



Annual 2025 Report



*Providing a hand up
...Not a hand out*



Message from the **Executive Director** Jason Nesbitt

Dear Friends and Supporters,

This year has been a defining chapter in the story of the Center for Family Services. As I reflect on the progress we have made and the challenges we have met, I feel immense pride in our staff, gratitude for our community partners, and a deep sense of responsibility to continue building on the strong foundation we have created together.

We have seen continued growth across nearly every service area. Our housing department helped families achieve and maintain the stability that only safe housing can provide. Ninety-four percent of participants in our foreclosure intervention program resolved their delinquency and remained in their homes, with one hundred percent reporting satisfaction with our services. Eleven future homeowners completed our pre-purchase counseling and went on to qualify for a home loan, turning the dream of ownership into reality.

Essential services saw a significant increase in need. From clothing and household items to utility assistance and personal care supplies, our team responded with compassion and efficiency. If someone in our community has a basic need, the Center does everything possible to meet it with dignity and care.

Our family education department continues to grow, partnering with families to build safe, healthy, and nurturing homes. A strong home is the cornerstone of a strong community, and this work remains central to our mission.

One of our greatest milestones this year was the completion of the renovation of our new facility. This space reflects not only the growth of our agency, but our vision for the future. While there is still work ahead, we recently transitioned into our new space and are excited to welcome you to experience firsthand all of the possibilities it holds.

I am incredibly proud of the direction we are heading. The Center is not only meeting needs today but building pathways for tomorrow. With each program, each partnership, and each person we serve, we move closer to a community where self-sufficiency and resilience are within reach for all.

Thank you for your continued support, your trust, and your belief in the mission of the Center.

Together, we are creating something lasting, we are building a brighter future.

- With heartfelt appreciation



Agency **History**

The Center for Family Services, Inc. is a private, non-profit, non-sectarian agency providing multiple services to our local community. The Center for Family Services was founded in 1995 as a result of a merger between Associated Family Services, Inc. and the Center for Families in Change. Their combined history dates back to 1863 with the formation of an organization to aid families of Civil War soldiers.

An organization was created by a group of women to aid families of Civil War soldiers.

1863

Logan, a community member, bought a house where men could chop down wood and families could get basic necessities.

1886

Named Associated Charities and moved into their first building on the second floor of the Market House.

1894-1917

Associated Family Services Inc. purchased 213 W. Center Street.

1991

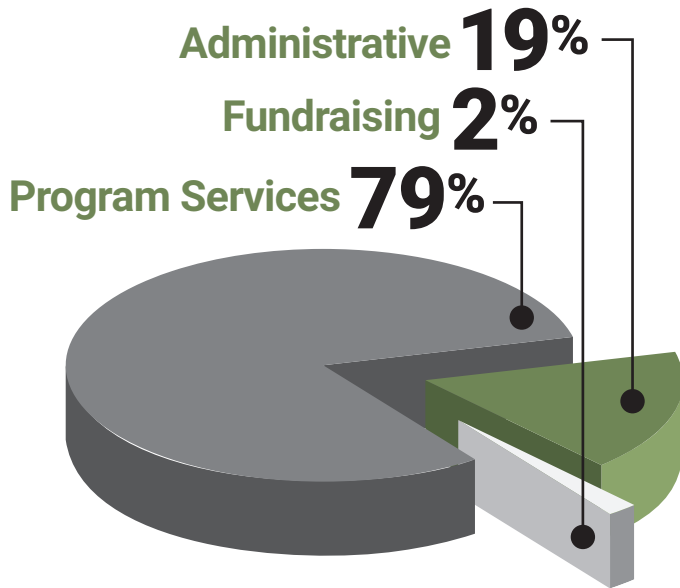
The Associated Family Services and Center for Families in Change form into Center for Family Services.

