

# Bergen Family Center

helping local families since 1898

CHILDREN

**FAMILY** 

ELDERCARE

ADOLESCENTS

COUNSELING

ANNUAL REPORT 2009

## Chairperson Allen Levy on the Year 2009



Governor Jon Corzine and U.S. Secretary of Health and Human Services, Kathleen Sebelius, honored us with a visit on June 19th to announce a new initiative for children's health funding. We were selected after being identified by state and county human service professionals as an exemplary agency for service to children and families.

Continuing the theme of service to children, infant care for working parents was added as one of our services for the first time in history. This August program resulted from funding for

two dozen additional subsidized child care slots through a competitive county process. The funding, however, was only for staff and general operations, not the creation of a "nursery".

Our "Friends of the Family" volunteers responded to the need and organized a baby shower to refurbish a former classroom. They donated money and supplies to create an environment complete with warm inviting colors and surfaces and a full supply of cribs, high chairs, bouncer seats and all the other amenities to make the children and the parents feel welcomed and safe.

The year was not without its challenges, causing us to make reductions to personnel and facilities expenses. Though the budget, staff, programs and service to the local community did not grow, we stabilized program and revenue losses despite the continued global economic challenges.

Together we make a critical impact on the lives of nearly 5,000 people who live in our community

To assist our efforts, volunteers and corporate sponsors from North Jersey Media Group, New York Waterway and Waterford Towers and Sotheby's helped create our highly successful annual dinner honoring Dr. Rochelle and Justin Roddin and Amy Chilian

Wimpfheimer, Councilman Scott & Hedy Reddin and Amy Chilian.

As 2009 ended, the Board formalized and launched our new website and prepared for a January 2010 vote to adopt a new three year Strategic Plan. It is our guide to achieve organizational excellence and expand upon the high quality of client services. Accomplishing our vision will require communal support. I urge you to learn more about Bergen Family Center and give what you can to continue to assist local people in need.

As we move forward in 2010, I want to thank the many friends and neighbors, corporations, foundations, business and individual donors, volunteers and Agency staff for the excellent support and effort that we receive from them. Together we make a critical impact on the lives of nearly 5,000 people who live in our community

# Who We Are

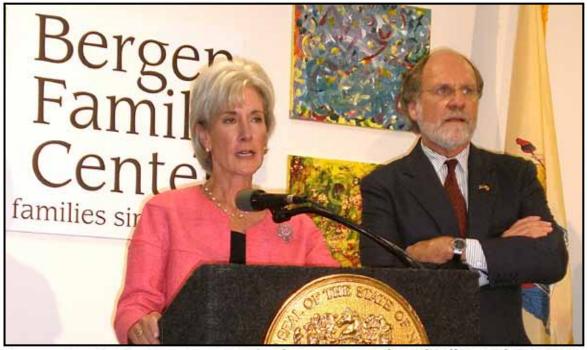
As Bergen County's oldest continuously operating family service agency, we serve 5,000 clients with more than 120 employees and a budget of over four million dollars. Our major facilities are in Englewood and Hackensack with satellites at schools and nursing homes.

The Bergen Family Center began over 110 years ago in 1898 when a group of Englewood women began an after-school program for 12 boys with an annual budget of \$100.

We are
Bergen County's
oldest continuously
operating family
service agency

In our early days we started what are today the Urban League and Bergen Regional Medical Center. Known for much of our existence as Social Service Federation, we operated "Memorial House", our flagship facility until 1968. It was replaced by our current Englewood facility in 1971.

Our original commitment to youth development grew to include Adolescent Services, Eldercare and Counseling Services. We expanded beyond Englewood and changed our name to Bergen Family Center to reflect our involvement with the broader community.



Bergen Family Center was recognized as an exemplary family service agency on June 19, 2009, when Kathleen Sebelius, U. S. Secretary of Health and Human Services, and New Jersey Governor Jon Corzine visited our agency.

# What We Do









In 2009 we took a thorough look at all our services to ensure that each offered the highest quality to clients. Under VP of Programs, Sheila Mack, and the Board's Program Committee, chaired by Sue Proietti, performance benchmarks for the agency's five divisions were set, measured and evaluated.

