

# Agency Impact Report 2021



**Burlington United Methodist Family Services, Inc.**

Changing lives by preventing harm and providing hope & healing to hurting children and families

[www.bumfs.org](http://www.bumfs.org)

# Burlington United Methodist Family Services, Inc.

is a church-related charitable human services organization whose:

## Vision is to...

be a leader in providing superior and innovative services to every child in need regardless of who they are, what they have done, or where they live by empowering them to discover and fulfill their spiritual, academic, personal, and professional dreams and passions.

## Christian Mission is...

changing lives by preventing harm and providing hope & healing to hurting children and families.

## Scripture is...

“For I know what I have planned for you,” says the Lord. “I have plans to prosper you, not to harm you. I have plans to give you a future filled with hope.”

Jeremiah 29:11

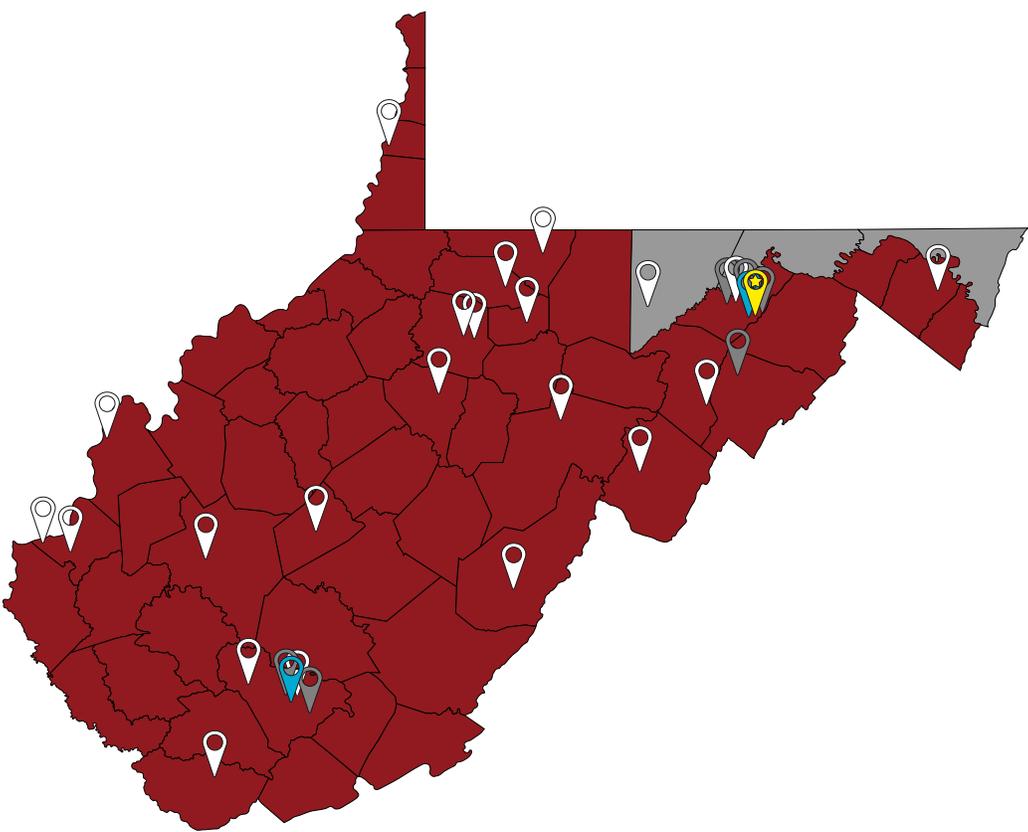
## Core Values are...

Christ centered, Client focused, Mission driven





Since October 1913, Burlington United Methodist Family Services, Inc. has been dedicated to changing lives by preventing harm and providing hope & healing to hurting children and families. Through our expansion of services and locations, we have been able to further fulfill the needs of people in West Virginia and Garrett County, Maryland. We serve children and families through 17 programs. We employ over 300 caring individuals.



25

Locations across West Virginia and Garrett County, Maryland

2

On-Grounds School

6

Residential Locations

1

Corporate Location

92%  
Of our staff are satisfied with their jobs

94%  
Feel they are part of a team

98%  
Believe Burlington meets the needs of their clients

# Healing for Children and Teens Starts with Us

## Spiritual Life

Offered to all youth, Spiritual Life gives residents the opportunity to grow their spiritual awareness. Clients may participate in worship services and other activities in local United Methodist churches unless another religious preference is declared at the time of placement. Clients who have been raised in a faith other than United Methodist will have opportunities arranged for them to ensure their needs are met.

Our Burlington and Beckley campuses have their own chaplains to help residents during their time with us.

