



# Support Us



TrueNorth Wellness Services is a not-for-profit organization operating on a limited budget. Many times we recognize a need, but are unable to fulfill it due to a lack of funds — this is where you can help!

## ★ Financial

Financial contributions are greatly appreciated and can be put to use in programs of your choosing. You can donate easily and securely online at [truenorthwellness.org/ways-to-support-us/](http://truenorthwellness.org/ways-to-support-us/).

## ★ Gifts

Gifts “in-kind,” such as operable vehicles, appliances and furnishings, are also very useful in many of our programs.

## ★ Legacy

For a long-lasting impact, you may considering using the Leave a Legacy Society planned giving method of showing your support.

If you are considering giving to TrueNorth Wellness Services in any way, or if you have questions regarding giving to our agency, please contact Carol Connor at (717) 632-4900 x1072 or [cconnor@truenorthwellness.org](mailto:cconnor@truenorthwellness.org).

TrueNorth Wellness Services’ board of directors has approved the annual audit, which is available for public inspection at our administrative office, 625 W. Elm Ave., Hanover, PA 17331. This agency is an equal opportunity provider and employer.

The board of directors, leadership and staff at TrueNorth Wellness Services sincerely appreciate our donors’ continued and generous financial support of our agency. With their support, our success is possible. Thank you!



# Locations & Contacts



*In addition to the outpatient offices below, we have two autism centers and numerous residential sites.*

**Hanover**  
625 W. Elm Ave.  
(717) 632-4900

**Gettysburg**  
44 S. Franklin St.  
(717) 334-9111

**York**  
1195 Roosevelt Ave.  
(717) 843-0800

33 Frederick St.  
(717) 632-4900

**McConnellsburg**  
119 Lincoln Way West  
(717) 485-3264

**Website**  
[truenorthwellness.org](http://truenorthwellness.org)

**Harrisburg**  
5351 C Jaycee Ave.  
(717) 657-2080

**Shrewsbury**  
73 E. Forrest Ave., Ste. 340, Box 12  
(717) 235-0199

## Social Media



# Annual Report 2020-2021



inspiring hope & healthy living



# A Message from the President & CEO



**Garrett Trout**  
Chief Executive Officer



**Ruth Shaffer**  
Board President

Dear Friends, Stakeholders and TrueNorth Staff,

This past year continued to be a challenging and demanding time for TrueNorth Wellness Services as we were in daily contact with the CDC for changes and demands due to the COVID-19 pandemic. As an essential, life-sustaining organization, our staff has done an impeccable job keeping our mission, vision and values as the top priority.

Throughout the pandemic, TrueNorth Wellness remains in a healthy financial position. We have been able to keep all workers employed, maintained revenue streams for all programs, and were successful in using grants to increase critical infrastructure. Our focus continues to be on sharing excesses with employees, as they are the most valued asset TrueNorth has.

We can't thank the staff enough for your loyalty and commitment throughout this past year. Without your diligence, hard work, and many late nights and early mornings, we could not have been able to meet the needs of our consumers during this pandemic. And, you did so much more than that! Thanks to everyone's major efforts, we continue to serve all those in need. Your hard work and dedication have been noticed, and we, along with the entire senior management team and Board of Directors, would like to express our deep gratitude to each and every one of you. Your on-going treatment to our consumers remained your chief priority – We sincerely THANK YOU!

Thank you, also, to our friends and stakeholders for your continued support of TrueNorth Wellness Services as we navigate these unprecedented times. Your kindness and generosity shared through donations of PPE, lunches & snacks and time, as well as monetary giving, have not only kept us functioning as an agency, but kept our staff and leadership pushing forward and feeling cared for.

And, finally, many thanks to our dedicated Board of Directors for your guidance and commitment to our mission as we steer our "committed role" to our service areas throughout this pandemic - Your dedication has been phenomenal.

While it has been a rough year, we move forward with warmed hearts and renewed vision, knowing we can not only endure hardship, but, together, we can thrive.

