dollars cannot be recouped in 2007.

The Fund Development Committee, chaired by Tenafly's MaryBeth Sigler-Garcia, increased philanthropic giving by 13% (\$40,000) over the prior year. The Friends of the Family Annual Awards co-sponsors Valley National Bank and North Jersey

Media Group and supporters Verizon Wireless, Karla Cino Realtors, Weiser LLP and United Water underwrote all the expenses of the dinner. Dinner co-chairs MaryBeth Sigler-Garcia and Ina Miller-Silverstein and the outstanding committee of volunteers helped us attract 340 guests at the November 1st event at the Rockleigh Country Club. We cleared \$103,000, 44% above the prior year. New grants were received from Van Houten Memorial Fund, Hoffman Family Foundation, and Philip Morris, USA. They supplemented those from returning grantors Lilian P. Schenck Fund, National Council of Jewish Women, Community Chest of Englewood, PNC Foundation, Bergen County's United Way, PSE &G and Citigroup Foundation. A wine tasting event at Stony Hill Inn and eBay auctions, led by volunteer eBay director Andrian Curshen helped raise additional dollars.

The Human Resources Committee, chaired by John Hughes of Mahwah did an extensive review of each agency department's personnel needs as part of the overall agency strategic planning process. Training, credentials, staffing levels and compensation were explored in detail to prepare for future growth and to ensure optimal services are delivered. At year's end BFC employed 130, with 85 full time equivalents.

The Program Committee finished the year under the leadership of Englewood's Susan Proietti, after former committee chair Lynn Jemmott relocated. In February, BFC received a \$260,000 grant from the State to operate a School Based Youth Services Program on the Dwight Morrow High School and Academies @ Englewood campus. The committee was active in helping with that new initiative. In August, New Jersey After 3 awarded almost \$175,000 for the expansion of after-school services to elementary school children in Englewood. By the fall, the efforts to increase committee membership succeeded and each member became responsible for one of the agency's major program areas: Children, Adolescents, Elderly and Counseling. At year's end, the committee focused on quality assurance of programs and ways to measure program outcomes as part of the agency's strategic plan.

Public Relations Efforts

2006 saw our Public Relations efforts come in like a lion! The January issue of (201) Magazine featured Bergen Family Center as one of three Bergen County agencies making significant differences while honoring their Volunteers. President/CEO Mitch Schonfeld, Board Member Ina Miller-Silverstein, Annual Dinner Auction Chair April Uram graced the cover. Additional photos and an article about BFC appeared within.

TV coverage improved with Channel 1 covering Bergen Family Center's history in February, and Cablevision running a long PSA on Ryan White HIV/AIDS program information.

Thanks to North Jersey Media Group coverage, our expanding community of supporters was kept up to date on BFC occurrences through photos and articles. The Press Journal and Bergen News offered more.

The Record captured the exciting PNC hot air balloon day in Englewood's Mackay Park. How fortunate to be selected by PNC's "Grow Up Great" program as the only site in the state for 3-5 year olds to enjoy the hot air balloon experience, courtesy also of Quick Chek Balloon Festival.

With the new relationship with River Dell Regional High School's "Senior Options" program, fantastic video footage was captured of our 125 excited youngsters frolicking in the inflated balloon, tethered on its side.

Sandra Fathi, President of Affect Strategies, gave a wonderful "gift" to BFC – a total evaluation of our PR, marketing, branding campaign thus far and a plan/vision for the future. This plan includes unifying our image, and coordinating our public relations efforts.

Corporate and Community Partnerships

Thanks to PNC, our HIPPY (Home Instruction for Parents of Pre-School Youngsters) parents enjoyed a Financial Workshop: "Saving Money for Your Child's Future." Englewood Hospital and Medical Center provided guest speakers for Senior Day Care. A highly interactive visit from GOYA Foods resulted in their sponsorship of the HIPPY Graduation Party with refreshments for 300. Teen Interns from various High Schools also assisted in keeping the Development Office humming.

