

2023



TABOR SERVICES INC.

An Affiliate of Woods

Annual Report

A Year in Review



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A Message From the President & CEO



First, I wish you a Happy New Year! It is hard to believe that it has been two and half years serving as the CEO of Tabor Services Inc. During this time of immense need and some restructuring, we remain committed to the vital mission of **“Building Strong Families that Build Strong Families”**.

When I started this journey as CEO, I knew I wanted it to be different for all the employees who worked for Tabor. The child welfare services industry can be unpredictable, with a turnover rate of 45%, leading to feelings of stress and staff feeling overwhelmed. With the challenging issues working in a child welfare organization can create for someone, I wanted everyone to feel supported, recognized, engaged, and most of all, a feeling of belonging at work. To combat this, the leadership team at Tabor focuses on creating a culture of appreciation to improve employee experiences and retention. We created a social committee to foster positive work relationships across all sites, provided team-building stipends for each team to plan fun and interactive team-building activities, and developed a uniform onboarding process, all aligning with workforce engagement strategies. Overall, our retention across the organization was 93%.

As we move into the next phase, I am confident that we will be able to expand the path of recognition for our employees, improving the employee experience. I am proud of what the Tabor team has accomplished this past year. We delivered significant results for our funders, donors, supporters, and program participants:

- Expanded programming to serve children and youth in Montgomery County.
- Overperformed in our Tabor Community Partners, Adolescent Initiative Program, Chester County Independent Living, and Intensive Family Support Services Programs.
- Received superior ranking (5 Bells) in its performance expectations and best practices for the third consecutive year.
- Over 200 coats were distributed to underserved children and youths.
- Over 500 toys were distributed to our children and \$10,000 gift cards to our youth in Bucks, Chester, and Philadelphia Counties.
- Tabor achieved 81% satisfaction in the Community/Stakeholder Satisfaction Survey.

As we embark on 2024, I would be remiss without thanking our Board members for volunteering to serve on my Boards over the years. Thank you for knowing that on any given day, I was juggling a multitude of things – programs, donors, staff, facility issues, possible legal issues, client problems, and whatever was going on in my personal life.

I also would like to extend a thank you to our parent organization, Woods Services, for bringing your intellect, insight, experience, and resources to the table. Finally, I would like to extend a thank you to the Tabor staff, clients, and community partners who align with Tabor’s mission, values, and strategy. Your resolve, commitment, and perseverance helped to make Tabor a more resilient and impactful organization in 2023. I look forward to and hope you will join us in continuing to support Tabor.

Sincerely,

A handwritten signature in cursive script that reads "Karen Coleman".

Dr. Karen Coleman
President and CEO

A Message From the Board Chair Tabor Services, Inc



Dear Friends,

It is my distinct honor and privilege to serve as chairperson on the Board of Trustees for Tabor Children Services. Although new to this role, I have been a member of the Board for Tabor for over a decade. During that time, Tabor experienced significant changes and challenges, yet I'm pleased to report that through it all Tabor continued to thrive and remained locked on realizing its mission! A mission to "Build strong families, that build strong families" and to do that, we are committed to helping contribute to a world where all children are safe from abuse and neglect and can enjoy the benefits of a healthy and loving family which enables them to grow to achieve a sense of strong independence and hopefully realize their full potential!

In 2023 Tabor delivered another strong year of performance across all programs and services including Tabor Community Partners, Adolescent Initiative program, Chester County Independent Living, and Intensive Family Support Services program. Of particular note, Tabor once again remained committed to maintaining transparency and accountability within the Northwest region's six community umbrella agency. As a result, Tabor successfully secured a third consecutive year of "five bell status" within the Philadelphia Department of Human Services annual CUA scorecard. Additionally, Tabor expanded its footprint by extending programming to serve children and youth in Montgomery County.

Looking ahead to 2024, the new year will undoubtedly present a new and unique set of challenges. Yet I remain confident that under the steady hand of leadership from our President & CEO, Dr. Karen Coleman, along with her skilled and experienced executive team and the numerous talented and dedicated individuals who make up the staff of Tabor and are the driving force behind our success, that 2024 will be another year of stellar accomplishments.