Residents can engage in the Rainbow/Tone Chime choirs, Bible study, hiking, swimming, archery, and other activities.

**92%**

Of clients reported that their spiritual needs were met.

## Safe at Home

Safe at Home provides services to at risk youth, 12-17 years of age in their hometown community. Services are provided to youth and their families based on the wraparound concept from the National Wraparound Initiative.

**123**

Clients Served

## Residential

Our residential facilities offer group and individual therapy, behavior management, and life and social skill building. Clients go on vacations, camp, ball games, amusement and water parks, cultural events, and many more throughout the year.

**7**

Programs in Burlington

**4**

Programs in Beckley

**176**

Clients Served





## Foster Care

Children in Foster Care may have suffered from abuse and neglect; have emotional or physical challenges or other circumstances which make them unable to live with their family of origin. Our foster care workers work closely with families and clients to make life in Foster Care enjoyable.

222

Infants and Children served

Ricky and SarahEllen wanted an open adoption. When they first spoke to their child's birthmother, they felt an immediate connection. "It was an instant love for this expectant mom; tears, fear, hope, love, and so much more were expressed in just a five-minute phone call. Looking back, I think God knew we needed her and that she needed us. The love for her we had already, even with the possibility she could change her mind, was amazing."

When Ricky and SarahEllen received the call that their daughter's birthmother was in labor a month earlier than expected, they quickly loaded their car and headed to be by her side. Although a two week NICU stay would be required, Rosaline, as they named her, was delivered safe and healthy. Rosaline's birthmother wanted Ricky and SarahEllen, her parents, to be the first to hold her for which they are so grateful. They spent the next couple of weeks getting to know Rosaline and cultivating a relationship with her birthmother.

Ricky and SarahEllen continue to share an open adoption with Rosaline's birthmother and share photos and texts with her often.

"God taught us that we were meant to be parents, just not in the way we had originally planned. Rosaline didn't grow under my heart, but in it and we love her regardless of DNA. She is our joy and our life; our precious gift from a woman who put her child first. God is Good."

## Adoption

Families are able to pursue adoption of Domestic, International, and Special Needs children. Home studies and post-placement services are provided by licensed social workers. Birth parent counseling and other services are available throughout the very difficult and emotional process.

22

Families served





## SARAH'S House

Through a collaborative approach with Multi-Disciplinary Investigative teams, SARAH'S House CAC provides services to children who are victimized by sexual abuse, physical abuse, neglect, drug endangerment, witness to violence, sexual exploitation and exposure to/depiction in child pornography.

The CAC is both child-friendly and child-focused. SARAH'S House strives to reduce trauma that the victims experience and enhance the ability to respond to child maltreatment.



## Going Above and Beyond

- Attend multiple trainings throughout the year to ensure we are up to date with the latest techniques and prevention methods.
- Collaborates with Mineral and Hampshire Counties' MDIT
- Gives presentations at schools to help prevent abuse and neglect and to encourage children to report it if it does happen
- Holds community events: Kids Fun Night and weekly Anti-Bullying Awareness groups
- Gives presentations at schools to help prevent bullying and encourage children to speak up if they see someone being bullied
- Speaks at churches and other organizations to help make them aware of our work and to gain their support

**168**

Children Served in our Facilities

## Right From the Start, Parents as Teachers, and WV Impact

work together to provide children and families, prenatally through age five with resources. They provide information on childbirth and labor, finding baby items, providing babies with a safe and nurturing environment, support for parents to help children develop optimally during the crucial early years of life and more.

### A WV Impact Success Story

*“When I first met Tiffany, she was going through a difficult time. She had just had her fifth child which would be the first one in which she would retain custody. She was having trouble maintaining a job due to various circumstances. Fast forward to the present, she is the manager of a Dollar General and has moved into her own apartment. She also has become a great mom and even recognized needing help with a safe sleep environment for her baby! She took initiative and enrolled in some parenting courses through a pregnancy resource center. Tiffany is not afraid to ask for help when she needs it and has come so far in the past six months that I have known her!”*

**218**

Served by Right From the Start

**141**

Served by Parents as Teachers

**23**

Served by WV Impact

**382**

Lives Positively Impacted



# Staggers Recovery House

The Staggers Recovery House is a 12 to 18 month residential living program for women in recovery. The program provides a safe, sober and supportive environment while working individually on long term goals and making connection with community resources.

Clients maintain a structured daily schedule, attend self-help meetings, perform community service, and obtain goals regarding their education, training and occupation through a progressive level system.