Goldman Sachs Community TeamWorks hosted "Make the Zoo Come Alive to Kids Under 5" Twenty-two of their volunteers escorted 35 of our summer campers through an exciting and exhausting trip to the Bronx Zoo. All arrangements and expenses were covered as our children enjoyed the Safari, Butterfly exhibit, Lunch, and more.

SERVE, brought to us once again through the Ridgewood Christian Reformed Church, brought six teens and chaperone from the Midwest and Canada to give their time and efforts not only for interacting with our youngsters, but sprucing up the Bergen Family Center as well! Enterprise Rent-A-Car joined with Town Motors in July for a fun day filled with painting, playing children's games and sharing ice pops on a hot day!

Our "Christmas Angel" appeared in the form of "Jersey Cares" who brought Philip Morris, USA to paint our second floor meeting rooms, donate bookcases for the Seniors and present a check for much needed program supplies. "Jersey Cares" also arranged for PricewaterhouseCoopers to select BFC children to be recipients of 28 new bicycles and 3 new exercycles for our youth and seniors' programs.

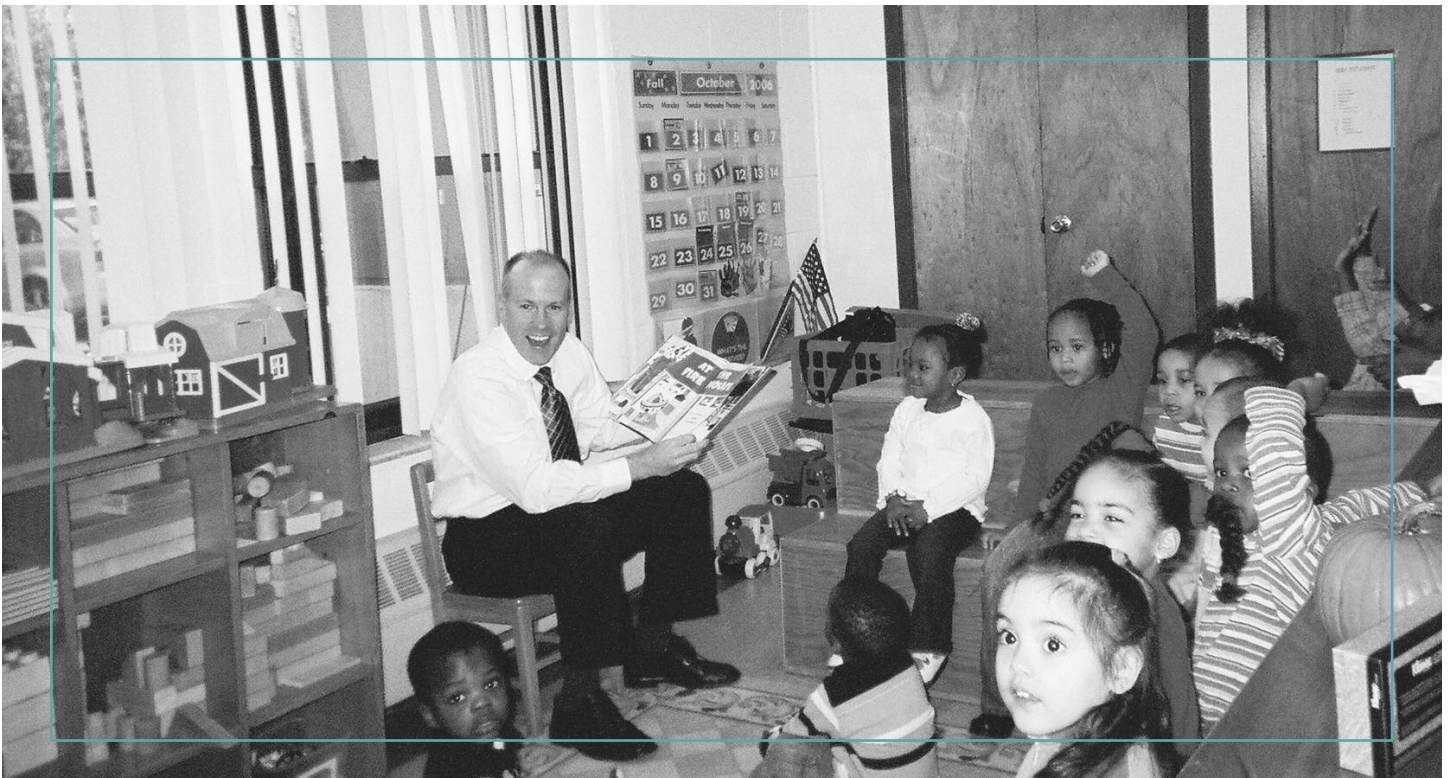
Fund Raising

A “friend raising” event was added to the Calendar: “Wine & More”, held January 20th, enjoyed by 160 guests at the lovely Stony Hill Inn. It was an event geared for fun with wine and delicacy tastings, desserts and coffees. Over \$5,000 was raised.

Blue Moon Café held a Bergen Family Center evening in January to add more funds to BFC. Mexicali Blues Cafe hosted Board member Patrick Heeney’s band, Sessions, for a June benefit concert enjoyed by all.

The Annual “Friends of the Family” Dinner held November 1st at Rockleigh Country Club was an outstanding success raising approximately \$103,000 and attracting 340 attendees. A unique touch to the evening was the hand painted centerpiece flowerpots, created by our Pre-K youngsters. New BFC Note Cards highlighted artworks of the children photographed by (201), and were available for sale. It was a night to remember under chairs MaryBeth Sigler Garcia and Ina Miller-Silverstein,