Finally, I would also be remiss if I did not acknowledge the outstanding support we receive from our parent organization, Woods Services, as well as from the many friends and families from across the communities we serve who have generously shared their time, talents, and donations in support of Tabor. And a special note of gratitude to my fellow Board members who spend many hours outside of their busy schedules providing governance and guidance. It is truly an honor to serve alongside you in support of such a worthy organization as Tabor that seeks to make a significant positive difference in our communities.

A handwritten signature in black ink that reads "Marvin H. Johnson". The signature is written in a cursive, flowing style.

Marvin H. Johnson
Board Chair, Tabor Children's Services

Our Vision



We envision a world where all children are safe from abuse and neglect, enjoy the benefits of a healthy and loving family, and grow to achieve a sense of strong independence.



Build Strong Families That Build Strong Families

Nurture. Learn. Teach. Grow.



Our _____ Programs

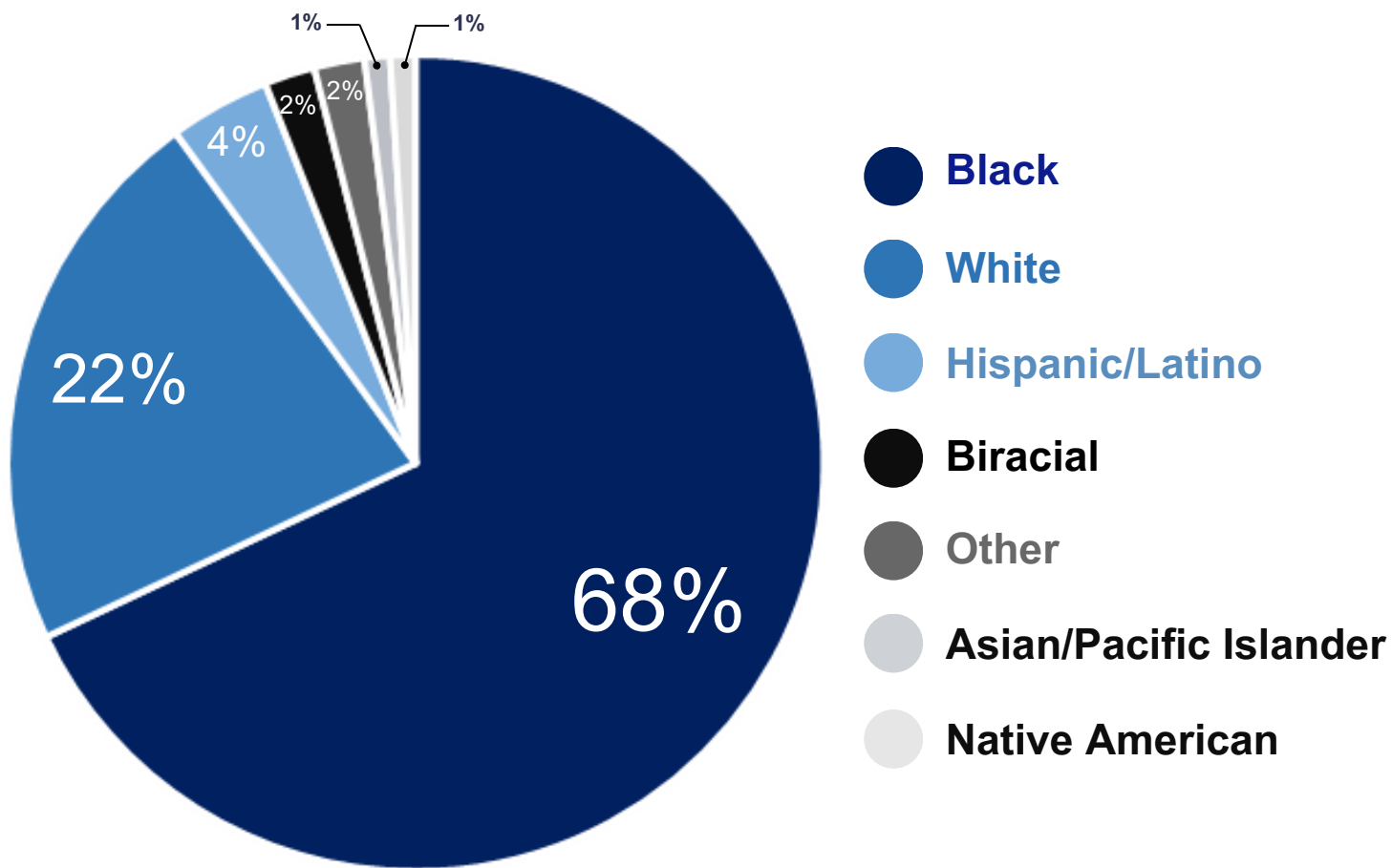
- **TCP** - Tabor Community Partners
- **FC** - Foster Care
- **SIL** - Supervised Independent Living
- **AOI** - Aging Out Independence
- **AIP** - Adolescent Initiative Program
- **WWK** - Wendy's Wonderful Kids
- **CHIL** - Chester County Independent Living
- **IFSS** - Intensive Family Support Services
- **SWAN** - Statewide Adoption Network



