



# Bergen Family Center

helping local families since 1898

**ANNUAL REPORT 2008**

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*Director, Counseling Services*  
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*Director, Human Resources*  
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*Coordinator, HIPPY (Home Instruction for Parents*  
*of Pre-school Youngsters)*  
*Coordinator, NJ After 3 After School Program*  
*Head Teacher, SACC Coordinator*

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Audrey Bida, B.A.

# Report from the Chairperson

For much of 2008, Bergen Family Center continued the trends of recent years, demonstrating growth in revenues, programs and services to the local community. This was achieved with your help, a strong group of volunteers, staff and donors who bring vision, commitment and resources to achieve the agency's mission.

The global economic situation challenging all of us, did impact our fund raising in the final quarter. Combined with reductions in government support, the result is fewer dollars to operate programs. Board and staff begin 2009 having to reduce expenses related to rental space, supplies and employee benefits; some positions not providing direct services to clients are being retrenched. The major focus of both the Board of Directors and Agency staff now is to stabilize funding, avoid further cuts and maintain the high quality of client services at current levels. With your help, we will continue to meet the needs of our neighbors.

Funding issues aside, 2008 was a great year. Over 5,000 different clients were assisted. We garnered international acclaim through the Reggio Emilia Early Childhood Education conference, which we co-hosted with the Englewood School District in February, 2008. Volunteers and corporate sponsors from North Jersey

Media Group, PSE&G, Waterford Towers, NY Waterway and Benzel Bush helped us put on a fabulous annual dinner honoring Monica & Stephen Borg and Luz & Leslie Castillo.

The Board Committee reports that follow provide greater detail on these and other projects undertaken in support of vulnerable populations within our community. As we look ahead in 2009, I especially want to take this opportunity to thank our many friends and neighbors, corporations, foundations, business and individual donors, volunteers and Agency staff for the excellent support and effort that we have received this year. It makes a much needed and

important impact on the lives of so many people who live in our community. We encourage you to learn more about Bergen Family Center. Become a volunteer and give us your time. Become a donor and provide us with the power to assist local people in need. Contact us to arrange a visit to tour our facilities and witness our programs in action. Warmth, kindness and concern for others lives and prospers within our walls. Come witness the results. See it in the smiling faces of our young children. Discover it in the peace of mind of our seniors. Revel in the acquired wisdom of our teenagers. After a century of service to our community, we've become good at our job.



**Allen Levy**  
Chairperson, Board of Trustees

## **We're not as old as Englewood, but close.**



*The Carriage House c. 1859, home of the Woman's Club of Englewood*

In 1898 Teddy Roosevelt charged up San Juan Hill, Pierre and Marie Curie discovered Radium and Paul Robeson, actor, singer and civil rights activist was born. That same year, without much fanfare, a group of civic minded women started a program at the Englewood Woman's club that subsequently became the Bergen Family Center.

# Our Programs

The ultimate measurement of our success lies in the performance of our programs.

We're proud to report the findings of the Program Committee leadership, who monitored program performance during 2008. Performance benchmarks were set in advance for the agency's five divisions. Program



activities were carefully monitored and evaluated on an on-going basis. The final assessment was gratifying: Many well-established programs showed major upgrading in performance. More importantly, significant enhancement in performance was clearly demonstrated in virtually all programs.



Over 95% of our early childhood program graduates start kindergarten on grade level.

## Children's Services

Children, one of our main constituencies, were well served in 2008. Special attention was focused on promoting school readiness in younger children, and building academic skills and character development. Children's Services proudly served 400 children and their 600 family members.

We believe that the first decade of life shapes who we are in life. That's why we invest so much effort in helping children, ages 1-10 to participate in developmentally appropriate, fun-filled activities led by warm, nurturing adults. Our commitment is clearly demonstrated by the efforts of the Leonard Johnson Day Nursery, the BFC Summer Camp, our School Age Child Care service and our Pre-K collaboration with the Englewood School District

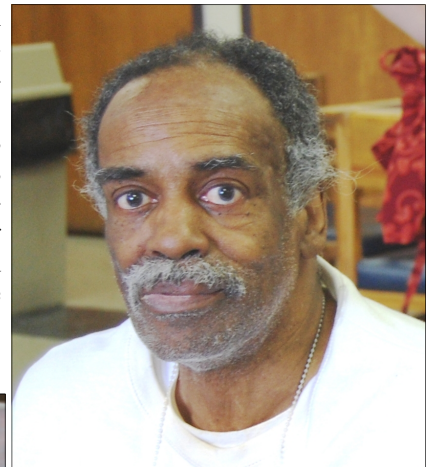


Parents and guardians of program participants are grateful for the safe, nurturing, supervised environment.

