

# 2020-2021 Annual Report

## Penndel Mental Health Center



### Year in Review

#### BOARD OF DIRECTORS

##### Officers:

Walter M. Gordon  
President

William J. Massinger  
Vice President

David A. Gruber  
Treasurer

Denise Ianni  
Secretary

William S. Blacker  
Kimberly Grossman  
William F. Hartigan  
Anna Pagano  
Dr. C. Emmanuel Ahia  
Dr. Jonathan Vitriol  
Michael Cianchetta

#### ADMINISTRATION

Karen M. Graff  
Chief Executive Officer

Hema Gandhi  
Chief Financial Officer

Douglas Oberreit  
Corporate Compliance Officer

Karen Buher  
Associate Executive Director

Jennifer Campbell  
Associate Executive Director

David Marsden  
Associate Executive Director

Aaron McHugh  
Associate Executive Director

Carrie Myers  
Human Resources Director

Penndel Mental  
Health Center  
Administrative Offices  
2005 Cabot Blvd. West  
Suite 100  
Langhorne, PA 19047  
267-587-2300  
www.penndelmhc.org

Hello to all the friends and supporters of Penndel Mental Health Center. Although it has been another challenging year, the agency has shown strength and resiliency. Our dedicated and persistent employees learned to develop new and creative ways to continue to conduct business and ensure that our clients and families received the treatment, services and supports they needed in a safe environment.

We learned how to master “on-line” therapy sessions and groups. We found that our clients and families could feel connected and comfortable with seeing their therapist, case manager, or peer support staff on a screen. Our staff found new and innovative ways to make those sessions engaging and personable.

For those who needed more than virtual sessions, our staff were quick to find ways to see people and, at the same time, keep themselves, clients, and families safe. In some of our Child & Family Programs, therapy sessions were conducted outdoors at a park or in a family’s backyard. Many of our Supports Coordinators completed visual inspections of a group home or independent apartment by having the consumer use “face time” and then walk around his/her home to give a top-notch house tour. One of our ACT Team therapists developed a gardening group using the garden plot at our 919 Durham Road building, to replace an indoor therapy group, and ended the summer with a bounty of fresh vegetables and beautiful flowers.

It is my honor to acknowledge the members of PMHC management, who worked diligently to assure a seamless provision of treatment, services and supports to our clients and community. While we are now seeing more people face-to-face than we have in the last 18 months, we remain diligent to assure the safety of our employees and of the individuals and families we serve. As always, I am so proud to work with such dedicated, compassionate and resilient co-workers who believe in our mission. In the midst of our challenges that we continue to face, we remain a strong and stable agency and community.

Karen Graff,  
Chief Executive Officer



# Employee Recognition

The PMHC Executive Team enjoys nothing more than recognizing and appreciating our hard working team members. When cases of the COVID-19 virus spiked again in the Fall of 2021, we did not feel it was responsible to go ahead with our Annual Staff Recognition Breakfast. We decided that we would plan another virtual event, that all PMHC employees can watch at their convenience, and will include announcing and acknowledging the 14 people who reached 5, 10, 15 and 20 year milestones as employees of PMHC. Our 14 honorees will receive a gift and we will raffle off many gift cards to PMHC employees.

## *Certificate of Appreciation*

### 5 years

Allison Cheney  
Marianne Matt  
Douglas Oberreit  
Angela Riccardi  
Kimberly Semon  
Kimberly Watson  
Florence Agbugui

### 10 years

Tara Belton  
Elizabeth Colijn  
Anitra Frallicciardi

### 15 years

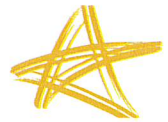
Katrina Berry  
Jennifer Dragon  
Mary Smith

### 20 years

Octavia Alexander



## **Shining Star Award** **By Karen Graff**



This year, when I was thinking about who should get the coveted Star Award, I wondered how could I possibly pick just one department or program since I truly feel that everyone at the agency went above and beyond their job responsibilities this year. But, there was a program that has shown not only great dedication to their clients, but has also grown, as a program – both in the amount of services provided and in the expertise, skill and capability of the staff.