1,400+
CLIENTS AND
FAMILIES
SERVED



Our Demographics





Satisfaction Surveys

66%

CLIENT SATISFACTION



“Tabor has wonderful, trusted workers.”

“They care for my needs like it were their own.”

“I like that when scheduling my home visits with a busy life they work with me.”

“I’m heard and I get the help I need.”

“Show a lot of support and provide a lot of resources.”

“They are like family and they have much respect for the parents and others.”

“I always receive an answer to any of my questions.”

“I like knowing that my special needs son has an advocate on his side when it comes to transitioning to adulthood”



81%

**COMMUNITY/
STAKEHOLDER
SATISFACTION**



Visitation



88%

Adolescent Initiative Program



80%

Chester Independent Living



100%

In-Home Family Support Services



97%

Tabor Community Partners





Staff Retention

We are excited about our success in achieving outstanding quarterly retention rates for both Tabor Children’s Services (TCS) and Tabor Community Partners (TCP). This fiscal year, we exceeded the 80% quarterly benchmark by achieving a 90% and better retention rate each quarter. Tabor’s Human Resources Business Unit’s (HRBU) retention efforts were an accumulation of internal strategies that continuously measured employee satisfaction, had a pulse on workplace culture, and developed leadership engagement across programs.

When asked, why employees stay at Tabor (3 years +):

Top Responses:

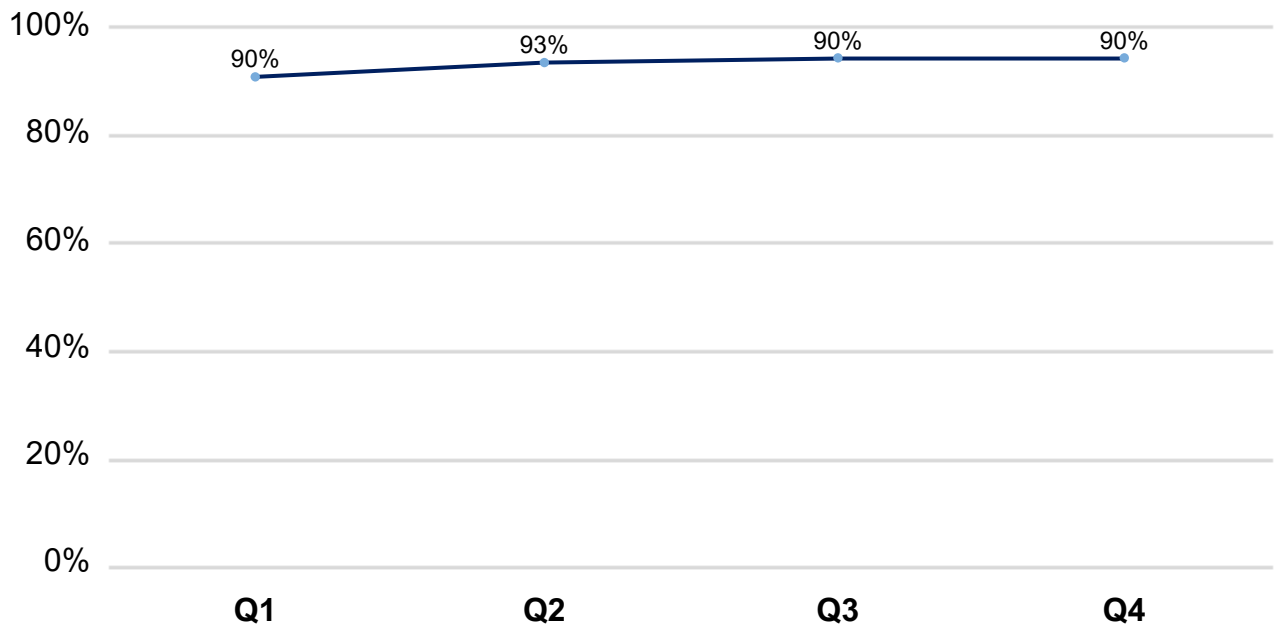
- “We love the work/mission.” #1 Response
- Self-Achievement
- Colleagues
- Equitable Pay
- Supportive Leadership
- Work/Life Balance
- Work Culture



