



CORRA

2021 SERVICES

COMMUNITY REPORT

CELEBRATING 50 YEARS
OF CARE AND COMPASSION

SISTER CHARITY KOHL ESTABLISHED CORA SERVICES IN 1971

CORA

Serving over 20,000 children & families annually

2021



During its early history, CORA Services operated out of two buildings in North-east Philadelphia owned by the Sisters of the Good Shepherd. In 2003 the Sisters gifted five acres to CORA Services, and the organization built its new building which opened in 2004, housing offices, a conference center, a client service center, the Early Years Fox Chase program, and the Career Development Resource Center. Sister Charity cared deeply about helping her community, and her vision to help "at-risk" children has grown into a non-profit agency serving over 20,000 children and families annually.

WITH THE SUPPORT OF THE GOOD Shepherd Sisters and a small state grant, Sister Charity Kohl established CORA Services in 1971 as a small family counseling agency to help children and families overcome adversities in their school, home and neighborhood. CORA served 600 children that first year—double what they expected.

Services grew rapidly as the organization secured contracts to provide psychological and counseling services in the non-public schools in 1973, with educational remediation and speech services added in 1975.

"If I were to disappear tomorrow, I don't think it would have a significant effect on the values, caring, and services that have become the hallmark of CORA."

—Sister Charity Kohl





DEAR FRIENDS AND COLLEAGUES,

Across the globe, this past year will once again go down in history. We continue to adjust how we work, how we educate, and how we define/develop/cultivate social circles. The second school year of a worldwide pandemic brought about new fears, unexpected joys, much needed celebrations, additional sadness, and overall weariness for many.

Our staff, Board, partner schools, and children and families served, have carried and felt the intensity of these unprecedented times and yet have shown great resilience and positivity. In fact, over the past fifteen months, CORA has:

- Grown over 28%
- Added services into 60 new schools across Philadelphia
- Hired and on-boarded 250 new employees

The agency has remarkably responded to the changing and emerging needs with innovative and responsive services.

On March 13, 2020 CORA Services closed its physical doors and became advocates for maintaining the employment of an incredibly talented and needed group of staff as well as ensuring services continued without interruption to ALL of our children, students, schools, and families. In a time when chaos was all around us, CORA's team focused on its mission of care and compassion, removing barriers and fostering the strengths of each individual in our care.

CORA's voice was loud among our government partners. When other providers doing similar work pulled staff back furloughing them, CORA fought to sustain funding while continuing to serve. On March 19, 2021, we closed the agency to recognize the one year mark of the world changing as we

knew it, allowing staff to remember their accomplishments and to refocus/rejuvenate for the hard work ahead.

Because of the remarkable internal and external collaboration during these challenging days, CORA is now larger and stronger than ever. CORA was named a 2021 Top Workplace and is earning national recognition for specific areas in which we have led.

CORA is an organization to watch and support in new ways. In this upcoming year we will focus on stabilizing after this incredible growth, so that the agency can remain deeply rooted in its mission and values; celebrating the organization's 50 years of service to hundreds of thousands of children and families; and, launching our vision for the future. We have always built our own roads when we saw a need for services without a clearly marked directive for families to follow for help.

CORA has a niche unmet by any other organization in Philadelphia and this year we will capture this niche, share how we would like to capitalize on this agency's experience and knowledge in order to do greater things for those served, and invite others to join in building the infrastructure necessary to launch the greatest connection of services for children and families in the City of Philadelphia.

Thanks again for supporting the work we do and please consider how you might join us in even greater ways as you learn of our vision. Please enjoy reading through this Community Report and we look forward to showing you how CORA will be going "back to the future" as we cast our vision for what is to come!

Ann Marie Schultz

"WHERE WE'RE GOING, WE DON'T NEED ROADS!"

COMMUNITY SERVICES

YOUTHCOR
STRIVES TO MAKE
A DIFFERENCE
IN THE LIVES OF
YOUNG PEOPLE
DURING THE MOST
VULNERABLE TIME
OF THE DAY, 3:00-
6:00 PM.