39

Women Served



*“When I walked into this house I was lost, broken, afraid and nowhere near ready to open up to anyone. I did and said everything I thought the stay here wanted me to do and say. Not only did I lie to them on a regular basis, I was lying to myself. I felt that as long as I agreed to come into this program, I could get my kids back. I thought I would come here long enough to accomplish that and then get back to my life. I was still very much in denial. I didn’t think I needed this program.*

*Things changed when I met my recovery coach. She made me take ownership for my actions for the first time in my life. Her exact words to me were “I will help you as long as you are honest with me”. To her, I want to say thank you! Thank you for being what helped save me, what finally made me open my eyes. Thank you for knowing all of the evil things I have done and never once judging me for them. Thank you for sticking by my side and guiding me in my recovery. Thank you for taking the time to truly get to know me and for always letting me vent to you. Thank you for always making sure I stayed on the right track. For always being in my corner and always being there when I need you. I could never have asked for a better recovery coach. You have taught me so much and I can’t begin to tell you how grateful I am to you, how much I appreciate you and how huge of a role you have played in my journey. I honestly don’t believe I would have made it to where I am today had you not come into my life. Thank you a million times over.”*

# Caring for Youth and Adults in Need

## Community Engagement

Located in Pocahontas County, Community Engagement assists individuals with mental illness, substance use and co-occurring or co-existing disorders that are at risk of psychiatric hospitalization. Staff provides support in home and in the community. Services are individually tailored, person-centered and participant driven.

41

Clients served

## Youth Services

Addresses the needs of youth, ages 18 and under, who are experiencing behavioral difficulties which, without intervention, places them at risk for court proceedings. Services are provided to youth and his/her family to assist with the difficulties that are leading to the inappropriate behavior.

63

Youth served

## Targeted Case Management

Serves Garrett County MD children, adults and families in need of temporary housing, food, transportation or clothing. The focus of the program is to increase family functioning and reduce the risk of needing more intensive services.

39

Clients served



## Community Based Therapy

Provided to children, typically ages 3 and up, and adults in our care and throughout the community. Provides parent psychoeducation, discipline strategies, crisis support and substance abuse services. Individual, family, and group therapy available.

126

Clients served

## We Value Education

At Burlington United Methodist Family Services, Inc., we strive to give our residents the education they need and deserve. They attend local public schools or attend school on our Burlington or Beckley campuses.

Funded by the WV Department of Education, the staff at both schools are dedicated to our mission and work to ensure students learn in a professional and productive environment. Academic and vocational training is available at both schools.



## Student Attendance Assistance

Our Student Attendance Assistance (SAA) program services students, kindergarten through 5th grade in Morgantown, WV. SAA workers partner with schools to educate students on the importance of attending their classes and provide them with incentives for perfect attendance. They host various events and send newsletters to parents to help them to be/stay involved in their child's education. Students may also be referred to the school counselor, other student support personnel, student assistance team, mentoring and/or peer programs for excessive absences.

**4,400**  
Children Served

# We Love Our Volunteers and Donors!

In 2020, **5,801** individuals were served with empowerment from **300+** employees across WV's **55** counties and Garrett County, MD because of **YOU!**

**1,200+**  
Dedicated Volunteers

**2628**  
Caring Donors

**\$772,000+**  
In Monetary Donations

*"I volunteer because I see how many lives are touched by the work of Burlington. I do not see the people that are served by Burlington as numbers, but as my neighbors, families in my community, in my State, families who struggle without the work of Burlington. I see the faces of so many children and families who now know hope, life skills, peace because of their time with Burlington. Because of Burlington, my eyes have been opened to how much we need to work together to provide hope!"*  
Cheryl George



## Our Economic Impact

County	# of Employees	Total Wages	Average Salary
Berkeley	16	556,788	34,799
Mineral	130	4,721,240	36,317
Raleigh	90	3,077,748	34,197
Taylor	7	273,720	39,102
<b>All Counties</b>	<b>311</b>	<b>10,743,684</b>	<b>34,545</b>

\*\*Total wages do not include fringe benefits

### Statement of Expenses (dollars in thousands)

Salary and Wages/ Fringe Benefits	14,575
Purchased Services	112
Legal and Accounting Fees	103
Food and Milk	268
Direct Aid to Clients	337
Vehicle Operation	144
Foster Care Payments	1,349
Clothing and Shoes	129
Media Services	134
Travel/Training	211
Maintenance/ Building Supplies	213
Utilities	29
Other	2,167
<b>Total Salary/ Benefits/ Expenses</b>	<b>20,040</b>

## Board of Trustees

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Barry Lancaster, CQI Director  
Cynthia Pyles, Resource Development Manager  
Matthew Everline, Vice President of Residential (North)  
Mark Allen, Vice President of Residential (South)  
Cyndi Drury, Human Resources Manager  
Angel Alt, Burlington Campus Chaplain  
Ellen File, Beckley Campus Chaplain

## Corporate Office

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