The winner of the 2021 Star Award is the Certified Peer Support Program. Certified Peer Specialists offer their clients something that other mental health professionals cannot, *shared understanding*. Their life experiences and recovery process allows them to give support in a way that others can benefit from their experiences. Through a shared understanding and respect, they are able to build trust and create connections with the individuals they support.

Over the past year, our Certified Peer Specialists (CPS) delivered one-to-one services in the community, in clients' homes and in the office. During the height of the pandemic, they transitioned to seeing clients virtually, and continued to empower fellow peers to grow and advocate for themselves in the areas of health, education, community involvement and other aspects of their lives.

The Peer Support staff excelled in providing exemplary support and services to their clients. At the first annual Professional Development Network (PDN) awards, CPS Bernadette Gordon received the award of "Resource Master," for being a master at linking peers with resources and providing them with lots of local and state resources. Another CPS, Beverly Harrington, was recently asked by a Bristol Police Sergeant to develop a presentation, with some of her colleagues, to provide local police departments with information on how Peer Support works.

Our other Main Center CPSs, Lisa Forst and Tausif Khan, as well as CPSs Chris Cramp in the PATH program and Miriam Zamichieli, in the ACT program, have also shown great dedication to the people they serve. They worked very hard to provide effective and individualized support to their peers throughout the pandemic. They unselfishly adopted a "whatever it takes" attitude and found creative ways to stay in touch. They all do a great job!

Congratulations to the devoted and committed Certified Peer Specialists of PMHC – they are superstars!!

# PMHC's "Main Center" - A New Look

Our "Main Center," which is located at 1517 Durham Road in Penn del, was built in 1972 just before the agency became incorporated as Penn del Psychiatric Center in 1973. Our Main Center is the hub of the agency, providing a spectrum of outpatient mental health services.

This year, our Main Center got some long overdue TLC thanks to a CARES grant from the Bucks County Department of Mental Health & Developmental Programs. We had new flooring installed throughout the building, completely renovated the bathrooms and got a brand-new automatic front door. These upgrades greatly impacted our efforts to keep our clients and employees safe through easy to sanitize floors and touch-free fixtures to limit germs and virus transmission.

The outside of the Main Center also got an upgrade. Thanks to a grant from the Bucks County Office of Community Development, the building now has a new flat roof, new siding and a newly shingled mansard roof. We chose a modern color pallet of slate-colored shingles and grey siding.

Our employees and clientele are thrilled with the updated look and additional protection they are getting from the renovated floors, door and bathrooms. We are also getting lots of compliments on the exterior of the building as well. We are so grateful to the Bucks County Offices of MH/DP and Community Development for assisting us by funding these very important projects.