1995

Financials

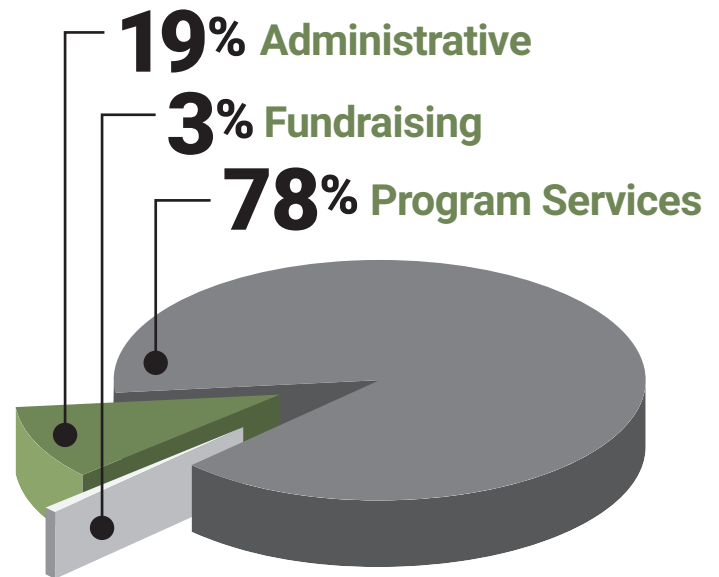


EXPENSE BREAKDOWN



Operating Expenses = \$1,633,850

REVENUE ALLOCATION



Total Revenue = \$1,800,781

Vision for our community



When people come together with purpose and a common goal, incredible things happen. Every contribution made to the Center is more than a gift. It is a commitment to something larger than any one of us. It is a belief in this community and in the shared responsibility we all carry to lift one another up.

That responsibility is not taken lightly. Stewardship is not just about managing resources. It is about trust. And trust is something we work to earn every single day. Year after year, we focus our efforts on what matters most. Supporting individuals and families with real solutions and building a stronger, more stable community.

The vast majority of our funding goes directly to the services that meet urgent needs and create long-term change. Administrative and fundraising costs remain low not because those efforts are unimportant but because we live in a place where

people show up. When the Center has a need, we ask. And you respond with generosity, with belief, and with a deep sense of responsibility for your neighbors.

Because of that, we are able to stay focused. Focused on our mission. Focused on delivering impact. Focused on the people who count on us during some of the most vulnerable moments of their lives.

We are proud of how we use the resources we are given. But even more than that, we are proud of what those resources make possible. Families staying in their homes. Children sleeping safely at night. Individuals stepping forward with strength, purpose, and a renewed sense of hope.

Thank you for your trust. Thank you for being part of this work. This is what shared progress looks like and we are honored to build it with you.

MISSION STATEMENT

Building on our legacy of caring, Center for Family Services assists, supports, and strengthens individuals and families throughout our communities.



Housing Department

At the Center, housing is more than just a roof over someone's head. It's the foundation for a stable, independent life. Whether it's a family on the brink of foreclosure or a young adult looking to purchase their first home, our Housing Department offers more than emergency help—we provide a path forward.

As Crawford County's only HUD-certified agency, we take pride in pairing support with accountability. Through budget coaching, credit counseling, and homebuyer education, we equip people with the tools to manage their finances, make informed decisions, and build lasting stability. This isn't just about saving homes. It's about giving people the skills to sustain them.

YEAR TOTAL 2024-2025

Housing / Rental Assistance

106

Total
Households
Served

223

Rental Assistance
Funds Provided

228

Case
Management
Provided



18

New
referrals

9

Participants
who meet
requirements

6

Participants
completed
program

Assisted Re-entry for Maximum Success (ARMS)

This past year, we helped households resolve delinquency and avoid foreclosure, while others improved their credit and secured home loans for the very first time. Each one of those outcomes is a testament to what happens when people are given the opportunity—and responsibility—to succeed.

We don't hand out quick fixes. We walk alongside individuals as they rebuild. From first-time buyers to returning citizens in our re-entry program, we believe that with the right support and the right mindset, people can do more than just survive—they can thrive.



