

Hartman Home changes young girl's life

In many respects, **Jenn** is a typical teenager . . . going to school, proud of the 92 grade she just got on her English essay, enjoying amusement parks, socializing with friends, looking forward to a holiday weekend in Pittsburgh and wanting to succeed.

This is only a part of the story though, a small part.

Jenn is a resident of Volunteers of America's **Hartman Home** in Wilkes-Barre, a residential treatment facility for adolescent girls. The home serves girls who have been victimized by trauma, abuse and neglect.

Is Jenn a typical teenager? Hardly. Is she remarkable? Absolutely!

"I feel great about myself," she said with a beautiful smile. "I'm not thinking about bad stuff or hurting myself. Now, I know I can do good and be successful. I love it at the Hartman Home. It's the best place I've ever been!"

Jenn is 19 years old and has been in the custody of the Child Welfare System since she was five. She has no family, but what she has, she is thankful for. She has Volunteers of America.

For Jenn, placements in the child welfare system have been a revolving door for 14 years, nearly 75% of her young life. She hardly remembers not being in placement. She was referred to Volunteers of America just over one year ago and came to the Hartman Home scared, heavily medicated and expecting to fail, once again.

Instead, she found an organization and staff of people wanting to make a difference.

Jenn required additional supervision, as she was very inclined to intentionally hurt herself. To deal with her anger and emotions, she had been cutting herself and exhibited self-mutilating behaviors since she was 12 years old.

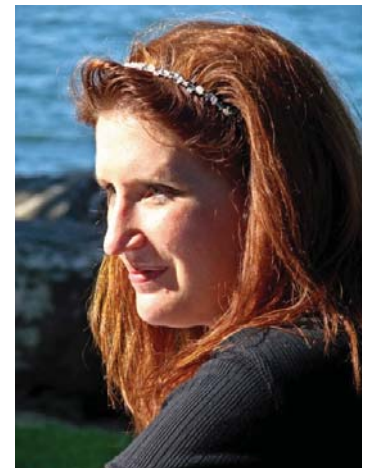
Over the past year, she began to realize that the Hartman Home was different. "The staff really cares," she said. "I began to feel safe!"

With a great deal of therapeutic support, Jenn's medication changed and was reduced. She started volunteering at Volunteers of America's Family Thrift store, spent time at the YMCA, and began to control her emotions without doing harm to herself.

As Jenn's skills increased, she no longer needed additional supervision, and, for the first time in her entire life, Jenn began attending public school. She is enrolled in the Wilkes-Barre School District and is having fun, yet working hard.

A normal day now for Jenn is getting on the bus, going to school, coming home, talking to her friends, enjoying time at the dinner table, and reflecting on the progress she is making.

Is Jenn typical? Hardly. Is she remarkable? Absolutely!



Entrepreneurs with disabilities are thriving

For 13 years, Volunteers of America's **Working Order** program has been helping individuals with disabilities and others seeking to be self-employed start their own businesses. The program provides shared office space and equipment; business coaching; as well as sales, marketing and technical skills assistance. On page 6, you will read how your support has made a difference in the lives of the people we serve.

continued on pg. 6

Board of Directors

Charles R. Werkheiser, Chair
CC Inc. Construction Services
Bethlehem, PA

Terry Walters, Vice Chair
Retired, WHTM abc27
Harrisburg, PA

Patricia F. Stella, Secretary
McDonald's QSC Enterprises
Kingston, PA

William A. Rockwood, Jr., Treasurer
Retired, United Telephone Co.
Mechanicsburg, PA

Alan R. Garner, President/CEO
Volunteers of America of PA
Harrisburg, PA

Michael F. Consedine, Esq.
Saul Ewing, LLP
Harrisburg, PA

D. Tyler Gourley
University of Pittsburgh
Pittsburgh, PA

Leron L. Lehman, CPA
Probitry Medical Transcription
Harrisburg, PA

Fredrika M. McKain
Institute for Cultural Partnerships
Harrisburg, PA

David M. Payne, Jr.
PNC Bank
Wilkes-Barre, PA

Lee S. Piatt, Esq.
Rosenn Jenkins & Greenwald, LLP
Wilkes-Barre, PA

Dr. Madhukar B. Rao
Air Products and Chemicals
Allentown, PA

Stephen Sands
Sellstufflocal.com
Mechanicsburg, PA

From the President

"Ask, and it will be given to you; seek, and you will find; knock, and it will be opened to you."