With less turnover, and higher retention, Tabor is in position to continue its mission

Building Strong Families that Build Strong Families

Below are the retention rate averages for both TCS & TCP combined per quarter:



Annual Average

93%



Discharge — Outcomes



68%

SIL HAD
STABLE
HOUSING



100%

SIL HAD A
PERMANENT
CONNECTION



100%

AOI HAD
STABLE
HOUSING



60%

AOI WERE
WORKING



80%

AOI WERE IN ACTIVE
MENTAL HEALTH
TREATMENT

(COMPARED TO 50% LAST FY)



88%

CHIL HAD
STABLE
HOUSING



90%

CHIL HAD A
PERMANENT
CONNECTION



67%

CHIL WERE
WORKING



80%

CHIL COMPLETED
SCHOOL OR
WERE IN SCHOOL



100%

CHIL HAD AN INCREASE
IN CASEY LIFE SKILLS
ASSESSMENT SCORING
FROM INTAKE
TO DISCHARGE



87%

IFSS HAD
STABLE
HOUSING



58%

IFSS WERE
WORKING



100%

AIP HAD
STABLE
HOUSING



83%

AIP HAD A
PERMANENT
CONNECTION



80%

AIP WERE
WORKING



96%

AIP COMPLETED
SCHOOL OR
WERE IN SCHOOL



3

WWK MATCHES
WERE MADE



2

WWK
FINALIZATIONS
OCCURED



Permanency



497

ADMISSIONS



521

DISCHARGES



75 ^{↑22 FROM LAST FY}

CHILDREN AND YOUTH IN PLACEMENT WERE ADOPTED



18 ^{↑8 FROM LAST FY}

CHILDREN AND YOUTH IN PLACEMENT WERE REUNIFIED



20 ^{↑1 FROM LAST FY}

CHILDREN AND YOUTH IN PLACEMENT REACHED PERMANENT LEGAL CUSTODIANSHIP



133

FAMILIES STABILIZED



Compliance & Performance

Tabor --- Children's Services

With quality services always at the forefront of Tabor's strategic plan, Tabor believes in full transparency and accountability across all its programs. All Tabor programs are measured using a scorecard model to ensure standardized, high quality practice.

Tabor Children's Services programs follow an internally created scorecard. The internal scorecard was created to measure performance, meet all external requirements, and create a culture where accountability and best practice are paramount.

The internal scorecard has a total of four domains:

1. Intake & Discharge Planning
2. Case Planning
3. Visitation
4. Well-Being

Two programs in the Doylestown location performed consistently well throughout the entire fiscal year with overall averages in the 90's.

Adolescent Initiative Program

SCORECARD	Q1	Q2	Q3	Q4	FY23
Intake & Discharge Planning	95%	92%	98%	95%	95%
Case Planning	76%	72%	85%	84%	79%
Visitation	88%	72%	100%	92%	88%
Well-Being	100%	89%	100%	88%	97%
Overall Scorecard	90%	81%	96%	93%	90%

Intensive Family Support Services

SCORECARD	Q1	Q2	Q3	Q4	FY23
Intake & Discharge Planning	95%	100%	100%	100%	99%
Case Planning	100%	90%	92%	100%	96%
Visitation	100%	100%	100%	100%	100%
Well-Being	94%	100%	100%	88%	95%
Overall Scorecard	97%	98%	98%	97%	97%

Other Compliance Highlights:

Tabor Children’s Services Overall Intake & Discharging Process 84%

Tabor Children’s Services Resource Parent files 87%

Chester County Independent Living Program files 82%

Tabor Community Partners

Tabor Community Partners (TCP) is an industry leader with high quality service delivery. TCP is an expert and has mastered the Community Umbrella Agency (CUA) performance management system, which has resulted in high performance and a lower rate of high risk activity. TCP has performed at a superior level above 90% (5 bells) and ranked #1 out of all 10 CUAs consistently for the last 3 years in a row.