Foreclosure Intervention



36

New Referrals



34

Households that resolved delinquency and stayed in their homes



94%

Success Rate



100%

Satisfaction rate

Pre-Purchase Homebuyer Counseling

15

New Referrals

11

Households that qualified for home loan

100%

Satisfaction Rate

Credit Counseling / Budgeting

100% Satisfaction Rate

13

Total households served

7

Denied housing loan based on credit score

11

Households that increased credit score

8

Households that qualified for a home loan

100%

Satisfaction Rate





Essential Services

At the Center, we believe no one should have to trade their dignity for help. Essential Services are designed to respond quickly and respectfully to life's unexpected challenges. Whether it is a missed utility payment, a need for household essentials, or someone looking for a clean change of clothes, we provide practical support without judgment.

We meet people where they are, help stabilize the crisis, and give them room to move forward. Clothing and household supplies are provided at no cost through our voucher program, made

possible by generous community donations and the commitment of local volunteers.

Programs like Member to Member and Neighbor to Neighbor fill critical gaps for eligible households. These partnerships help us keep the heat on, the lights running, and people in control of their lives. We stay focused on what works and avoid the waste of overcomplicated systems.

This is what effective, community-based support looks like. It is local, responsive, and grounded in the belief that everyone deserves the chance to rebuild.



Emergency Assistance

The Emergency Assistance program is designed to offer caring advocacy and financial support during times of need. We understand that unexpected challenges can create financial strains, and the Center for Family Services prides itself on providing a hand up, not a hand out. Our goal is to offer non-judgmental assistance, helping individuals and families navigate difficult situations with dignity and respect.



Household & Clothing Vouchers

644

Clothing Vouchers Issued

1,384

People Served (Clothing)

112

Household Vouchers Issued

238

People Served (Household Items)

\$20,176.42

Estimated Value of Clothing Given out

\$5,342

Estimated Value of Household Items Given out

The Center for Family Services is the only local Thrift Store that provides free clothing to low income adults and children. These services are made possible through community donations of clothing and our wonderful store volunteers.



Utility Assistance

240

Participants

MEMBER TO MEMBER (REC CUSTOMERS)

ELIGIBILITY CRITERIA:

Eligible consumers must have a referral from the Northwestern Rural Electric Cooperative and is open to REC customers only.

59

Participants

NEIGHBOR TO NEIGHBOR (NATIONAL FUEL PROGRAM)

ELIGIBILITY CRITERIA:

- Aged 55 or older
- Receiving a disability income
- Receiving Unemployment Compensation
- Experiencing a medical emergency (with verification from a physician)