YouthCOR Out-of-School Time Services (OST)

Rooted in a tradition of care and compassion, YouthCOR, CORA's Out of School Time Program's mission is to make a difference in the lives of young people during the most vulnerable time of day, 3:00pm-6:00pm. In doing so, YouthCOR is positively impacting the communities we serve and addressing educational inequality and injustice that we see in the City of Philadelphia. YouthCOR does this through creating a positive program culture, developing supportive relationships with families, having a deep appreciation and understanding for the communities we serve and creating dynamic programming that provides unique opportunities for youth in our program.

As the pandemic stretched through the year, the needs of families and young people shifted and changed. YouthCOR regularly surveyed families to assess and design programs that met the specific identified needs at various points of the year. Programming models included the following:

MESS FEST SUMMER CAMP

177 students in Kindergarten through Eighth Grade participated in a summer of messy fun! Mess Fest was an icky, sticky, academically engaging camp that included Science, Art, Literacy, Social Emotional Learning and a lot of laughs. Strict COVID restrictions were established and adhered to in order to ensure the health and safety of all participants.

2 options were available:

In person 6 weeks of camp; 5 days per week for 7 hours per day at 4 locations

Virtual 6 weeks of camp; 4 days per week for 4 hours/day

177 youth served

21ST CCLC STEAM (SCIENCE, TECHNOLOGY, ENGINEERING, AND MATHEMATICS) CENTERS

As many students spent the year engaged in virtual school, YouthCOR quickly realized that virtual after school programs would not meet family need. Parents expressed interest in safe, structured in-person opportunities for their children, and YouthCOR responded.

STEAM Centers operated at 2 locations: St. Dominic's Convent and CORA's Main Building. In order to maintain social distancing guidelines, students could choose one day a week to attend the program. Activities included robotics, coding, forensic science, guitar, ceramics, soccer, drumming, dance and more. **204** children participated in the 21st CCLC STEAM Centers in FY2021.

THROUGH THE DECADES

1971

Walt Disney World and CORA Services both open their doors for the first time!



1974

Stephen King's first novel, *Carrie*, is published.

1974

The Philadelphia Flyers win the Stanley Cup!

ACCESS CENTERS

While students attended school virtually, many parents were faced with the burden of returning to work without having childcare. Other families were not equipped to assist their children with virtual school. YouthCOR worked to meet the needs of children and families by operating Access Centers in Parks and Recreation sites or Free Library sites in communities where YouthCOR programs typically reside. The YouthCOR team welcomed **235** children at 8 different Access Centers throughout the school year, assisting participants with navigating virtual school while also providing enriching and engaging activities after school in a safe, warm environment. In addition, a CORA operated Learning Pod assisted to provide similar supports to **9** children of CORA employees and community residents.

In total, YouthCOR: served **889** students in FY 2021





1974

Millions suddenly fear the water when the blockbuster sensation *Jaws* is released!

SNL

1975

On October 11, *Saturday Night Live* debuts.

1977

CDRC is established.

1978

CORA Early Years and Camp CORA begins.

Youth Workforce Development

In partnership with PYN (Philadelphia Youth Network), **126** students participated in a paid learning experience last year.

Summer 2020:

60 middle school students participated in a virtual Career Exposure Program. This program focused on career awareness through virtual college tours, guest speakers, and career learning through Smart Futures. Students gained increased perspective on future aspirations as well as a \$595 stipend for participation.

48 high school youth participated in an incentive-based Work Experience program. This virtual program offered mentorship, professional development workshops and a virtual portfolio. At the end of the program, students created a social services program for an issue that they were passionate about.

School Year:

18 high school youth participated in a hybrid wage-based program. Virtually, youth participated in professional development. Youth were also partnered with an in-person work site. Many youth were assigned to work in YouthCOR's Access Centers to hone their skills in tutoring and mentoring.

YOUNG ENTREPRENEURS

124 entrepreneurial minded middle school students participated in this virtual program, which allowed students an opportunity to build their own businesses while developing skills in a particular craft. Middle school students logged in twice a week to participate in a business class and also an artist led class on jewelry making, graphic design or ceramics. Families were provided with all materials needed for participation. Each quarter culminated with a virtual Market, where each entrepreneur was able to sell items for a profit.