## Children's Services

Our staff believes that children flourish in educationally-stimulating and loving community-based environments. We are happy to note that 460 youngsters and 570 parents and guardians were helped in 2009 -- the most ever served. Recognizing our good work, state and county officials awarded funds for 24 additional infant/toddler child care slots to our Leonard Johnson Day Nursery.

Over 95% of children completing our early childhood programs enter kindergarten on grade level The needs of working parents swelled the roster for our after-school programs and summer camp. Our Pre-K collaboration with the Englewood School District, originally established for two years as Englewood built capacity to house its

own program, remained in place for seven years until September, 2009. All our work with children focused on promoting school readiness in the younger children and supplementing academic skill development and character education among the older ones.

## Adolescent Services

These services are designed to promote positive decision making among young people and reduce their risky behaviors.

More than 975 young people ages 11 to 18 received services in 2009

We collaborate with schools and other agencies, institutions and community volunteers to create services for adolescents. These programs are conducted by the ZONE (our School Based Youth Services Program at Dwight Morrow High School and the Academies), and the Englewood Coalition for Adolescent Health. Englewood Youth In Action taught leadership training to young people from five middle schools in Englewood and guided the youth to create community service projects. More than 975 young people ages 11 to 18 received services in 2009.

# What We Do

## **Elder Care Division**

Some 995 clients were served through programs that prevent premature

We are the only adult day care program in Northern New Jersey accepting blind and visually-impaired elderly institutionalization of the elderly. Bergen Family Center provides the only adult day care for the blind and visually-impaired elderly in Northern New Jersey. We also accept frail and mildly cognitively impaired clients. With activities such as dance, ceramics, discussion group, field trips and nutritional meals, these

seniors are nurtured and enriched each week at our Englewood facility.

We also aid homebound elderly via a statewide service EASE (Easy Access, Single Entry). We make regular home visits and telephone contact, provide care management planning and coordinate with local caregivers and out of town extended family to ensure that homebound elderly are receiving appropriate services.

Bergen Family Center also trains volunteers in nursing homes throughout the state to become advocates for residents who need support.

## Counseling Services

These programs provide emotional support, psycho-education and individual, family and group counseling to those experiencing a wide range of challenges. Early in the year, we saw a huge increase in demand for these services particularly due to economic stress on families.

There was a huge increase in demand for counseling services particularly due to economic stress on families

In addition to assisting with parent and child conflict, marital stress, and workplace related concerns, our staff help reduce the trauma experienced by crime victims and persons infected or affected by HIV/AIDS. Our Spanish and Korean mental health professionals provide multi-cultural counseling. We also assess families for









# What We Do

custody and visitation recommendations for the Bergen County Family Court and prepare evaluations of adolescents referred by the Bergen County Juvenile Court Judges. In 2009, 985 were assisted through counseling.

## **Community Programs**

Prevention is the focus of these Bergen Family Center community services. We work to prevent young people from becoming involved in the child welfare or criminal justice system. Successfully completing our programs helps keep youth from falling behind.

More than 1,000 children, parents and guardians received prevention services in 2009 The Family Success Center offers detailed information and specific care plans to help families obtain essential social and health services. There is regular follow up and weekly

family and parenting activities through HIPPY (Home Instruction of Parents of Pre-School Youngsters) which trains parents of children ages 3 to 5 to be their child's first teacher.

Many of our participating parents struggled in their own school years and some experience limited proficiency in English. HIPPY gives these parents the skills and confidence to work with their own children.

By strengthening the parent/child bond and providing specific enrichment activities for families to do together, HIPPY promotes kindergarten readiness and makes parent and child comfortable with formal academics. Some 425 children and their 580 parents and guardians received prevention services in 2009.

More than 80% of counseling clients reported satisfaction with their treatment and a reduction of emotional and physical symptoms.











# How We Do It









## **Our Committees**

**Board Development,** led by Dr. Shelly Wimpfheimer of Tenafly, planned a retreat to develop the Board's Strategic Plan. The committee recruited new volunteers and two trustees: Tenafly resident Stewart Winner, a retired manager of the Options Desk at Prudential Securities, and Englewood resident Jayanne Tedesco, president of her interior design company. At year's end 21 men and women from law, accounting, business, education, finance, real estate, social work, marketing and government served as trustees. Nearly equally divided by gender, they reside in 10 different towns and range in age from their 40's to 80's.