# Penndel Mental Health Center Statistical Summary

Report Dates: 1/1/2021 to 10/31/2021

## Quick Facts:

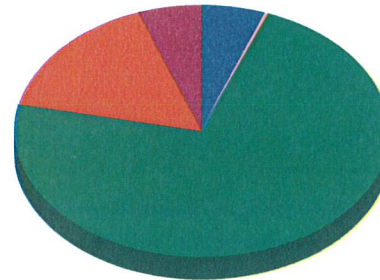
Total Number of Open Clients: 6,889

Total Number of Admissions: 622

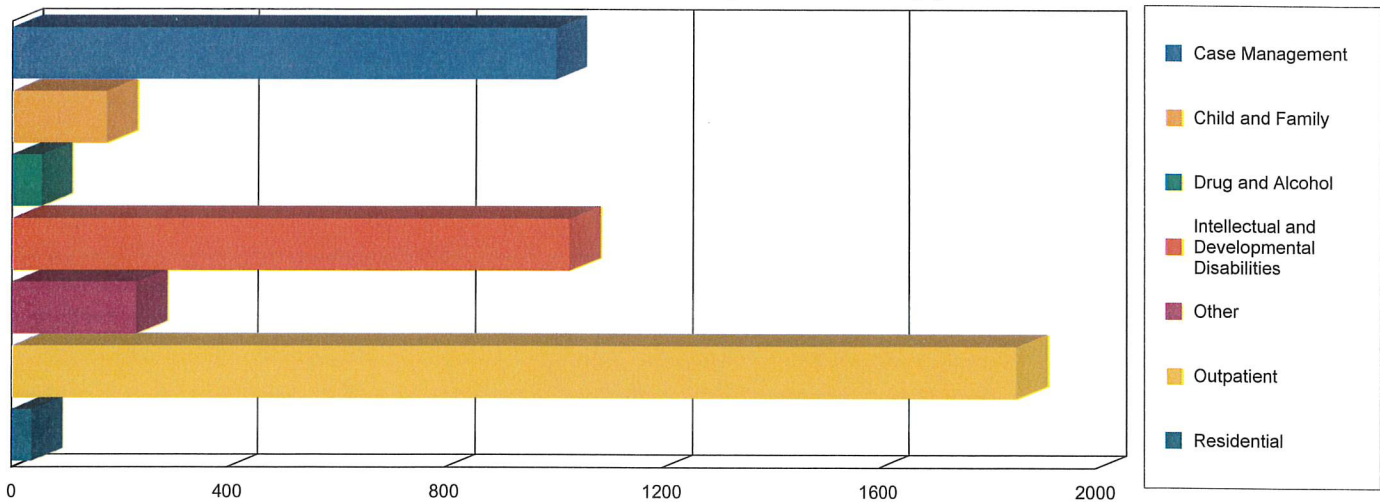
Townships served: 47

## Client Served by Age Group

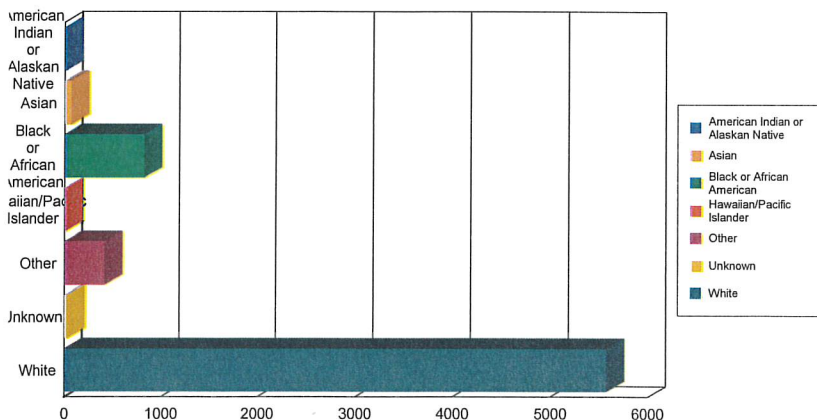
Age Range	Total
Total	6,889
Undefined	4
1-5 yrs.	23
6-13 yrs.	383
14-17 yrs.	382
18-59 yrs.	5,000
60 and over	1,097