Board members. Teen Volunteers from one of our newest programs, THE ZONE, the drop-in center at Dwight Morrow H.S., joined us in welcoming guests. Honoree Amelia Gold’s musicians from the JCC Thurnauer School entertained during dinner. Georgie Evans, Gloria Draper, and Miriam Lubarr and Billy Helft shared honoree recognition with Ms. Gold.





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Consider including Bergen Family Center in your long-term financial planning. **You don't need lots of money to make a gift that can make a difference.**

Planned giving is often an essential part of estate planning, that can reduce the tax burden for you and/or your heirs. There are vehicles to use so that your gift to the agency can provide income to you and your family now, and help insure the future of our programs and services.

Contact us to discuss a variety of financial instruments that can help you meet your charitable and financial goals, including a **Charitable Gift Annuity, a Charitable Remainder Trust, and a Deferred Gift Annuity.**

Leaving a bequest also can help us help others as we continue our second century of service.



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| <i>Guidecraft</i> | <i>Richard & Freyda Simon</i> |
| <i>John Gunther</i> | <i>Stony Hill Inn</i> |
| <i>Hackensack Restaurant Supply</i> | <i>TimeWarner Cable – Channel 1</i> |
| <i>Alice Harrison</i> | <i>Town Motors</i> |
| <i>Harwood Lloyd</i> | <i>Debbie & Steve Troup</i> |
| <i>Alex & Dr. Adele Holman</i> | <i>April & Alex Uram</i> |
| <i>Linda Horowitz</i> | <i>Wachovia Wealth Management</i> |
| <i>John Hughes</i> | <i>Weiser LLP</i> |
| <i>Douglas James</i> | <i>Dr. Shelly & Justin Wimpfheimer</i> |
| <i>Tom James</i> | <i>Walter Young</i> |
| <i>JCC Thurnauer School of Music</i> | <i>Zena Jeans</i> |