Truancy Intervention and Prevention Services (TIPS)

Truancy is often an indicator of other challenges in a student's family or community and can lead to academic failure, delinquency, substance use, and other risk behaviors. Truancy Intervention and Prevention Services (TIPS) is a city-wide initiative among the School District of Philadelphia, Family Court, Office of Children and Families, and partner agencies like CORA Services. TIPS is designed to target truancy with early assessment and intervention so that each student can successfully engage in school and prepare for the future. CORA's professional case managers are trained to work with students and families to address these challenges and remove barriers to their success. Additionally,

CORA works with 6 schools to provide supports to students and families when an immediate need is identified. During such a precarious year, this Early Intervention was especially welcomed and necessary.

749 students were served through early intervention attendance supports within **6** schools

872 students and families were served through Tier 2 Truancy interventions at **43** schools

1,621 students received supports to assist with regular school attendance and school success

TRUANCY IS OFTEN
AN INDICATOR OF
OTHER CHALLENGES
IN A STUDENT'S
FAMILY OR
COMMUNITY.

AOD (Alcohol and Other Drug) Prevention & Social Emotional Learning

Social Emotional Learning helps equip children with skills necessary to succeed in school and beyond. Prevention Educators work with youth to promote social awareness, problem solving and critical thinking. This effort to support youth to support their Social Emotional learning and development was especially critical during this past year. The team used a variety of evidenced based curriculum as well as other creative strategies to encourage youth, both in-person and virtually. Additionally, middle school youth participated in Catch My Breath, which educated them on the dangers of vaping. This past year, 758 students participated in SEL and Prevention learning.

Pregnancy and Parenting Supports/Lifeline

Support for teens and young adults who are expecting or newly parenting was provided in-person as well as virtually throughout the pandemic, with special attention to preparing fathers as well as mothers. Parenting classes, as well as individually targeted supports were provided to more than 30 clients.

Lifeline also provided 76 Life Skills groups to 143 high school students, working with young people on developing strategies for making healthy choices, strengthening communication skills and building healthy relationships.

173 clients were served

For more information, visit coraservices.org/communityservices

SCHOOL SERVICES

CORA IS WELL EQUIPPED TO DESIGN AND DELIVER SERVICES SENSITIVE TO THE NEEDS OF THE STUDENTS IN A CHALLENGING EDUCATIONAL ENVIRONMENT.

CORA Services equips and empowers children by offering support that will provide each child with the capacity to maximize his/her potential for success in and out of the classroom.

CORA provides a range of school support services in public, charter, and private schools throughout the region. Student focused services include: academic support, occupational therapy, psychology, speech language therapy, school counseling, physical therapy and augmentative and alternative communication support. CORA's service provision in schools identifies and targets academic and growth challenges in order to foster a successful, learning conducive and inclusive experience for all students.

Through Act 89 funding, CORA provides counseling, education, psychology, speech services and occupational therapy services to over 12,000 students in 89 nonpublic schools in Philadelphia. Additionally, CORA provides these services in over 43 charter schools across Philadelphia and Camden, New Jersey, allowing opportunities for CORA's reach to further support students in various economic, geographic and school-based cultures to cultivate success in educational growth.

Having provided these services for fifty years, CORA is a recognized, highly valued expert among school leaders, entrusted to provide individually designed and delivered services that respect the sensitive needs of each student and school. Heavily emphasizing a multi-disciplinary approach in service to fully serve the "whole child", CORA staff provide services to all students in all grades ranging from K-12 and often provide more than one particular service based on levels of need.

Working in a caring, learning, conducive and nurturing environment, students focus on the achievement of established goals through various student centered activities.

42,593 Services were provided through the Act 89, Titles and Charter Schools programs.



7,326 Act 89 direct services were provided to **4,653** students

20,919 students participated in guidance programs under both Act 89 and Title programs

331 Title I services were provided to **328** students

14,017 services were provided to **4,424** students in our various Charter school programs

In the 2020–2021 school year:

CORA provided services to students in **64** Archdiocesan and private elementary and high schools across Philadelphia

CORA provided related services to **35** Charter schools across Philadelphia and Camden

CORA provided services to students in **28** Charter schools in Philadelphia and Camden

Looking ahead, CORA's School Services Division is preparing to accommodate significant growth in both our Non-public and Charter School programs.

In the 2021–2022 school year:

CORA will provide Non-public School services to a total of **89** schools

CORA will provide Charter School related services to a total of **43** schools

Early Childhood

CORA officially created the Early Childhood Services Division in 2021. The Division includes CORA's 3 Early Years Centers and CORA's preschool Early Intervention services. Our Early Years Centers provided high quality early childhood education programming to over 150 children in the Northeast, Olney, and Olde Richmond sections of Philadelphia. Our Early Intervention services provided specialized instruction, speech and occupational therapy services to over 100 preschoolers across Philadelphia.