TCP Scorecard

PERFORMANCE TIERS



Tier

Overall

The overall score is an aggregation of all seven domains.



Permanency

The Permanency domain includes measures of goal change, reunification visitation.



Safety: Safety Assessment & Safety Plan

The Safety: Safety Assessment & Safety Plan domain includes measures of Safety Assessment and Safety Plan completion, timeliness, and quality.



Safety: Visitation

The Safety: Visitation domain includes measures of completion and quality.



Case Planning

The Case Planning domain includes measures of Case Plan completion, timeliness, and quality.



Practice: Court

The Practice: Court domain includes measures of hearing attendance and quality.



Practice: Supervision

The Practice: Supervision domain includes measures of Supervision completion, timeliness, and quality.



Practice: Assessments, Health & Education

The Practice: Assessments, Health & Education domain includes completion and timeliness of assessments, health, and education status forms.



Finance

The Finance domain includes measures of organizational financial health and stability.



Workforce

The Workforce domain includes a measure of staff retention.

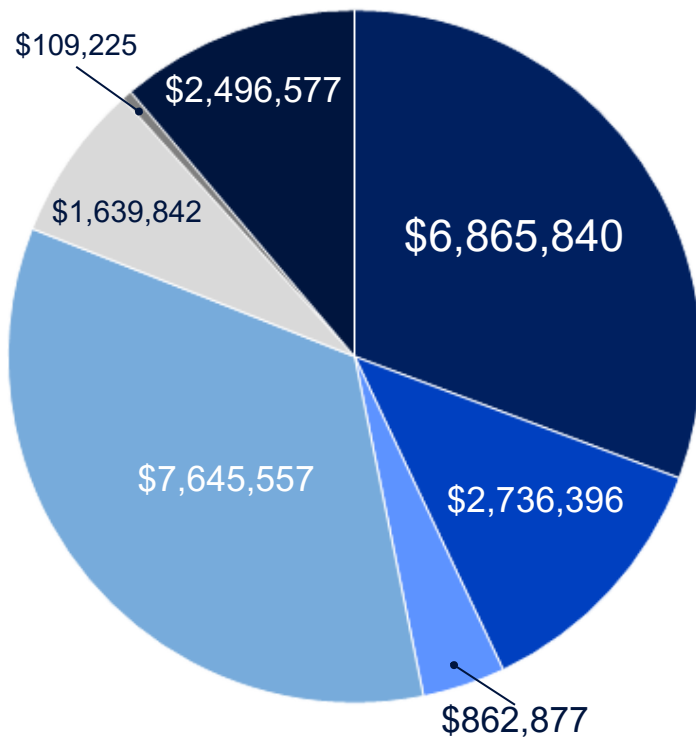




Fiscal

Assets (Total: \$22,356,314)

- Cash
- Accounts Receivable
- Prepaid Expenses
- Investments
- Perpetual Trusts
- Right of Use Assets- Operating Leases
- Property, Plant and Equipment