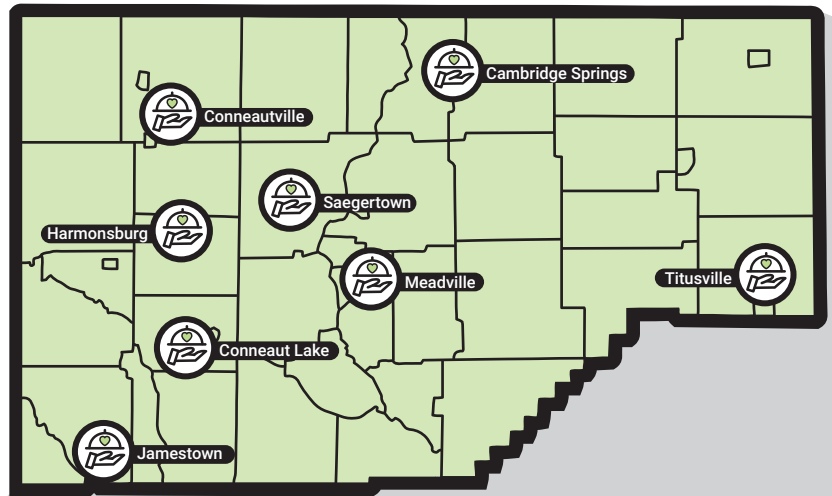
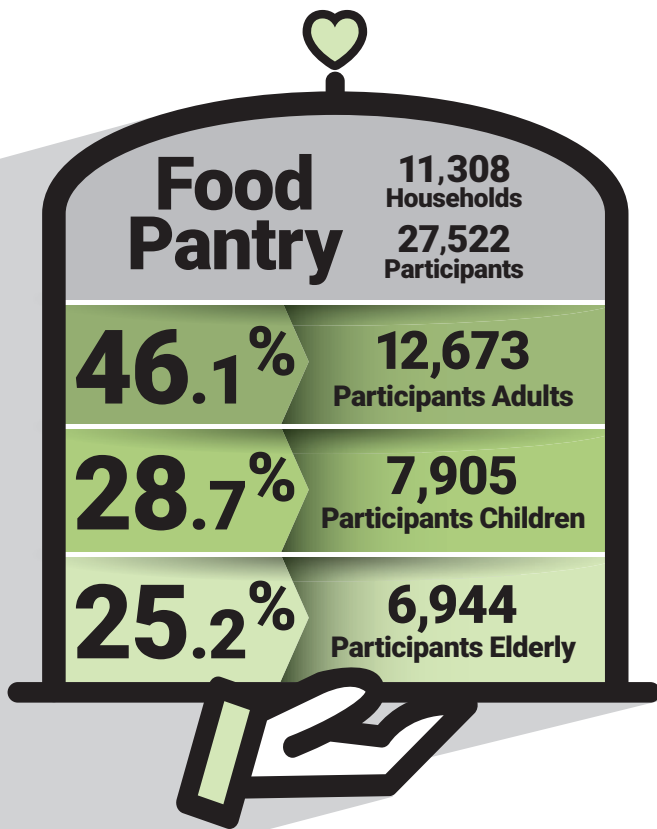
Essential Services



9,572 lb.
OF FOOD DONATED
TO THE PANTRY

101,991 lb.
OF RESCUED AND
REDISTRIBUTED FOOD

NOTE: Rescued food includes surplus from grocery stores, restaurants, and farms—still safe and nutritious, but otherwise unsellable due to overstock or approaching expiration. This helps reduce waste and nourish families facing food insecurity.



Food Pantry Locations:

- ✓ **Meadville Area Food Pantry**
* This is our main agency pantry.
205 Walnut Street, Meadville, PA 16335
- ✓ **Cambridge Springs Area Food Pantry**
201 Carringer Street, Cambridge Springs, PA 16403
- ✓ **Conneaut Lake Area Food Pantry – Samaritans of Conneaut Lake**
Our Lady Queen of the Americas Church,
181 S. Ninth Street, Conneaut Lake, PA 16316
- ✓ **Conneautville / Springboro Area Food Pantry**
Valley Church United Methodist,
1118 Main Street, Conneautville, PA 16435
- ✓ **Harmonsburg Food Pantry**
14182 First Street, Harmonsburg, PA 16422
- ✓ **Jamestown Food Pantry**
St. Margaret's Church,
701 Denver Street, Jamestown, PA 16134
- ✓ **Saegertown Food Pantry**
Twelve Apostles Lutheran Church,
363 Erie Street, Saegertown, PA 16433
- ✓ **Titusville Area Food Pantry/ Eastern Crawford County**
Associated Charities,
409 E. Central Avenue, Titusville, PA 16354

In rural Crawford County, access to food is not just about affordability. It is about ensuring that every neighbor, no matter how remote, has the nourishment they need. Thanks to the generosity of our community, the Center for Family Services operates strategically placed food pantries that make sure no one goes without a meal. By rescuing and redistributing quality surplus food, we are reducing waste and strengthening the health and dignity of our region. This work is possible because of those who give, volunteer, and believe in taking care of one another.