## Board of Directors

### President

Ruth Shaffer, Branch Manager, Traditions Bank

### Vice President

Jeremy Maloney, President, Saratoga Insurance

### Treasurer

Jim Wissler, Retired, CEO Hanover Hospital

### Secretary

Jennifer Stetter, Attorney, Stonesifer & Kelley

### Member-At-Large

Stacy Baran, Attorney

### Members

John Burdis, Hanover Automotive Group  
Andrea Dolges, Collaborating for Youth  
Laura Ecker, South Western School District  
Charles Hahn, Retired Executive  
Amy Kaufman Kronenberg, GMS Funding Solutions  
Doug Meckley, Triple Roofing  
James Miele, Miele Wealth Management  
Carrie Nace, Novak Strategic Advisors  
Missy Redigan, Utz Quality Foods  
Ashlyn Shockey, Greater Waynesboro Chamber of Commerce  
Erica Wilson, Wellspan

# Service Awards

Congratulations to our staff for reaching milestones! Thank you for your dedication and hard work in making TrueNorth Wellness Services the best that it can be!

## ★ 25 Years

Stefanie Griffith

## ★ 20 Years

Cinda Ligon  
Cynthia Owings  
Darleen Von Sas  
Tracy Williams

## ★ 15 Years

Kelly Bergmann  
Debra Flickinger  
Susan Harner  
Michele King  
Caroline Krall  
Barbara Paules  
Andrew Resh  
Carrie Stern  
Kathleen Whitesell  
Erica Wildasin

## ★ 10 Years

Lauren Bryant  
Richard Crouse  
Erin Glenn  
Stephanie Hann-Snyder  
Nanette Linch  
Jo Messenger  
Stephen Ragula IV  
Cori Reed  
Jennifer Strahler  
Laura Wholey-Feight

## ★ 5 Years

Cody Becker  
Amy Comly  
Benjamin Connor  
Kaitlyn Cropper  
Lucille Denardo  
Alexander Fleharty  
Michele Gladfelter  
Benjamin Jones  
Jane Kieber  
Sonja Knisley  
Kelsey Litsikas  
Crystal Moore  
Lisa Orndorff  
Teresa Price  
Michael Rabette  
Nicole Sample  
Kimberly Shalenko  
Elizabeth Smith  
Melissa Speal  
Alyssa Steele  
Hazel Walton  
Samantha Welsh  
Pamela Wertner

## ★ 3 Years

Shirley Armstrong  
Christina Bateman  
Ashley Benton  
Ashley Bretzman  
Kenneth Coble  
LeeAnn Collins  
Erica Collison  
Loni Dupont  
Korina Furr  
Katelyn Harman  
Lisa Harris  
Melissa Hartman  
Lauren Huffman  
Daphne Jakstis  
Daniel Karlow  
Amber Lanahan  
Bethanie Leppo  
Timothy Linch  
Amanda McAtee  
Timothy McClintock  
Dawn McElhenny  
Lauren Patches  
Stefania Pililis  
Keith Ritchey  
Ashley Stine  
Amanda Sulcoski  
Adrienne Trout  
Michelle Timpson  
Olivia Valentino  
Amanda Vasel  
Evelyn Watts

# Our Finances

Statement of Activities - For the year ended June 30, 2020, as per audit.

## SUPPORT

Contributions	\$139,897
United Way	\$95,350
<b>Total Support</b>	<b>\$235,447</b>

## REVENUE

County Program Allocations	\$5,426,470
Medical Assistance	\$12,971,517
Client Feeds and Third Party	\$1,970,301
School Training Programs	\$303,480
Fundraising Projects	\$65,025
Miscellaneous	\$38,134
Rent	\$467,959
Net Investment Return	\$127,992
<b>Total Revenue</b>	<b>\$21,370,878</b>

**TOTAL SUPPORT AND REVENUE \$21,606,125**

## EXPENSES

Program Services	\$18,033,463
<b>Support Services</b>	
Management and General	\$2,316,384
Fundraising	\$80,204
<b>Total Supporting Services</b>	<b>\$2,396,588</b>

**TOTAL EXPENSES \$20,430,051**

## NET ASSETS

Net Assets - Beginning of the Year	\$11,928,777
Net Assets-End of Year	\$13,104,851

**TOTAL CHANGE IN NET ASSETS \$1,176,074**

# Who We Are

**Mission:** Inspiring hope and healthy living by providing behavioral health and wellness services one person at a time.