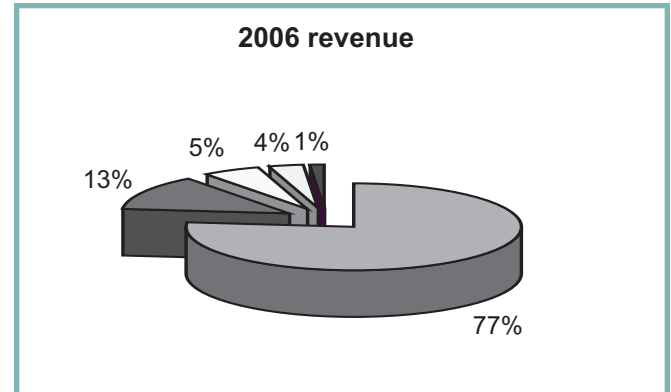
STATEMENT OF REVENUE AND EXPENSES

January 2006–December 2006

UNAUDITED

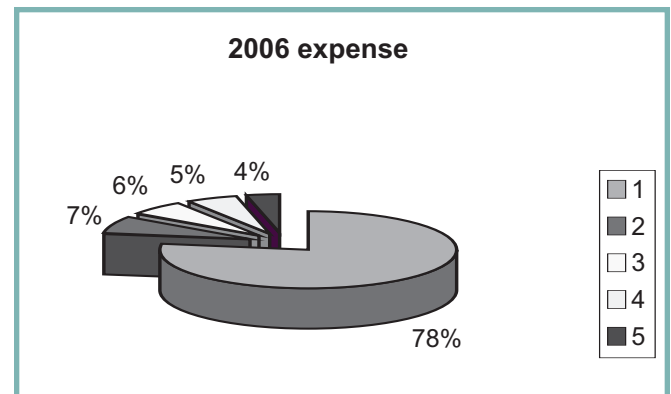
REVENUE

1. Contract and Grants	\$3,516,945
2. Fees and Third Party	\$598,379
3. Contributions	\$247,310
4. Fund Raising	\$161,256
5. Other Income	\$61,557
TOTAL REVENUE	\$4,585,447



EXPENSES

1. Personnel Costs	\$3,440,567
2. Professional Fees	\$313,423
3. Occupancy	\$273,991
4. Materials & Supplies	\$243,618
5. Other Expenses	\$161,360



SUB-TOTAL OF

PROGRAM EXPENSES \$4,432,959

DEPRECIATION EXPENSE \$71,148

TOTAL EXPENSE \$4,504,107

NET CHANGE IN VALUE OF INVESTED FUNDS \$10,532

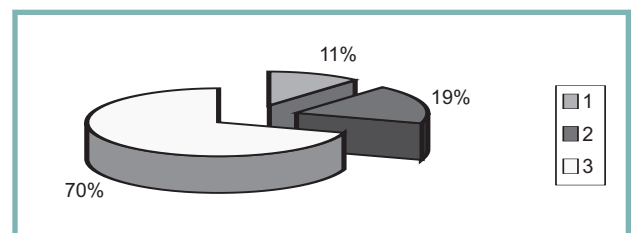
CHANGE IN PROGRAM ASSETS \$91,872

9% Administrative Costs Including Fund Raising

DISTRIBUTION OF UNDUPLICATED CLIENTS BY DIVISION

1 CHILDREN'S SERVICES	527
2 ELDER CARE SERVICES	611
3 CLINICAL SERVICES	2215

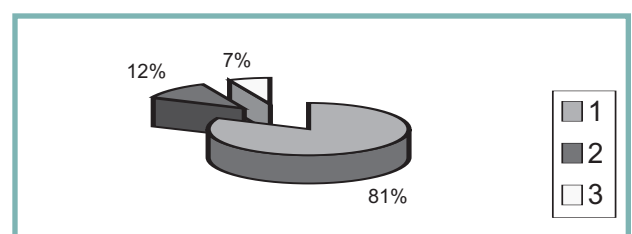
TOTAL UNDUPLICATED CLIENTS 3353



DISTRIBUTION OF PROGRAM HOURS BY DIVISION

1 CHILDREN'S SERVICES	375,250
2 ELDER CARE SERVICES	45,400
3 CLINICAL SERVICES	21,500

TOTAL PROGRAM HOURS 442,150



Bergen Family Center



www.bergenfamilycenter.org

44 Armory Street
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f 201 568 0913

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SAVE THE DATE

Friends of the Family Annual Awards Dinner

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North Jersey Media Group

NOVEMBER 7, 2007
ROCKLEIGH COUNTRY CLUB
COCKTAILS AT 6PM

HONOREES:
Carolyn & George Milne
Thomas Monroe
Luis Sanchez and ODECI