## Adolescent Services

Our Adolescent Services program is designed to promote positive decision making and reduce risky behavior in young people. With that goal in mind, we collaborate with schools and other institutions and community volunteers to create services for adolescents. Examples include The ZONE, our School Based Youth Services Program at Dwight Morrow

High School and the Academies; The Englewood Coalition for Adolescent Health; and Englewood Youth-In-Action. With funds from the City of Englewood, teens enjoyed a special evening program led by the Memorial House Alumni Association, which featured art, drama, music and cooking classes as well a game room and field trips. In 2008, over 1,050 young people, ages, 11-18 enjoyed the benefits of BFC services.



94% of elderly we served avoided institutional care and remained in their homes.

## Elder Care Division

Funding challenges resulted in Elder Care being redesigned and merged into other services. Yet 900 clients were still served this year through programs that prevent premature institutionalization. Our Adult Day Care for the visually impaired elderly, the only one in Bergen County, also accepts frail and mildly cognitively impaired clients.

Each week about 100 people participate in dance, ceramics, discussion groups, field trips, and enjoy nutritional meals. Bergen Family Center arranges for homebound elderly to be aided by EASE (Easy Access,

# Our Programs

Single Entry) a statewide service that makes home visits, telephone contact, provides care management planning and coordinates local caregivers and extended family to ensure that homebound elderly are receiving appropriate services. BFC also trains nursing home volunteers to become advocates for the elderly who need support.

## Counseling Services

Counseling Services are structured and carefully staffed to provide emotional support, psycho-education, and individual, family and group counseling to those experiencing a



**Strengthening Families Program improves intergenerational communication and problem solving.**

wide range of challenges. At year end we saw a huge increase in demand, probably due to economic stress on families and parenting issues. In addition to assisting with parent/child conflict, marital stress, workplace related concerns and similar emotional issues, our staff helped 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 custody and visitation recommendations for the Bergen County Family Court and prepare evaluations of adolescents referred by the Bergen County Juvenile Court



Judges. In 2008, 985 were assisted through counseling services in our Hackensack Office.

## Community Programs

The Family Success Center is operated in partnership with the SonRise Development Corporation at the First Baptist Church in Englewood. Families receive information and care plans to help them obtain essential health and social services.

This includes HIPPY (Home Instruction of Parents of Pre-School Youngsters) a service that trains parents in



**Over 80% of counseling clients report a reduction of emotional and somatic symptoms.**

the skills and confidence needed to

be their children's "first teacher." HIPPY helps strengthen the parent/child bond and provides specific family enrichment activities. HIPPY promotes kindergarten readiness and makes parent and child comfortable with formal academics.

Our Strengthening Families program teaches communication skills, problem solving and stress management. Special effort is made to help prevent early use of alcohol, tobacco and drugs. Last year 425 children and 690 parents received our services



## An Improved Life

*Eugenia Stewart is a long-time client of Bergen Family Center. At age 101, she's a perfect example of a local resident that enjoys the services we provide.*

Want to see your donation at work?

Give locally.  
Give to the  
Bergen Family Center.

# Committee Reports

## Board Development Committee

Our primary objectives in 2008 were to expand the talent pool of Trustees and improve the fundraising skills of the Board. Through the tireless efforts of committee members, the committee recruited an impressive assemblage of new trustees and a versatile group of volunteers.



A mid-year retreat was held to enhance the fundraising skills of all Board members. By year's end, an ethnically diverse group of 25 men and women, representing an array of professional skills served as trustees. Ranging in age from 30 to 80, and drawn from 15 different local communities, the group brought experience in law, accounting, business management, education, finance, real estate, information technology, journalism, social work, government and corporate leadership.

## Facility Committee

The uncertain economic conditions dictated a prudent approach to all operating costs.