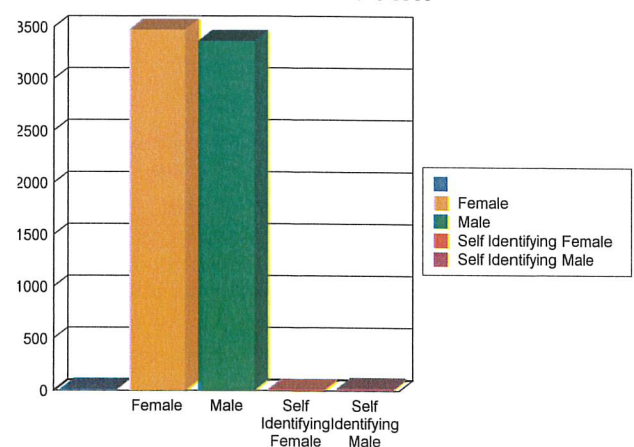
## Client Served by Service Type



## Race Breakdown



## Gender Breakdown



## SUCCESS STORIES

In December of 2017, “M” became a participant of the Forensic Services Community Treatment Team (FSCTT). He was and is one of the most pleasant gentlemen you will meet. He always takes the time to inquire about the well-being of staff members and notices when someone is absent. “M’s” easy-going, friendly personality often made him a target. Not long before his probation was to end, he acquired a new charge, thus extending his probation period even longer. “M” did not allow this setback to alter his personality. Instead, he became more determined to progress and realized he needed a change in environment. Unfortunately, “M” had a relapse and suffered an overdose shortly after, though he was able to receive intervention. At that point, he immediately became invested in his recovery. He took suggestions—willingly committing to, and completing, inpatient and outpatient drug and alcohol treatment all while working with FSCTT staff and fully complying. “M” remained sober and moved into a community residential rehabilitation program a few months before completing his probation. “M” is thriving and is the happiest he has ever been. He is very proud of his accomplishments and is always eager to share the hurdles he overcame to complete his probation and the fact that he has remained clean and sober since his overdose two years ago. You can often find “M” relaxing, meditating, or taking a walk; he is always willing to share scripture and offer a blessing whenever needed. "M" is a true FSCTT success story.

\* \* \* \* \*

“D” is a 51 year old male. He has been receiving services in our Outpatient Program since 2012. He has been through three therapists, and finally found “the right fit” with “John,” and they have been working together, consistently, for the past year. At the beginning of building their therapeutic relationship, “D” was very closed off, quiet, and resistant to share his thoughts. “John” used many therapeutic techniques with “D”: Self-talk and Motivational Interviewing, among others. Over time, with “John’s” hard work on “D’s” resistance, he became more comfortable in expressing his thoughts. “D” eventually began to share his challenges with chronic pain and addiction struggles associated to his pain. He opened up about his previous volatile relationship, depression, anxiety, and low self-esteem. At his lowest point in therapy, “D” wanted to quit. However, with “John’s” patience, compassion, and dedication to this client, he continued to guide “D” in a positive direction.

The turning point in “D’s” therapy was his ability to trust “John” enough to show emotion during a session. “D” said: “This is the first time I’ve cried in a long time.” “D” was able to forgive himself for previous mistakes and was now able to set clear goals for the future. "I broke away from the old “D”, and I’m now excited to know the new “D,” he said. Since that time, “D” has reconnected with his faith, learned forgiveness, and worked through his grief from his drug and alcohol use. He has learned self-care, changed his self-talk, and utilizes de-escalation techniques. He has also found support in his sobriety.

# A Message from Our Board of Directors

Our Dear Friends and Neighbors,

As always, I want to personally THANK YOU for your continued support of PENNDDEL MENTAL HEALTH CENTER during another tough year of Covid-19 restrictions. Our staff here are truly HEALTH CARE HEROES doing an almost impossible task under really tough conditions to help your friends, family, co-workers, and neighbors in the community we serve.

Thanks to your generous financial support and the hard work of our amazing staff, we have survived another year of providing our critical services to your community. I want to pay special tribute to our CEO, Karen Graff, and our CFO, Hema Gandhi, for their continued efforts to keep this agency moving forward in these uncharted and ever changing waters of Covid rules and restrictions.

The Mental health field relies vey much on personal “One on One” interactions. Social distancing and “E communications” are often difficult for some of our most vulnerable clientele and “just not the same,” but the staff at PMHC continues to do a remarkable job of providing a sense of stability for our clients.

With your support, we feel we can continue to make a real positive impact in your community. Remember, our clients are your friends, your family, your coworkers and neighbors. We are a vital part of your community and I invite you to be part of what makes us great with a generous contribution or your personal involvement in our agency, our important work, and our mission.

Please contact Karen Graff, our CEO, and Hema Gandhi, our CFO, or myself if you feel you can help.

Walter Gordon  
President, PMHC Board of Directors



## Board of Directors



Pictured are the Board of Directors of Penndel Mental Health Center elected in 2021.  
Sitting left to right: Front row: William Blacker, William Massinger, Walter Gordon, Back row: William Hartigan, David Gruber, Anna Pagano, Dr. Jonathan Vitriol. Absent from photo: Dr. C. Emmanuel Ahia, Kimberly Grossman, Denise Ianni, Michael Cianchetta.