**Finance,** led by Treasurer George Milne of Englewood, supervised the annual audit, oversaw the budget process and monitored agency investments. Early in the year anticipated budget shortfalls were managed by the reduction of administrative personnel. By late summer, anticipating additional budget shortfalls and funding challenges, the committee recommended spending cuts for the second consecutive year. These were adopted by the Board and implemented in the beginning of 2010.

**Fund Development,** chaired by Englewood's Graham Jones, Esq., faced several challenges in raising funds due to the global economic situation. Some success came through foundation and corporate support through grant writing. The Annual Awards Dinner aided by a fantastic dinner committee and Lead Sponsor North Jersey Media Group and Bronze Sponsors Waterford Towers and NY Waterways honored Dr. Rochelle and Justin Wimpfheimer and Councilman Scott and Hedy Reddin.

Over 200 guests attended the November 11th event at the Rockleigh Country Club. Aided by an auctioneer donated by Sotheby's, we cleared \$90,000 (less than the prior year but a huge accomplishment in the economic environment). Corporate and foundation grants came from Lilian P. Schenck Fund, National Council of Jewish Women, Community Chest, Englewood Rotary Club, TD BankNorth, Kaplen Fund, Khym Foundation (Southpole), Verizon Foundation, Eastern Bergen County Realtors, Moness Crespi and The Palestroni Foundation.

Fund Development also oversaw the growth and expansion of the "Friends of the

# How We Do It

Family" committee. Under the leadership of Courtney Levi, the highlight of that group's work was giving a "Baby Shower", aided by Helen Rapfogel, to help prepare a classroom to receive infants. The group raised nearly \$10,000 in cash and merchandise to refurbish a room and outfit it with cribs, high chairs and appropriate supplies for 10 infants. In the fall a young friend, seventh grade volunteer Adam Rapfogel raised money to make a multi-purpose sports and arts room for the young children.

**Human Resources,** chaired by Jeff Duncan of Closter, oversaw the personnel needs of our organization. The severe economic challenges resulted in the reduction of some administrative and some programmatic positions. At year's end the Committee recommended and the Board implemented a second consecutive year of salary and benefit freezes. Programs to clients were not eliminated but some clients spent longer on waiting lists. More than 120 staff members and volunteers worked nearly 200,000 hours to ensure the high quality of client services.

**Program Committee,** under the leadership of Englewood's Susan Proietti, monitored program quality and assisted with needs assessment. The committee reviewed the five major program divisions and made recommendations to improve the success of BFC programs and services.

#### Our Board

Allen Levy,
Chairperson
Graham Jones, Esq.
Vice Chairperson
Ina Miller-Silverstein
Secretary
George Milne
Treasurer

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Jeffrey Duncan
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William Sheridan
Jayanne Tedesco
Stewart Winner
Shelly Wimpfheimer,
DSW
Walter Young

### **Our Staff**

Mitchell Schonfeld, MSW,
President/CEO
Frima Lummer, M.A.,
Director, Finance &
Administration
Lystra Williams, M.A.
Director, Children's
Services

John Cuttio, LCSW,
Director, Counseling Services
Ronne Bassman LCSW,
Director, The Zone
Marcia Gongora, M.A.,
Director, Family Success
Center
Rachel Albanese, B.A.,
Coordinator, HIPPY

# How We Do It

## 91% OF EVERY DOLLAR GOES TO PROGRAM EXPENSES

#### **REVENUES** [Audited]

TOTAL REVENUE	\$4,421,866
OTHER INCOME	\$15,570.00
FUND RAISING	\$153,730
CONTRIBUTIONS	\$201,084
FEES AND THIRD PARTY	\$629,372
CONTRACTS & GRANTS	\$3,422,110