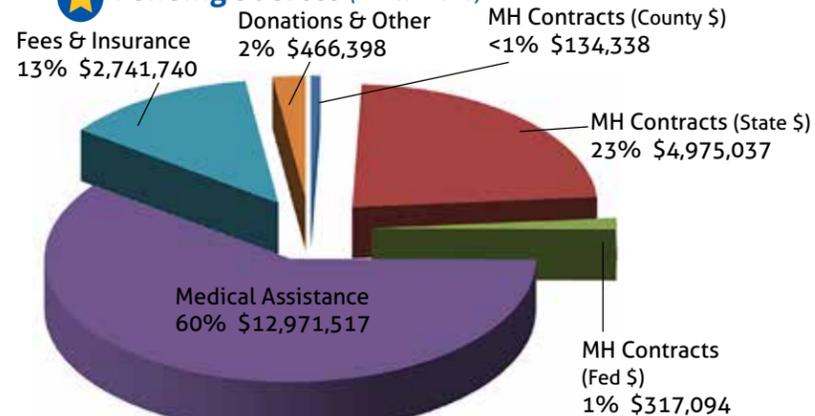
**Vision:** A community where everyone has a path to wellness.

**Core Values:** Our values set the standard for what our organization strives to be and sets priorities for our work on a day-to-day basis.

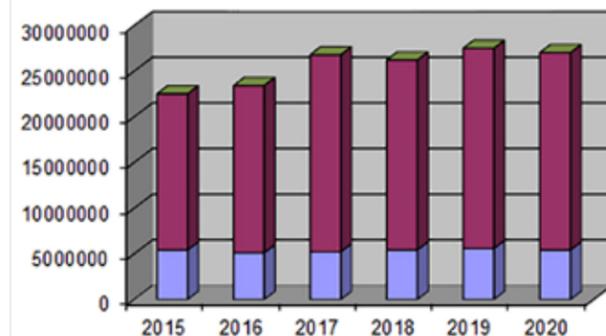
Compassion ★ Respect ★ Empowerment  
Diversity ★ Integrity ★ Teamwork ★ Safety

Through counseling services, emergency crisis support, residential and vocational services, education and prevention, employee assistance programs, and lifestyle management services, the entire focus of TrueNorth Wellness Services is striving for a community where everyone has a path to wellness.

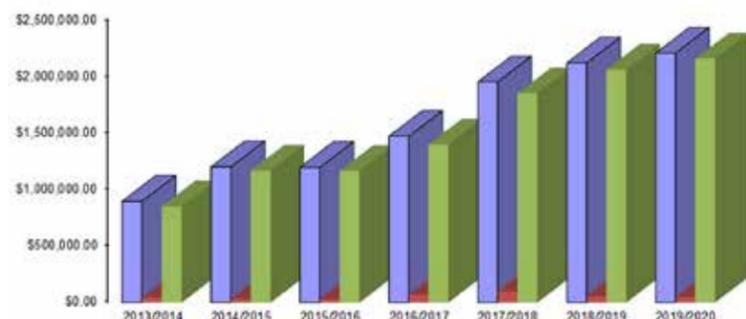
## Funding Sources (FY Year 2020)



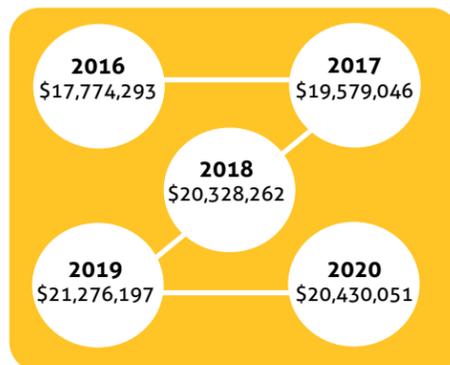
## County Funding (as compared to total revenue)



## Unreimbursed Services



## Agency Growth (Expenses)



# Our Programs

Our comprehensive services at TrueNorth Wellness Services include behavioral health and wellness programs.