# Please Help Us With Our Annual Appeal

Penndel Mental Health Center is a private, non-profit community mental health center, and is financed by several sources - client fees, County and State MH/DP funds, public and private grants, third party payments and private donations. For those who qualify, PMHC has a flexible fee for its services that is based on the family's ability to pay. However, established reimbursement rates do not always cover the full expense of our programs. We must rely on donations to help us fund some of the extra costs that we incur to assist the individuals and families we serve.

Each year, when we send out our Annual Report, we include a Donation Card with the hope that you will make a donation to allow us to continue the great work we do in the Lower Bucks County community.

## A donation of \$30

Will purchase two 4-packs of 32oz. bottles of hand sanitizer  
Will pay for three 50 count boxes of disposable masks

## A donation of \$50

Buy a week's worth of food so that children don't go hungry  
Purchase two winter coats for children who have none

## A donation of \$100

Will purchase 10 3-packs of Clorox wipes  
Will buy twelve "Read My Lips" masks for children  
Pay for one night of temporary housing for someone who is homeless

## A donation of \$150

Purchase bus/train tokens for approximately 12 people who don't have transportation each month to get to treatment  
Contribute towards a tablet so that case managers can outreach to clients

## Here are a few additional ways YOU can be a part of our mission:

**BY GETTING INVOLVED.** If you are interested in helping us help others, and you have time to donate, you can assist us in future fundraising events. If you would like even more personal involvement, you can apply for membership on our Board of Directors.

**BY DONATING GIFTS, ITEMS, ETC.** If you would like to help, but you don't have much free time, you can participate in some of our special initiatives and events, which include but are not limited to, Back-to-School Backpacks, Cares Cupboard, coat drives, and many more. All of these efforts allow individuals and/or groups to make large or small donations to help our families in need.

**BY SPONSORING A PMHC EVENT.** Consider joining our Business Partners Program, see page 10.

**BY DONATING TO UNITED WAY.** You can also consider donating to your local United Way campaign and then specify your donation to **Penndel Mental Health Center, Inc.** by listing us as the recipient of your pledge. The money you donate will come directly to PMHC.

You can support Penndel Mental Health Center by using AmazonSmile. Spread the word to your friends and family and share this link: <http://smile.amazon.com/ch/23-1913286>

Please remember, PMHC is a private, not-for-profit, 501(c)(3) organization.

All donations are tax deductible to the fullest extent allowed by law.

# Cares Cupboard

Approximately 15 years ago, the Child & Family programs of PennDel Mental Health Center decided that providing treatment and supports to the families they serve wasn't enough - they wanted to do more. Our staff realized that many of our families struggled with being able to have a true holiday dinner, with turkey and all the trimmings, at Thanksgiving. We began by organizing food drives over the holiday seasons but it became clear to us that many families were also struggling with food insecurities at various times during the year. So, our efforts to help our families get food on their holiday tables grew into our developing Cares Cupboard, our food pantry. While we have been operating Cares Cupboard for many years, we especially realized the impact the food pantry makes/made on our community during the COVID-19 pandemic. Our case managers and mobile therapists continue to deliver food to our clients and families who are in need and do not have a means of transportation to get to the pantry.

We could not have assisted hundreds of families in our community without the grants, donations and monetary support from the Lower Bucks County community. Many of our business partners and friends have made generous donations to Cares Cupboard. Those very kind and charitable businesses, groups and individuals are listed on the Donor Page of this Annual Report. This year, we also learned that many of our friends and corporate partners initiated food drives in their businesses and encouraged their employees and customers to donate food items to Cares Cupboard. We want to thank the following businesses for organizing food drives to help our families:

AAA Langhorne Car Care Insurance Travel Center  
Floor & Décor  
Neshaminy Insurance & Auto Tags  
Robin Kemmerer Associates, Inc.  
Sensational Scissors

With the holidays approaching, we gladly accept donations of non-perishable food items from individual donors, families, churches and community groups. We are grateful for all who helped PennDel Mental Health Center assist our families and would like to acknowledge all those businesses and groups who contributed to Cares Cupboard and helped us to ensure that our families always have enough food on their tables.