#### **EXPENSES** [Audited]

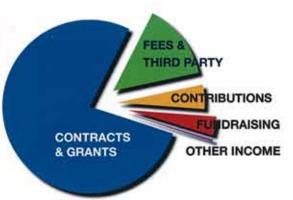
PERSONNEL	\$3,580,804
PROFESSIONAL FEES	\$299,325
OCCUPANCY	\$217,169
MATERIAL & SUPPLIES	\$215,253
OTHER EXPENSES	\$176,739
SUB-TOTAL EXPENSE	\$4,489,290
DEPRECATION EXPENSE	\$86,374
TOTAL EXPENSE	\$4,575,664
NET CHANGE INVESTED FUNDS	\$59,241
PROGRAM ASSET CHANGE	-\$94,557

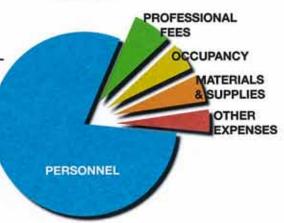
## **CLIENTS**

TOTAL CLIENTS	4,990
COMMUNITY SERVICES	1,005
CLINICAL SERVICES	985
ELDER CARE SERVICES	995
ADOLESCENTS	975
CHILDREN'S SERVICES	1,030
DISTRIBUTION OF UNDUPLICAT	ED CLIENTS

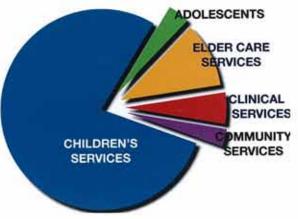
## HOURS

TOTAL PROGRAM HOURS	408,350
COMMUNITY SERVICES	11,500
CLINICAL SERVICES	20,700
ELDER CARE SERVICES	42,700
ADOLESCENTS	14,200
CHILDREN'S SERVICES	319,250
DISTRIBUTION OF PROGRAM HO	OURS









# **Our Donors**

### FAMILY CHAMPIONS

**ABOVE \$25,000** 

Four H

Lillian Pitkin Schenck Fund

#### **FAMILY BENEFACTORS**

#### \$10,000 to \$24,999

Community Chest of Englewood Mr. & Mrs. Graham Jones Kaplen Fund Khym Foundation National Council of Jewish Women, Bergen County Section Mr. & Mrs. William Sheridan TD BankNorth Verizon Foundation and Verizon Check Into Literacy

#### **FAMILY PATRONS**

#### \$5,000 to \$9,999

Mr. & Mrs. Joseph Gottesman John Hughes Mr. & Mrs. Arthur Imperatore Jr. (Port Imperial Ferry) Mr. & Mrs. Walter Jones

#### **FAMILY ADVOCATES**

#### \$2,500 to \$4,999

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#### FRIENDS OF THE FAMILY

#### **UNDER \$250**

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# HOW YOU CAN HELP

**Donate Online** 

As a commitment to its supporters and donors, Bergen Family Center is dedicated to efficiency in providing our highly-regarded services to clients. We believe in making a difference close to home with 91% of all income going directly to programs. Simply go to "bergenfamilycenter.org" and click on "Donate".

## Planned Giving

Consider including Bergen Family Center in your long-term financial planning. There are many options, including those that deliver income to you and your family now, and help insure the future of our programs and services. Your bequest will help provide the vital funds required for us to continue the crucial support to our local community. 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 or a Deferred Gift Annuity.

### Volunteer

Sharing your time, your resources, or both, can generate profound change in the lives of our local Bergen Family Center clients. We offer many exciting and engaging volunteer opportunities through our energetic volunteer corps, Friends of the Family.

And Don't Forget



NOVEMBER 10 WEDNESDAY, 6 PM, ROCKLEIGH COUNTRY CLUB

"Friends of the Family" Gala

## HONORING

Susan & Frank Proietti Charlotte Bennett Schoen Clare & Bill Sheridan Kyung Hee Choi

and the Korean Medical Program at Holy Name Hospital

Susan Yoon

and the Korean Counseling Program at Bergen Family Center

# BERGEN FAMILY CENTER

44 Armory Street, Englewood, NJ 07631 ◆201-568-0817 10 Banta Place, Hackensack, NJ 07601 ◆201-342-9200

Our thanks to Jim & Sue Robison for copy and design work on this report and to Realf Schermer for his photos.