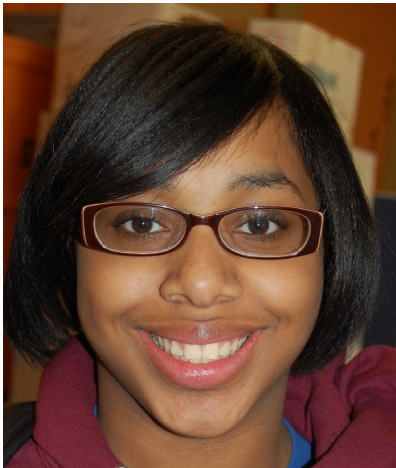


With that goal in mind, committee

leadership supervised the renegotiation of new leases and the establishment of a new strategic partnership with SonRise Development Corporation, to operate the Family Success Center, at the First Baptist Church. At year end, plans were being made to downsize rental space and reduce operating costs to save money for vital programs.

## Finance Committee

Committee membership led by the Treasurer, supervised the annual audit, oversaw the budget process, monitored agency investments, and hired a new money management firm.



Anticipating mid-year budget shortfalls and funding challenges, the committee recommended spending freezes and reductions, which were subsequently adopted and implemented by the Board in October. Sadly, the agency did not end the year with a budget surplus, for the first time since 1997.

## Fund Development Committee

Committee efforts resulted in an increase of 12% (\$50,000) in philanthropic giving over the previous year. Much of this increase was accomplished by foundation and corporate grant writing. In addition,

Bergen Family Center was the beneficiary of an estate settlement bequest of approximately \$80,000. The Annual Awards Dinner, a financial and social success, was sponsored by North Jersey Media Group, PSE&G, Benzel Busch, Waterford Towers and NY Waterway.



Monica & Stephen Borg with Mitch Schonfeld \*

Over 200 guests attended this October event at Rockleigh Country Club to honor Monica & Stephen Borg and Luz & Leslie Castillo.



Luz & Leslie Castillo & Family \*

Aided by a special auction donated by Sotheby's, this activity produced approximately \$115,000, a significant achievement, considering the prevailing economic conditions. In addition, the Dinner Committee commissioned a highly effective promotional video on BFC services, which was created by Bahman Samian, a professional director, who donated his services. Corporate and foundation grants that produced at least \$10,000 were provided by the Lillian P. Schenck Fund, the National Council of Jewish Women, the Community Chest, Englewood

\* Courtesy of (201) Magazine/www.201.net

# Committee Reports

Rotary Club, TD BankNorth, the Kaplen Fund, the PNC Foundation, the Khym Foundation (Southpole), Wachovia Bank, the Hoffman Family Foundation and the Van Houten Memorial Fund.

## Human Resources Committee

After philosophy and environment, Bergen Family Center is about staff. All services are supervised and implemented by skilled professionals. No element of Bergen Family Center is more directly affected by funding than staff. As a result, 2008 was a challenging year for this committee. In response to budget challenges, some non-client serving staff positions were eliminated, and employee benefits were modified. Still, over 140 people labored 200,000 hours to provide quality services to our clients. We're proud to report that during a financially demanding year, no client programs were eliminated.

## Program Committee

Our goal is to help improve quality of life for those in need in the local community and our tools are our programs. The committee exists for the expressed purpose of program selection—meeting needs in the community and uncovering unmet needs—and monitoring and improving performance. Program Committee leadership monitored program performance in 2008. Benchmarks were set for the agency's five divisions. Program activities were monitored on an on-going basis. The final assessment was gratifying: Many well-established programs showed major upgrading in performance. More importantly, significant enhancement in performance was clearly demonstrated in virtually all programs.



# Our Donors

## Family Champions

### Above \$25,000

Estate of George Graham  
Lillian Pitkin Schenck Fund  
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Bergen County Section

## Family Benefactors

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

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Van Houten Memorial Fund  
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### \$5,000 to \$9,999

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

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# Planned Giving

*Support your passion—forever!*



Those who are familiar with our work are aware of the financial commitment that allows the work to continue. We need a safe, fully maintained environment, a supportive professional staff, and finally a timely and predictable source of income. The current economy dictates day-to-day financial vigilance. Long-term planning has become a greater challenge. “Do more for less” is our new mantra.