Family

Education

Crawford County

263 Participants

These services are provided to households receiving a referral from Crawford County Children and Youth Services



Parenting Education:

Our Parenting Education program offers tailored support to parents, equipping them with the skills and knowledge needed to nurture healthy family dynamics. Using hands-on guidance and evidence-based practices, parents learn effective communication, positive discipline, and strategies to promote their children's emotional and developmental well-being.



Homemaking:

Our Homemaking services assist families in creating safe, organized, and nurturing home environments. We provide practical support in household management, such as addressing hoarding tendencies that may create unhealthy living conditions for children.



In-Home Counseling:

Our In-Home Counseling program delivers personalized, compassionate support directly in the family's living environment or at a location that best suits the family's needs. Our trained professionals address emotional and behavioral challenges, provide acute crisis intervention, and work collaboratively with families to develop coping strategies and strengthen relationships.



Anger Management:

This program helps individuals, particularly those with a mental health diagnosis, learn to regulate their emotions, understand their triggers, and improve conflict resolution skills. The program also explores the fight, flight, or freeze response as it relates to trauma-induced anger.

Special Outreach Services (S.O.S.)



30

New Referrals

28

Active Cases
(End of the quarter)

96.75%
Satisfaction Rate

96%

Participants
Completing
(at 75% or higher)

Our Special Outreach Services (S.O.S.) offer preventative programs designed to support individuals and families dealing with mental health challenges.

Parenting Program:

Provides preventative education for individuals with a mental health diagnosis who are facing parenting challenges.

One-on-One Anger Management Counseling Program:

Assists individuals, particularly those with a mental health diagnosis, in regulating emotions, understanding triggers, and improving conflict resolution skills. The program also addresses trauma-induced anger through the concepts of fight, flight, or freeze.

Self-Pay Supervised Visitation Services

The Center for Family Services (CFS) offers Self-Pay Supervised Visitation Services, providing a neutral and safe environment for parents to visit with their children. These services are designed to support parents involved in custodial mediation or those with an agreed visitation schedule, ensuring quality parenting time under professional supervision.



Our Focus

*"People will forget what you said,
people will forget what you did, but
people will never forget how you made
them feel."*

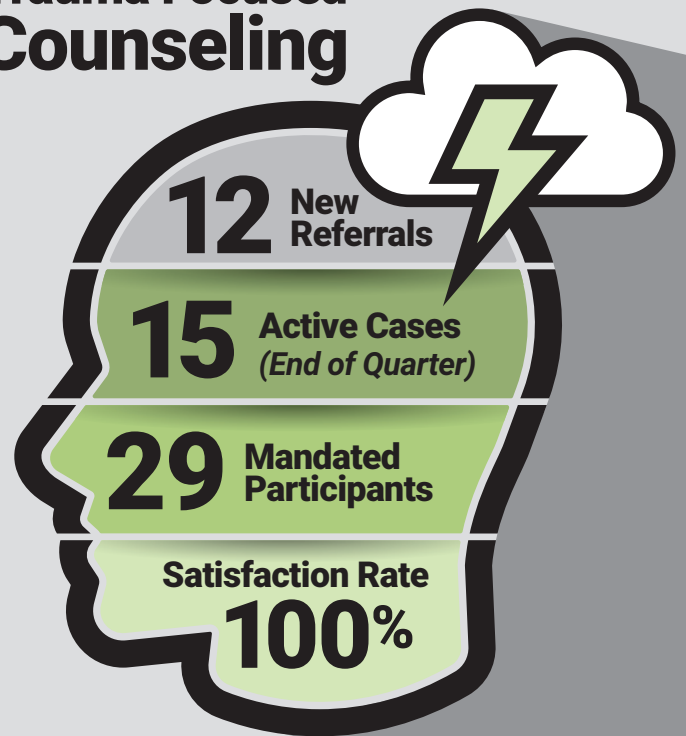
– Maya Angelou

The strength of a community begins with its families. When parents feel supported and children are safe, everything else around them grows stronger. Our Family Education program exists to make that happen every day. **This work is not about giving people answers. It is about standing beside them while they build their own.** We do not just offer services. We build relationships. Our team walks with families in their most vulnerable moments, whether at home, in the community, or in the courtroom. Each connection is rooted in compassion, dignity, and a shared belief in the power of stability. Every time a parent finds their footing, every time a child feels secure, we are reminded of the impact one caring hand can have.