You are probably familiar with the Scripture quote above. Every day Volunteers of America serves people who come to us and ask for help, knowing that doing so is a major step in getting their lives back on track.

Annette Cassel Means, a commercial realtor with **High Associates**, in a newspaper column spotlighting volunteers, was asked why she is a volunteer and Regional Council member with Volunteers of America. Her answer? "I was asked."

Then, Annette asked her boss, **Derry Young**, if Volunteers of America could use some vacant warehouse space to collect and sort toys for the annual holiday toy drive. Derry said, "Yes!" They have said yes for the past five years.

Earlier this year I asked for advice from **Phil New**, executive regional vice president of **ABF**, one of the nation's largest trucking companies, concerning used trailers for use at our thrift stores. Phil turned the tables on me and asked how ABF could help. Today the company partners with Volunteers of America through our thrift stores in Mechanicsburg, Harrisburg, and Wilkes-Barre to help us serve the increasing number of families whose lives have been severely impacted by the downturn in the economy.

Jeff Wakeen, of **Target Media**, approached **Andy Rebeck**, VP/general manager of **Lamar Advertising** and asked him to help get the word out about the good works of Volunteers of America. You guessed it. Andy said, "Yes!"

Recently, **Harry McLaughlin, Jr.**, mayor of Fox Chapel, and his wife **Zandie** told us they are working on our behalf to raise much needed funds for our services in the lower Allegheny Valley. We did not even have to ask!

As the holidays are approaching, I ask you to continue your support of our work across Pennsylvania through a year-end gift.

Today, in faith, I am asking, seeking and knocking on behalf of those whose voice may be weak due to life's challenges. You have made a difference in the lives of those in need before and you can do so again.

May you be blessed because of your faith and generosity.



Alan R. Garner

Regional Offices

Central Pennsylvania

2112 Walnut Street
Harrisburg, PA 17103-2421
(717) 236-1440
Fax (717) 236-6930

Alan R. Garner
President/CEO
agarner@voapa.org

Jim Ingolio
Director of Mission Advancement
jingoio@voapa.org

Lehigh Valley

730 W. Union Street
Allentown, PA 18101-2298
(610) 432-8352
Fax (610) 432-3892

Dolores Swavely
Children's Center Director
dswavely@voapa.org

Philadelphia

3901-B Main Street, Suite 102
Philadelphia, PA 19127-2195
(215) 930-0129
Fax (215) 930-0279

Margaret Andrews
Family Services Director
mandrews@voapa.org

Northeastern Pennsylvania

25 N. River St.
Wilkes-Barre, PA 18702-4133
(570) 825-5261
Fax (570) 825-4746

William M. Jones
Vice President/Chief Operating Officer
bjones@voapa.org

Tom Stires
Chief Financial Officer
tstires@voapa.org

Southwestern Pennsylvania

1650 Main Street
Pittsburgh, PA 15215
(412) 782-5344
Fax (412) 782-5373

J. Patrick Serey
Chief Development & Marketing Officer and Vice President, Southwestern Region
pserey@voapa.org

Ruby Wilkosz
Regional Director, Working Order
rwilkosz@voapa.org

Janice M. Barbus
Director, All of Us Care
jbarbus@voapa.org

Gifts that create a legacy

How do you want to be remembered?



Several years ago, **Marlin** and **Anna Kerstetter** left a sizeable bequest to Volunteers of America. Their story is one that surfaces from time to time, a story of individuals who lived through the Great Depression, led modest lives and yet managed to build substantial wealth. Theirs is also a story of love and concern for

others who struggle in life.

Volunteers of America is extremely grateful for the legacy Marlin and Anna established through their will. Thoughtful bequests like theirs help us serve those most in need, especially the vulnerable, the hardest to serve and those facing multiple challenges. Through their legacy, they help Volunteers of America change lives.

It's no secret that people who give from their estates experience tremendous satisfaction, knowing their gifts will help people for generations to come. Making a gift to Volunteers of America of Pennsylvania in your will is the simplest and surest way to provide for the future of your community.

Everyone should have a will, regardless of age, physical health or financial status. In fact, one of the most important things you can do for yourself and your family is to have an up-to-date will. Every will, however, should be different . . . each reflecting your needs and personal objectives.