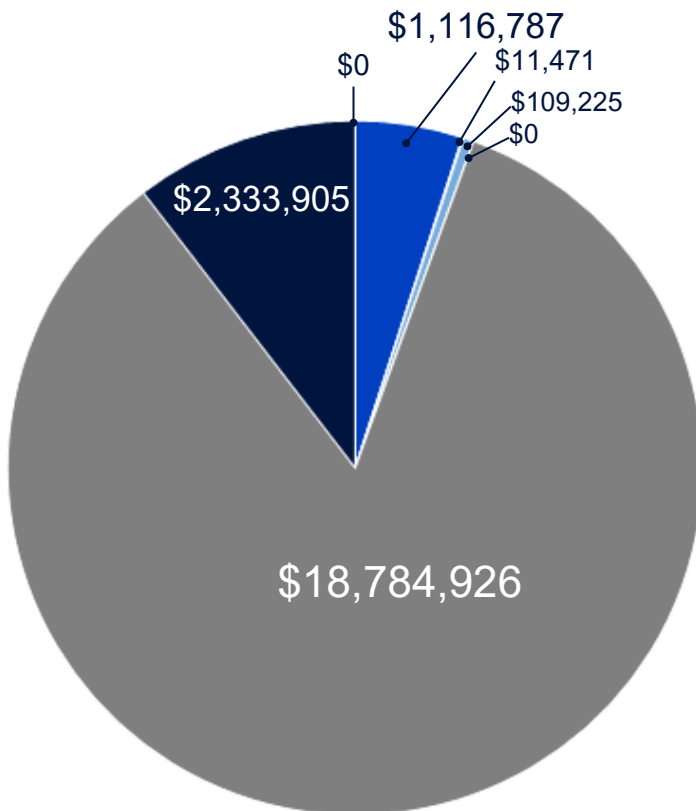
Cash: \$6,865,840
 Accounts Receivable: \$2,736,396
 Prepaid Expenses: \$862,877

Investments: \$7,645,557
 Perpetual Trusts: \$1,639,842
 Right of Use Assets- Operating Leases: \$109,225

Property, Plant and Equipment: \$2,496,577

Liabilities and Net Assets (Total: \$22,356,314)

- Current Portion Long Term Debt
- Account Payable and Accrued Expenses
- Deposits and Deferred Revenue
- Lease Liability - Operating Leases
- Long Term Debt
- Net Assets Without Restrictions
- Net Assets With Restrictions