Thus, we ask those who can, to include Bergen Family Center in their long-term financial planning. Your bequest will help provide the vital funds required for us to continue the crucial support to our local community synonymous with Bergen Family Center for over a century. Contact us for suggestions on how to support our work and still provide for yourself and your heirs. Many options are available. For example:

- **Deferred Gift Annuity**
- **Charitable Gift Annuity**
- **Charitable Remainder Trust**

## Our thanks to those who provided us with In-Kind Donations:

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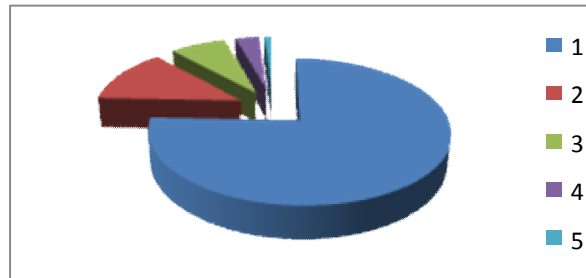
# Statement of Revenue & Expenses

(Unaudited)

January 2008-December 2008

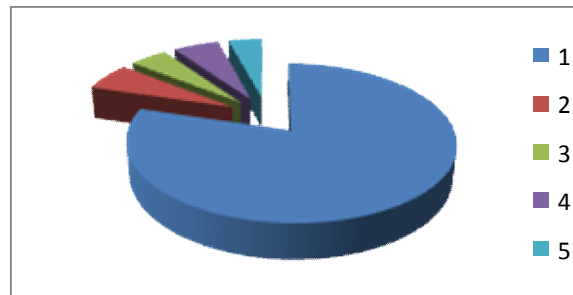
## REVENUE

1. <i>Contracts and Grants</i>	\$3,885,090
2. <i>Fees and Third Party</i>	651,159
3. <i>Contributions</i>	379,062
4. <i>Fund Raising</i>	166,895
5. <i>Other Income</i>	54,068
<b>Total Revenue</b>	<b>\$5,136,274</b>



## EXPENSES

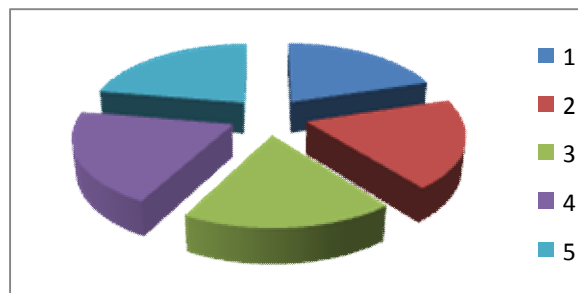
1. <i>Personnel Costs</i>	\$4,155,028
2. <i>Professional Fees</i>	313,519
3. <i>Occupancy</i>	240,171
4. <i>Materials &amp; Supplies</i>	290,392
5. <i>Other Expenses</i>	214,112
<i>Sub Total</i>	
<i>Of program Expenses</i>	5,213,222
<i>Depreciation Expense</i>	83,651
<b>Total Expenses</b>	<b>\$5,296,873</b>
<i>Net Change in Value of Invested Funds</i>	<b>(\$106,399)</b>
<i>Change in Program Assets</i>	<b>(\$266,998)</b>



*Administrative Costs Including Fund Raising Are Only 9%*

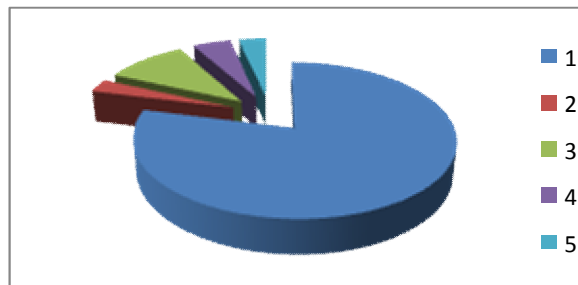
## Distribution of Unduplicated Clients

1. <i>Children's Services</i>	990
2. <i>Adolescents</i>	950
3. <i>Eldercare Services</i>	900
4. <i>Clinical Services</i>	985
5. <i>Community Services</i>	1,095
<b>Total Unduplicated Clients</b>	<b>4,920</b>



## Distribution of Program Hours

1. <i>Children's Services</i>	359,750
2. <i>Adolescents</i>	13,100
3. <i>Eldercare Services</i>	45,900
4. <i>Clinical Services</i>	21,500
5. <i>Community Services</i>	15,500
<b>Total Program Hours</b>	<b>455,750</b>



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