For some of us, a simple will can accomplish all of our objectives. Others may have needs and objectives that demand a more comprehensive estate plan. Consult with your legal advisor to make sure your will complies with all laws to protect your interests.

A bequest to Volunteers of America of Pennsylvania can take many forms, including cash, property, stocks, IRAs or a percentage of your estate.

To learn more about creating your own lasting legacy, contact :



Pat Serey, chief development & marketing officer and vice president, Southwestern Region, 412-782-5344, pserey@voapa.org.



Jim Ingolio, director of mission advancement, 717-236-1440, jingolio@voapa.org.

Penguins support baby pantry



The **Wilkes-Barre/Scranton Penguins – United Way Charity Fund** recently contributed \$3,000 to Volunteers of America to support the **Caring Alternatives** pantry for low income mothers and babies.

Serving approximately 175 families per year, the Volunteers of America pantry provides diapers, wipes, formula, baby food, clothing, furniture, supplies, hygiene items and more to women who are pregnant or families with infant children under 12 months of age.

Pictured left to right are **TUX**, the Wilkes-Barre/Scranton Penguins mascot, **Bill Jones**, vice president and chief operating officer of Volunteers of America, and **Richard Hixon**, president, Wilkes-Barre/Scranton Penguins.

Volunteers of America of Pennsylvania is recognized by:



Your generous *Uplifting and empow*



In response to our **Operation Backpack** appeal to help disadvantaged students start the school year with the tools and self-esteem they need, the Charity Committee from **Armada Supply Chain Solutions** donated 130 backpacks and school supplies to children and youth served by Volunteers of America. Several Charity Committee members are shown above with some of the new **Pittsburgh Action Team** members from **Fox Chapel Area High School** who assembled the donated items. The Action Team pairs high school students with major leaguers through a partnership between Volunteers of America and the **Major League Baseball Players Trust**, inspiring the next generation of volunteers.



Scott Karns (right) and **Ruth Karns Rudderow** of **Karns Quality Foods** presented a \$10,000 contribution to **Alan Garner** (left), president of Volunteers of America of Pennsylvania, to support the programs in Central Pennsylvania.



Preparing young minds for academic success, the **Volunteers of America Children's Center** provides high-quality childcare and early education. Our Children's Center is accredited by the **National Association for the Education of Young Children (NAEYC)**, and has again earned the highest possible rating of Four Stars by the **Keystone Stars** program!



For more than 100 years, Volunteers of America has collected new toys to benefit disadvantaged children. The **Toy Drive** is made possible with the help of businesses and organizations which serve as collection sites for employees and others to donate unwrapped toys. Volunteers help organize the toy party for children to enjoy an afternoon of food, music, activities and exciting toys.

gifts at work

erving those we serve



Volunteers of America of Pennsylvania's **Dial-A-Driver** program helped the elderly and disabled get to medical appointments, grocery shopping, and other destinations in the Wyoming Valley. This year, we provided more than 16,000 rides to assist people who had no other means of transportation to meet their important appointments.



At the Volunteers of America **Thrift Stores**, shoppers enjoy the low prices and wide selections of name brand clothing, household items, furniture and hard-to-find treasures. The stores are located in Mechanicsburg, Harrisburg and Wilkes-Barre.



Pre-school teacher **Danielle Sanders** and several children at the **Hildebrandt Learning Center** in Harrisburg contributed new backpacks to Volunteers of America's **Operation Backpack** campaign. **Alan Garner**, president of Volunteers of America of Pennsylvania, accepted the school supplies and backpacks for distribution to local children in need.



Crystal Bey

“My business is growing! After a year, one of the connections I made at Power Lunch passed along a business connection that is now one of my biggest customers. It made me realize how important

networking is and how it is an ongoing business process. I so appreciate the work Volunteers of America did to get me through the matching funds process with Office of Vocational Rehabilitation because that money really got me going.”

— Crystal Bey, owner, **Economy Taxes**



Patricia Imbarlina

“There are increasing numbers of people with disabilities who will find that they can work by running their small businesses as an alternative to seeking employment with a company over a long period of time.