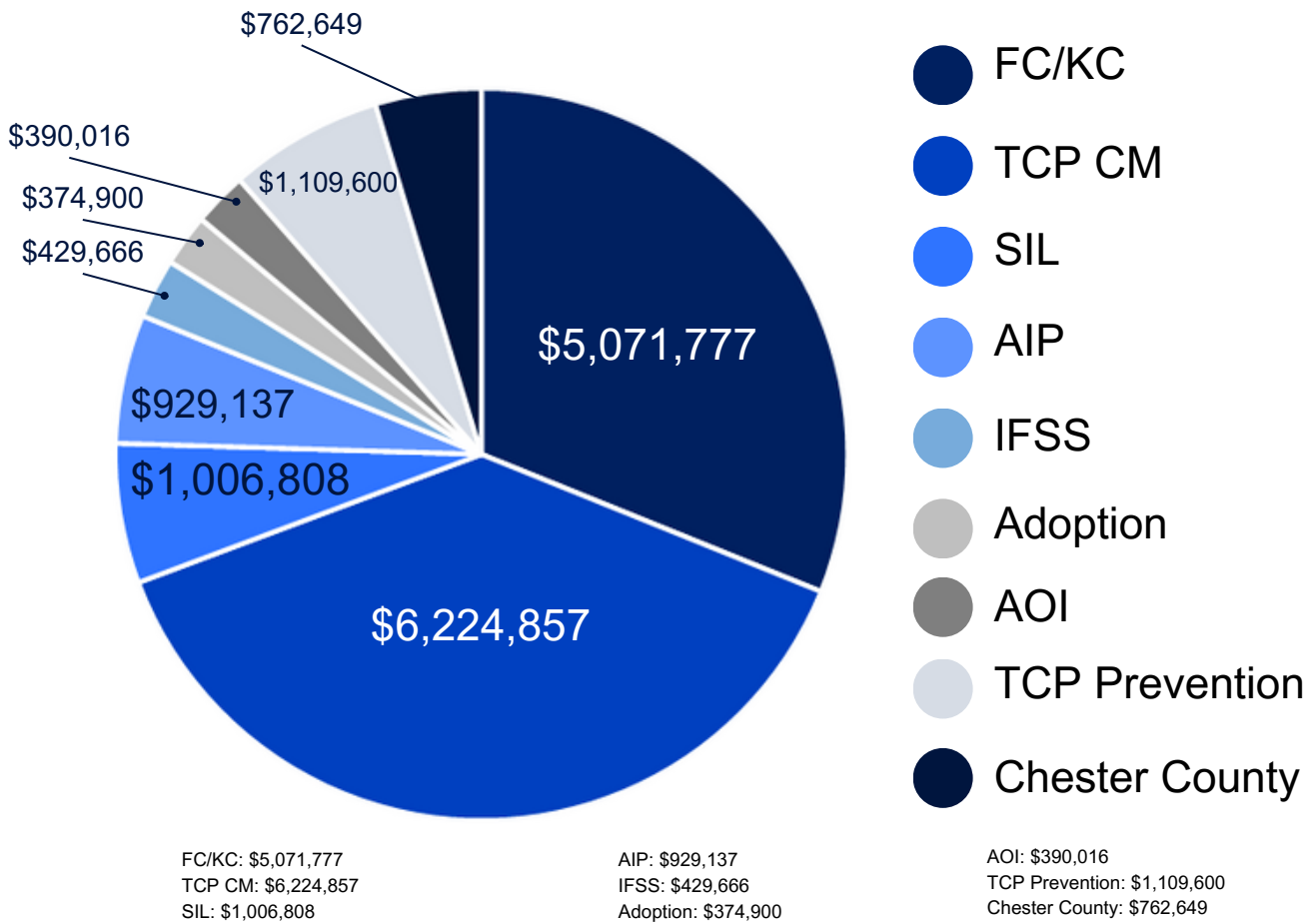


Current Portion Long Term Debt: \$0
 Account Payable and Accrued Expenses: \$1,116,787
 Deposits and Deferred Revenue: \$11,471

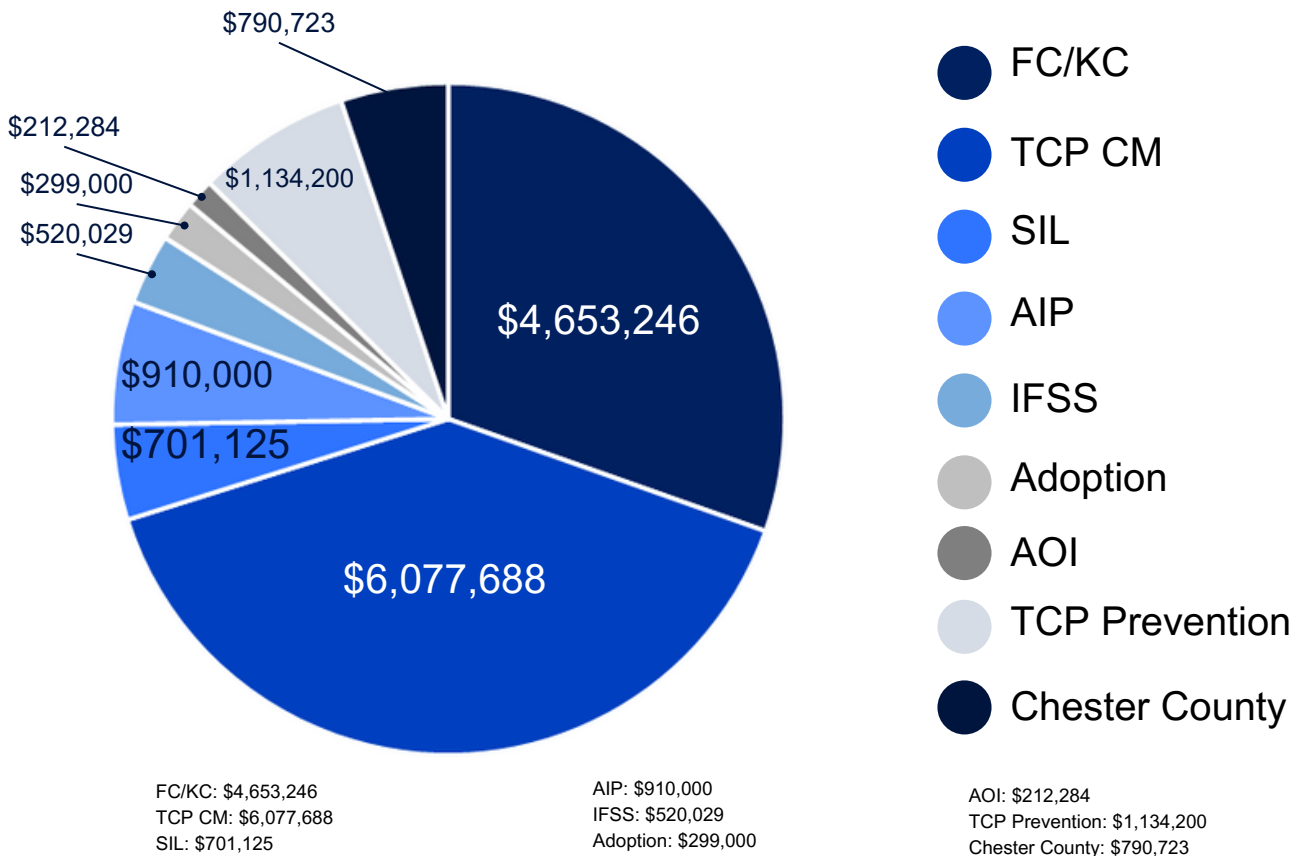
Lease Liability - Operating Leases: \$109,225
 Long Term Debt: \$0
 Net Assets Without Restrictions: \$18,784,926