## Autism

- ★ Amazing Kids Club

## Community Support

- ★ Assisted Living
- ★ Community Outreach Recovery Essentials
- ★ Community Residential Rehabilitation
- ★ FAIR (Females Achieving Independence & Recovery)
- ★ Peer Support Services
- ★ Social Rehabilitation
- ★ Supported Living/Community Hospital
- ★ Supported Housing

## Counseling

- ★ Children/Family Counseling
- ★ Individual, Family, Outpatient & Trauma Counseling
- ★ Partial Hospitalization
- ★ Substance Use Disorder Treatment

## Emergency Crisis Support Services

## Education & Prevention

- ★ Applied Suicide Intervention Skills Training
- ★ Mental Health First Aid
- ★ Student Assistance Program
- ★ Substance Use Disorder, Education & Prevention

## Lifestyle Management

- ★ Grieving/Loss/Trauma
- ★ Stress Management



# Events and Recognitions



## Employee of the Month Recipients

To acknowledge and recognize employees who are contributing to the improvement of staff morale by exhibiting or displaying positive behaviors, uplifting attitudes or other acts that benefit others above and beyond the normal scope of their job. The selection is based on the employee who has demonstrated the most to enhance working conditions or whose contributions have the greatest impact on positive staff morale.



Emily Feeser



Mike Landsman



Diane Shorb



Tracy Williams

## Service Excellence Award Recipients

The purpose of the Service Excellence Award is to identify and recognize agency staff for excellence in job performance. All staff of TrueNorth Wellness Services are eligible for nomination. This includes full-time and part-time employees. Nominations can be made for performance for going above and beyond the call of duty, staff who exceed the day-to-day job requirements outlined in their job description or doing a consistently excellent job of meeting day-to-day job requirements.



Anita Crawford



Kaitlyn Cropper



Jennifer Finn



Kathy King



Walt Larkin



Deanna Najera



Barb Paules



Abby Wilkinson



Many thanks to the staff at Panebaker Funeral Home & Cremation Care Center, Inc. for recognizing TrueNorth Wellness Services' staff for National Superhero Day by delivering stressball hearts to several of our offices.



Thank you Traditions Bank for your Educational Improvement Tax Credit donation that will support our Amazing Kids Club Autism Center.



Our Annual Clutch It Up Benefit Auction saw a bit of re-work due to the pandemic. The in-person event was changed to an online auction with a live virtual event, hosted by Carol Connor and Liz Johnides, owner of The Markets at Hanover.



TrueNorth held its first Artisan & Young Maker Pop Up in May. All vendor fees and other proceeds went directly to benefit and support our Adult and Children's programs. The event featured 30 handmade arts and wares vendors, Make and Takes, raffles and information on our services and programs.



TrueNorth staff member Jessica Luis (pictured center), in addition to Franklin County staff and members from other area agencies, participated in a media event for the anti-stigma video for the annual Walk the Walk virtual event for Franklin County. The video is focused on providers, organizations, and local businesses that work to reduce the mental health stigma in Franklin County. Jessica spoke on anxiety.

## A Tribute to Arthur Stanley



To all who knew him, Arthur (Art) Stanley was an exceptional and extraordinary gentleman. For 29 years, he gave his all to TrueNorth, its staff and consumers by going above and beyond, impacting the lives of all he came in contact with. On December 24, 2020, Art made the ultimate sacrifice and lost his life during an unfortunate and tragic incident while on-duty. Words can't begin to describe the true heartbreak we feel to this day.

Art's commitment to TrueNorth Wellness Services is unparalleled – he gave of himself, his time, his energy, and he loved to create a caring and magical experience for our consumers and staff. A committed employee who understood the meaning of the word "team," Art made significant contributions to the Residential program, which helped it grow in numerous ways. One of the most fond memories of Art is him going ALL out to decorate for Christmas.

As a valuable part of the Residential team, staff thought very highly of Art. He was always willing to go the extra mile for anyone he worked with. A co-worker shared: "There was never a more encouraging, supportive, humble co-worker than Art. I've never had a better employee than Art. He was a dedicated and reliable worker, and never sought praise or attention. He was just content to do the best job he could and he always succeeded. There is a hole here in the residential program without Art's smile and work ethic.

Know that he will be missed by all of us but never forgotten."

### For you Art ~

*"At the rising of the sun and at its going down... we will remember you.  
 At the flowing of the wind and in the chill of winter... we will remember you.  
 At the opening of the buds and in the rebirth of spring... we will remember you.  
 At the blueness of the skies and in the warmth of summer... we will remember you.  
 At the rustling of the leaves and in the beauty of autumn... we will remember you.  
 At the beginning of the year and when it ends... we will remember you.  
 When we are weary and in need of strength... we will remember you.  
 For you are now a part of us as we remember you."*

~ Anonymous