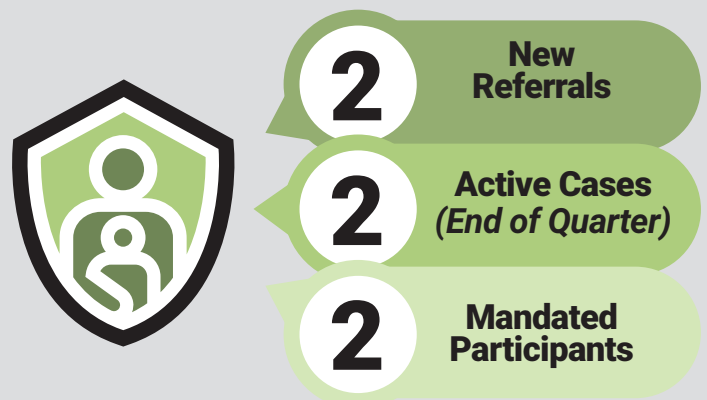
There are no quick fixes when it comes to healing families, but there is always a path forward. At the Center, we believe that safety, education, and emotional support are not luxuries—they are necessities for every child and every caregiver. We invest our time, our energy, and our hearts into helping families create lasting change. And it is working. Families once in crisis are now building routines, creating safe spaces, and watching their children grow with confidence and joy. This is a testament to what is possible when the person walking alongside you truly cares. It is the quiet, consistent, deeply human work that makes everything else in the community stronger.

Venango County

Trauma Focused Counseling



Enhanced Supervised Visitation





Community Based

Care Management

There is a difference between helping someone and truly changing their life. What was once known as the Community Health Worker program now continues under a new name—Community Based Care Management, or CBCM. While the name has changed, the heart of the work remains the same.

This program is still rooted in the values that make it one of the most powerful services we offer. It does not rely on paperwork or pamphlets. It is not about checking boxes or offering temporary relief. It is about building real relationships and restoring dignity.

CBCM eliminates the typical transactional nature that has defined social services for decades. Instead, it offers transformation. Certified Community Health Workers walk alongside individuals who are struggling—those overwhelmed by barriers and unsure how to move forward. They listen. They guide. And when the

time is right, they step back so each person can take the lead in their own life.

Thanks to this evolution, our team now can stay engaged with individuals just a little bit longer. That extra time makes all the difference. Whether it is helping someone secure an ID, apply for benefits, connect to transportation, or navigate medical care, every step is intentional. Every success is earned.