“I am deeply appreciative of all the opportunities given by the Volunteers of

America Working Order team and am thankful for my Office of Vocational Rehabilitation referral to meet with Working Order from the beginning. I had no idea how much help I would receive by working with Ruby and Marty (business coaches). I am able to continue building my small business because of the continuing support.”

— Patricia Imbarlina, massage therapist, **AMTA Professional Member**

“Thankfully, with the assistance of Working Order, I opened my business on schedule. The Tippins Foundation grant helped me to purchase my marketing materials. By sending out initial marketing packets, I received several calls from former clients who asked me to participate on their design teams and provide training programs.

I’ve also been able to attend networking events that I otherwise could not attend simply because I could not financially cover the entry costs. I am very grateful for all you have done to help my business succeed.”

— Carol A. Cocuzzi, president & CEO, **Accessibility Matters, LLC**



Carol Cocuzzi

Get a few Benjamins together and things start to take shape.



SUNDANCE VACATIONS will donate \$100 to Volunteers of America each time this coupon is presented at one of our introduction meetings*

(your name doesn't even have to be Benjamin).

Call: **800-210-5500** to get started giving. LOCATIONS NEAR YOU.

CALL NOW FOR A BONUS \$25 dinner certificate for yourself!

NO PURCHASE NECESSARY!

* VOLUNTEERS OF AMERICA WILL RECEIVE \$100 PER COUPLE OR QUALIFIED SINGLE PARTICIPANT. COUPLES MUST ATTEND TOGETHER. COUPLES AND SINGLES MUST BE OVER 21 YEARS OF AGE WITH AN ANNUAL HOUSEHOLD INCOME GREATER THAN \$25,000. NOT VALID FOR EXISTING CLIENTS OR RECENT CUSTOMERS.

Do you need a vacation?

The temperatures are dropping, and the winds are blowing. About now, you're probably dreaming about your next vacation!

Sundance Vacations, an award-winning provider of discount vacation packages, is supporting Volunteers of America in unique ways.

For the past two years, Sundance Vacations has been a sponsor for Volunteers of America's **Celebrity Dinner** in Wilkes-Barre. Now, owners **John** and **Tina Dowd** and their team of employees want to do more to help Volunteers of America. For every referral that goes to any Sundance Vacations office to discuss a vacation package and takes the attached coupon, the company will donate \$100 to Volunteers of America—no purchase is necessary!

“Giving back to the communities our customers and employees call home is important to us,” John Dowd said.

“We have come to know Volunteers of America as a well run organization and I feel very confident that our donations make a real difference in the lives of people in need.”

Sundance Vacations, established in 1991, was recently named the “Fastest Growing Travel Company in PA” by Inc. 5000 and for the third consecutive year, was identified as one of the Best Places to Work in Pennsylvania. Please visit www.sundancevacations.com if you are considering a vacation and want to save money. The Pennsylvania offices are located in Harrisburg, King of Prussia and Wilkes-Barre. Tell them Volunteers of America sent you!

Buses for Baseball benefits underprivileged youth



Joel Hanrahan, Pittsburgh Pirates pitcher, autographs the shirt for a young man enrolled in our **All of Us Care** program at Buses for Baseball day sponsored through the **Major League Baseball Players Trust**. Children and youth in the program were treated to a ballgame, introduction to the Pittsburgh Pirates players, T-shirts, and refreshments at **PNC Park**.

Volunteer extraordinaire



Clara J. Flinchum

Volunteers are *priceless!* Clara J. Flinchum has been volunteering at the Volunteers of America Thrift Store in Mechanicsburg for six years. Having operated an antiques and collectibles store for more than 30 years, she has a broad knowledge of the odd, strange and the hard-to-find!

Clara—CJ to her friends at the Thrift Store—assists in the household department by cleaning donated items and determining a price. The staff relies on her knowledge of antiques and collectibles. She researches the more unusual items, goes out of her way to help customers, and finds specific items in the store to help people in need through our emergency services voucher program.

CJ exemplifies our mission to serve people in need. She educates our staff about many different items we receive at the Thrift Store; the additional revenue helps to support our programs such as affordable housing, childcare, mental health services, and transportation for the elderly.

Volunteers of America relies on dedicated volunteers like CJ to make the world a more compassionate place to live. Last year alone, more than 2,200 individuals in Pennsylvania volunteered in numerous ways—such as helping with a special event, coordinating a clothing drive or providing backpacks to school children.