# 2020-2021 Contributors

Donations made from 7/1/2020 through 6/30/2021

## 2020 – 2021 Contributors Donations made from 7/1/2020 through 6/30/2021

Once again, PMHC honors those businesses, vendors and friends who donate to the agency and are members of our **Business Partners Program**. Levels of giving in the program are as follows: with a donation of \$3,000 or more, you become a member of the **President's Guild**; with a donation of \$2,000 to \$2,999, you are a member of the **Director's Club**; by donating \$1,000 to \$1,999, you become a member of the **Executive Club** and for a donation of \$500 to \$999, you are a member of **The Friends Society**.

### DIRECTOR'S CLUB

(\$2,000 - \$2,999)

The Albertsons Companies  
Foundation

### EXECUTIVE CLUB (\$1,000 - \$1,999)

Innovative Benefit Planning, LLC

Neshaminy Pharmacy  
Faith Rudisill

### FRIENDS SOCIETY (\$500 - \$999)

Anonymous  
Mark Citrone (with matching donation  
by Kohl's)  
Mr. & Mrs. Walter Gordon  
Karen & Gene Graff  
Mr. & Mrs. David Gruber  
Mr. William Hartigan  
Kohl's Cares of Oxford Valley  
New Jersey Manufacturers Insurance  
Dr. Bonnie Wright

### \$100 - \$499

Florence Agbugui  
Dr. C. Emmanuel Ahia  
Amazon Smile  
Anonymous  
Anonymous (with matching donation  
by BMS)  
Benjamin Franklin Plumbing  
Mr. William Blacker  
John Bogart  
Mr. Joseph Carugati  
Costco Wholesale #200  
Mr. Phillip Fenster  
Kim Grossman  
Lucinda Hadden  
Mr. Frank Hitchen  
Mrs. Denise Ianni  
Mr. & Mrs. Darrell Kates  
Mr. & Mrs. Russell Kavana  
Mr. & Mrs. William J. Moon  
Dan & Donna Myers  
Mr. & Mrs. Douglas Oberreit  
Daniel Sang-Baik Oh  
John Palmer  
Reiner Financial Group, LLC,  
William Reiner  
Anthony & Elizabeth Sharkoski  
Mary Tarr  
UAW Local 8275

### \$99 & Under

Anonymous  
John Armstrong  
Theresa Cappiello  
Charities Aid Foundation of America  
(CAF)  
Amy Conte  
Sheila Dawe  
Nancy DeBronze  
Dawn Jenci  
Patty Laird  
Josephine Marino  
Bill Massinger  
Debbie Pistocco  
Mr. Charles Podhaizer

### MEMORIAL GIFTS

**In Memory of Michael C. Billig**  
Cheryl & Charlie Billig

**In Memory of Donna J. Brown**  
Brown's Vending Service – David  
Brown

**In Memory of Deena Chirstine  
David**  
Anonymous

**In Memory of Patricia M. Connolly**  
Kathleen Barniskis  
John Berberich  
Bucks County IU &  
BCIU Education Association  
Brian & Mary Connolly  
Kimberly Cotle  
Amanda Desjardins  
Mark & Anita Fiore  
Marie Fisher  
Rosemarie Franz  
Jordan Hollfelder  
Andrew Jaeger  
Andrea Korn  
Judith McGinley  
Daniel McManamon  
Dolores Seibert  
Mary & Butch Siegman  
Spartanburg Forest Products Inc.,  
Mr. Stephen W. Michael  
Sam Speers  
Ed Storms  
Susan Syhre  
Geraldine Wainwright

### HONORARY GIFTS

**In Honor of Walter M. Gordon**  
John Hughes

Thank you for your donations. If you would like information about how to remember Penn del Mental Health Center in your will or estate planning, please contact our administrative offices and ask for Karen Graff. PMHC is a 501(c)(3) non-profit organization, and all donations are tax-deductible to the fullest extent allowed by law. The official registration and financial information of PMHC may be obtained from the PA Department of State by calling toll-free, within PA, 1-800-732-0999. Registration doesn't imply endorsement.

