

# A Letter From our CEO, Kevin Snyder



## *We are Constantly Looking at Ways to Improve the Services We Provide*

The youth we serve at Bethany have all faced some level of trauma. Our dedicated staff focuses on teaching our youth the skills that will enhance their success in life while understanding and dealing with the trauma they've faced. Through your generous support and the hard work of our staff and volunteers, together we are changing the lives of children, one youth at a time.

### *Here are a few highlights from this past year:*

- We are in the process of getting a nationally recognized accreditation (Joint Commission Certification) which will enhance the quality of our services in many ways. For example: improved safety procedures for youth and staff, enriched service planning and related documentation, enhanced internal policies, procedures and protocols, improved stakeholder communications, better positioning to manage organizational growth, and to fulfill regulatory requirements.
- Daniel Memorial Life Skills Assessment has been obtained and staff members have been trained in the process. This program provides the team with identified life skills deficits and a plan to work on those deficits with the youth.
- Our Emergency Shelter (Henning) has undergone numerous upgrades. The building has been modernized with a swipe card entry system which eliminates the use of keys; Our large open space has been divided into smaller rooms to allow staff to have the youth in smaller groups which resulted in better care and fewer incidents. Lastly, a new positive behavior intervention system and new clinical groups tailored to the shelter's ever changing population were implemented.
- Our Health Clinic had a major renovation this past year. As one of our youth stated "Wow, this really looks like a doctor's office!". In addition to providing care for youth who are sick and injured, the health clinic provides a wide range of services including nutritional and weight loss coaching, sexual health, disease prevention and overall wellness.
- Staff training underwent upgrades as well. A new staff post-training evaluation and feedback program was initiated. Additional trauma informed training was added as well as boundaries and ethics training. Role play scenarios were added to give staff a more realistic cottage life experience.
- Our tutors in our Education Center held 826 individual tutoring sessions this past year. Through the work of our tutors, houseparents and staff as well as the teachers and staff at Conrad Weiser School District, we've averaged an amazing 22 youth who have made the honor roll per marking period.
- Recreation and Art Departments continue to offer our youth various groups based on a youth's interest. In addition to pottery, mixed media, creative arts and acrylic pouring, we now offer Zentangle, which is an easy-to-learn, relaxing and fun way to create beautiful images by drawing structured patterns.
- Bethany's Pastor Kim Kendrick continues to keep our youth engaged by having youth involved in the planning and leading of the services under her guidance. She also coordinated summer camps and special trips to places such as Sight and Sound Theater.
- This past year our Food Service Department began working with the Berks County Food Bank. Not only has this saved Bethany money, but it also gives us the opportunity to give our youth nutritious fresh fruits, vegetables and meat.

Sincerely,

Kevin Snyder, CEO

*We are thankful to all of the volunteers and community supporters who help to provide a brighter future to our kids. We could not continue without your generous support of time, talent and generous giving. Our Board of Directors, staff and especially our youth want to say THANK YOU. Our success is because of YOU!*