Net Assets With Restrictions: \$2,333,905

Actual Revenue By Program (Total:\$16,299,410)



Budgeted Revenue By Program (Total: \$15,298,295)



Donors

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ALBERTA JACOBS
ALLIES, INC
ALLISON FALK
ANGELA FEENY
ANITA BOGDAN
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WOODS SERVICES
WSFS

A Year in Review



Mini Clinic Opening

This year, Tabor Services and Covenant House partnered to transform one of our rooms into a mini clinic at our Philadelphia location! The creation of this mini clinic gives our youth and families a convenient location to be seen by a clinician. We offer annual well visits, catch up shots, health education, and medical form completion.

Before:



After:



Team Building



Turkey Drive



Toy Drive



Final All Staff of the Year





Social Committee

Social Worker Appreciation Lunch



Administrative Professionals Day



Employee Ice Cream Social



BBO Bash





Taste of Tabor

Taste of Tabor was once again a success! Walking in, it was easy to see what made the event so special. From the decor (balloon arches, centerpieces, and personal touches) to the plethora of food covering the tables, the sight was truly something to behold.

Taste of Tabor provides opportunities for youth interested in the culinary arts to work with restaurants to prepare and serve food. At this year's event, one youth shared her singing talent and two others shared their stories with the guests.

Because of the generosity of event attendees, donors and sponsors, Tabor will continue to provide resources to youth and families in our community. Every year, Taste of Tabor makes an impact on our community.









Strengthening Families

Over 20 PARENT CAFES

You're Worth It

Celebrating Sisterhood

Dive In: Summer of Soul

To Dad, With Love

What's Cookin' This Summer

Beat the Heat

Life, Lemons, and Lemonade

Let's Taco Bout It

Living the Protective Factors

Weathering April Showers, Produces May Flowers

Your Mental Health Matters

Blooming Into Your Potential

Community Takes a Village

Changing With the Seasons

There's a Reason for the Season

It's Ok to Not Be Ok

The Gift of Family

Our Core Values

Caring Around the Clock

Know Your Wealth

Preparing for the New Year

Staying Ahead of the Class

When is it Too Much?

The Way Out is Through

When Values Align

Over 8 EVENTS

Financial Literacy Events

Tabor Youth Graduation

Resource Parent Info Session

Come Meet Your Neighbors Family Event

Family May Fair

Resource Fair

Trunk o' Treat

Career Link Event





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Laura Powers

Development Committee Chair

Karen Coleman

President & CEO

Larry Buchholz

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Dawn Diamond

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— Thank You to Our Past Board Members: —

Rick Battaglia

Kevin Sheetz

Tara Hayden



Promotions

Wallace Brown

Care Coordinator to Health & Wellness Program Manager

Jessica Locker

RPSW to Front-End Program Manager

Emily Trent

Aftercare Specialist to IL Program Manager

Lashonna McRae

CUA Case Manager to CUA Case Manager Director

Shayvonne Jackson

CUA Case Manager to CUA Case Manager Supervisor



Thank you to our Annual Report Team:

Amanda So

Karen Coleman

Marvin Johnson

Lisa Balkir

Karen Wilkins

Larry Buchholz

Pamela Tsikiwa

Betty Nixon

Your donations are what allows us to continue to be able to care for the community and Build Strong Families that Build Strong Families.

Scan to donate:



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An Affiliate of Woods