We invite you to join with us, to help make a better future. To learn more, call one of our regional offices or email **Diana Faust**, special events coordinator, at dfaust@voapa.org.

You can change the life of a child!



Through our **Foster Care** program in Philadelphia, children are placed in loving, nurturing homes where they receive a stable foundation for their future.

Children need and deserve loving, nurturing families. If a child's birth family is permanently or temporarily unable to provide such an environment, our **Foster Care** program works to place the child in a safe, caring alternative family environment.

Would you like to open your heart and home to a child? Become a foster parent!

Many people find it a meaningful way to have a lasting impact for a child while finding personal fulfillment in their own life. Volunteers of America is seeking responsible, caring adults who are ready to make this commitment.

If you live in Southeastern Pennsylvania and would like to open your heart and home to a child in need, call **Donna Windham Wright**, recruiter/trainer, at 215-930-0129. Learn how you can be a foster parent and change a child's lifetime!

Please remember Volunteers of America in your will.

Our programs in Pennsylvania

Children, Youth & Families Programs

The Children's Center - Allentown 610-432-8352
Affordable childcare for children 13 months to 10 years old. Playgrounds for toddlers, pre-school and school-age children.

Foster Care - Philadelphia 215-930-0129
Foster and kinship homes provided for abused and neglected children from birth to age 18.

All of Us Care - Pittsburgh 412-782-6855
Program to prevent crime and substance abuse among children and youth ages 5-19.

Caring Alternatives - Wilkes-Barre 570-825-5261
Crisis pregnancy counseling, education and support services provided as an alternative to abortion.

Hartman Home - Wilkes-Barre 570-825-5261
Serves females ages 14-17 who have been severely traumatized through abuse, neglect and/or exploitation.

Community Enhancement Services

Books-to-You! - Statewide
In partnership with Scholastic, Inc., children's books are distributed free each year to underprivileged children.

Operation Backpack - Statewide 717-236-1440
New backpacks and school supplies are provided to underserved children to give them a jump start for a successful school year.

Emergency Services - Central PA 717-766-2999
Based on referrals from churches and social service agencies, program provides free clothing and furniture to individuals and families in emergency situations.

Toy Drive - Central PA 717-236-1440
Toys donated from businesses, organizations and individuals are given to underserved children at Christmas.

PA Workwear Program - Luzerne Co. 570-829-5100
Work appropriate clothing is provided to help individuals transitioning back into the workforce.

Thrift Stores

Clothing, furniture, appliances and household goods at traditional thrift store prices. Community encouraged to shop, donate items and volunteer. Proceeds provide financial support for our programs.

Harrisburg - 2550 Paxton St., 717-558-0400

Mechanicsburg - 675 Silver Spring Rd., 717-766-2999

Wilkes-Barre - 400 S. Main St., 570-829-5100

Elderly and Disabilities Programs

Working Order - Pittsburgh 412-782-5344
Supports entrepreneurship for individuals with disabilities and others seeking to be self-employed.

Dial-A-Driver - Wilkes-Barre and Wyoming Valley 570-825-5261
Specially equipped shuttle vans provide transportation for elderly citizens and people with disabilities to get to medical appointments, grocery shopping and other quality-of-life destinations.

Affordable Housing

For individuals and families living on limited incomes.

Family Apartments
Allentown - Family Apartments 610-432-8352
Apartments for low-income families.

Wilkes-Barre - Garrahan Street Residence 570-829-6542
For young adults ages 18-25 with limited incomes and who may be at risk for homelessness.

Elderly Apartments
For the elderly living on fixed incomes.

Harrisburg - Laurel Towers 717-233-1340
Wilkes-Barre - The Palmer House 570-829-6542

Special Needs Apartments
Independent living for adults with mental health issues designed to foster independence.

Harrisburg - New Song Village 717-561-7270
Harrisburg - Third Street Apartments 717-236-1440
Wilkes-Barre - PlainsView Apartments 570-829-6542

Homeless Services

Manna House Apartments - Wilkes-Barre 570-825-0542
Transitional living program that serves homeless adults ages 18-25 to achieve independence and housing permanency.

Mental Health Services

Supported Living Program - Harrisburg 717-236-1440
Serving adults with severe mental illness in Dauphin County to promote recovery and improve or maintain independent living skills.