## IN-KIND GIFTS

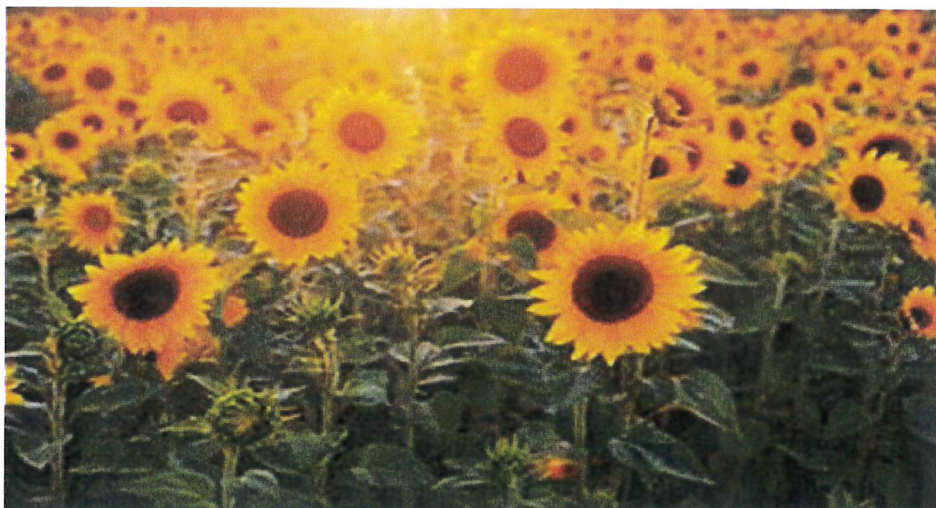
Action Safe & Lock  
Denise Aspell  
Joseph Bascio  
Blonder's Discount Appliance  
Bob's Discount Furniture  
Karen Graff  
Kim Grossman  
David Gruber  
Marie Harrington  
Home Depot Tullytown  
Denise Ianni  
Bill Massinger  
McBriek Building Group  
McCaffrey's Food Market Corp. Office  
Re/Max Properties, LTD,  
Sheri Curci  
Robin Kemmerer Associates Inc.  
Rob's Automotive & Collision  
ShopRite of Yardley  
The Giant Company

*We have made every effort to ensure the completeness and accuracy of this list. If we omitted a name or listed it incorrectly, please notify us by calling 267-587-2300, ext. 1102, in order for us to correct it. Thank you.*

## GRANTS

Foundations Community Partnership  
PNC Asset Management  
United Way

# THANK YOU



# Financial Statements

July 1, 2020-June 30, 2021\*\*

July 1, 2019 June 30, 2020\*

Total operating revenue	11,871,474	11,830,368
Total operating expense	11,891,044	12,074,262
Income (loss) from operations	<b>(19,569)</b>	<b>(243,894)</b>
Investment Income (Net)	75,527	83,090
Income (loss)	55,958	(160,804)

Current assets	2,495,390	1,829,597
Property & equipment, net	1,291,362	1,174,347
<b>Investments and other long term assets</b>	<b>1,466,778</b>	<b>1,347,692</b>
<b>Total Assets</b>	<b>5,253,530</b>	<b>4,351,636</b>
Current liabilities	2,445,499	1,575,918
Long term liabilities	874,862	898,505
Net assets:		
Operating fund	1,933,169	1,877,213
<b>Total Liabilities &amp; Net Assets</b>	<b>5,253,530</b>	<b>4,351,636</b>

	2019-20 Net Operating Revenue	2019 Net Operating Revenue:
Medical assistance - Magellan	5,299,879	5,473,792
Bucks County MH/DP	3,552,168	3,207,405
Client fees and third party insurance	882,673	1,075,950
PA medical assistance	1,673,643	1,569,176
Other income	414,753	424,624
US Housing and Urban Development	165,528	162,511
<b>Total</b>	<b>11,988,644</b>	<b>11,913,458</b>

	2019-20 Operating Expenses	2019 Operating Expenses:
Program Services:		
Intellectual Disability	1,627,355	1,649,547
Outpatient/Mental Health	6,991,683	7,095,305
Residential	1,274,853	1,155,587
Administrative & Other	1,997,153	2,173,823
<b>Total</b>	<b>11,891,044</b>	<b>12,074,262</b>

\* Based on audited financial statements

\*\* Based on unaudited financial statements