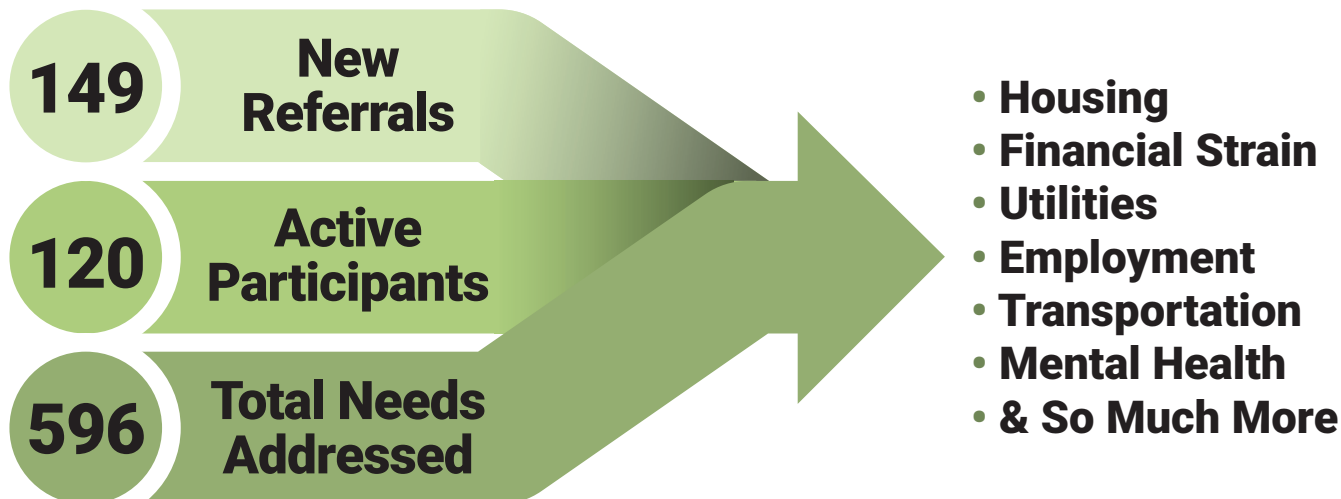
It is not about dependency. It is about direction. It is not about rescue. It is about resilience.

This program is the epitome of a hand up, not a handout.

CBCM is the essence of what the Center for Family Services stands for. It is support rooted in compassion, powered by relationships, and committed to helping people reclaim their strength, their stability, and their future. And in doing so, it strengthens families and builds a community that can stand on its own.

Program Summary

We improve the quality of life of our community through engagement, assessment, and creating connections to support and services.



Other Services That Reflect Who We Are



Adopt-A-Family

More than a holiday program—it's groceries, utility support, and kindness delivered to families facing hardship during the most difficult season.

Sol Stern Shoe Program

Providing new shoes and socks to Meadville-area children since 1908—ensuring every child walks into school with confidence and comfort.

Personal Care Closet

Essential hygiene items—like toothpaste, deodorant, soap, diapers, and formula—available to those who need them most, when they need them most.

Thrift Store

Our thrift store is one of the Center's most beloved spaces—and still one of its best-kept secrets.

Walk through its doors and you'll find more than racks of clothing and shelves of household goods—you'll find opportunity. Every donated item carries not just a past, but the possibility of a new beginning. Yes, the deals are unbeatable, and the finds are often one-of-a-kind—but the real magic is in what happens behind the scenes.

Each item tells a story. A donation made with love. A volunteer, carefully sorting and pricing. A shopper who walks in with uncertainty and walks out with not just what they needed—but with dignity, confidence, and a little more hope than before.

The thrift store is where someone starting over finds their footing. It's where a voucher becomes more than fabric—it becomes a fresh start. And it's where our broader mission comes to life in quiet, consistent, powerful ways.

Like the **Sol Stern Shoe Program**, **Adopt-A-Family**, and our **Personal Care Closet**, the thrift store may seem small—but its impact runs deep. These programs don't run on dollars alone. They run on generosity.

They exist because of people like you—who donate, shop with purpose, or volunteer behind the scenes. Our community has wrapped its arms around this little store and turned it into something extraordinary.

It may be humble in size.

But in spirit? It's the heartbeat of the Center.

And proof that small things—when powered by love—can change lives in big ways.



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 Ellie Lybarger - *Housing Department*
 Shawnel Toomey - *Essential Services Supervisor*
 Bonita Miles - *Essential Services*
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 Sondra Anderson - *Community Health Work Supervisor*
 Trish Longstreth - *Community Health Worker*
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 Jenee Smith - *Family Education*
 Haylei West - *Family Education*
 Michelle Stone - *Family Education*
 Shelby Klingensmith - *Family Education*
 Brooke Roydes - *Family Education*
 John Lyons - *Food Pantry Foreman*

Caitlin Stewart - *Family Education-Venango*
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 Iris Geer - *Finance Department Assistant*
 Dina Lanagan - *Assistant*

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