1980

CORA Neumann is established to assist truants and dropouts.



1983

1983, Sally Ride became the first American woman in space, inspiring fans and laying the groundwork for women in the industry.



1983

CORA's Lifeline begins.



1984

In order to combat graffiti, the City of Philadelphia launched a Mural Arts Program which resulted in 3,800 colorful murals.

We were able to launch our inclusion project at our Huntingdon Mills location with the support of funding from the William Penn Foundation. CORA aims to build a model inclusive preschool program that is able to meet the needs of all children with special needs, with a focus on serving children on the Autism Spectrum.

In the Early Years program, the teachers are making learning fun! Every day the children are engaged in lessons that are creative and support many different learning styles. The teachers make sure that the content they present meets all learning domains such as science, social studies, math, etc. Teaching in Early Years is intentional while focusing on the development of the whole child. This past year Early Years Fox Chase served over 90 children ages 2.5-5 years old. At the end of June, we celebrated 28 Pre-K children graduating while getting ready for their next venture in Elementary School.

Through the help of donations, Early Years Fox Chase was able to revamp their outdoor play yard. The children were extremely eager to come to school to see what was happening in their play space. It was an exciting day when we could finally open the doors to our new play yard and watch the children smiling as they played with the new equipment.

Highlights

During this challenging school year we are proud of the creative ways the School Services team met the needs of students in kindergarten through high school. We made accommodations to deliver services in-person, virtually or using a hybrid model depending on the need of the students and school. Our team has been dedicated and flexible in providing consistent quality services.

Recently, the Charter School leaders entrusted CORA to provide transition assessments to their incoming kindergarteners. Many clinicians have enjoyed working with these young children and their families in assisting kindergarteners for success in new school environments.

Due to COVID we were aware of the significant needs of our students throughout all of our services. Emotional stress impacted learning and social behaviors. We needed to focus on individual circumstances in order to best support the students and families that we serve.

Although this was a challenging year we are proud of the School Services team for their compassion and creativity in using various models of service to meet the unique needs of our students. They truly demonstrated that "children are the heart of the matter".

GOOD SHEPHERD MEDIATION

CORA

Conflict Management & Resolution

2021

CORA Good Shepherd Mediation (CORA GSM) provides conflict management and conflict resolution services through mediation and restorative justice models.

Mediation is an opportunity for resolving disputes with the help of a trained, neutral third party called a mediator. Restorative Justice is a communal and trauma-informed approach to repairing harm that supports those harmed in identifying what they need to heal while supporting those who caused harm to accept accountability for their actions and identify strategies to transform their behavior. In FY 2021, CORA GSM opened 145 conflict resolution cases.

CORA GSM offers a range of conflict management education through diversion programs, community partnerships, and neighborhood outreach initiatives, serving over 1,844 youth and adults during the year.

HIGHLIGHTS FOR THE YEAR INCLUDE:

➤ In collaboration with the Anti-Violence Partnership of Philadelphia, we launched two new Peer Mediation programs at Mastery Charter Schools which trained 25 students to facilitate mediations and 33 educators to incorporate restorative practices in their classrooms.

➤ We teamed up with community organizers, youth leaders, and city agencies across Pennsylvania to host workshops on intra-communal methods for addressing cyberbullying, street-based violence, and interpersonal abuse.

➤ We expanded our Restorative Justice services to include Victim-Offender Conferencing and other transformative solutions to the unfortunate surge of violence within our city.

➤ In July 2020, we began a partnership with the City of Philadelphia through the Eviction Diversion Program (EDP), which was created to address the negative effects of the Covid-19 pandemic. EDP provides an opportunity for landlords and tenants to participate in mediation before a landlord files an eviction complaint where the eviction is based on non-payment of rent due to the tenant's Covid-related loss of income. The goal of these mediations is to create a sustainable plan for the tenant to repay the unpaid rent, generally with the support of rental assistance. We recruited and trained nearly 200 volunteer mediators. In FY 2021, nearly 2,000 mediation sessions were held; more than 80% of these resulted in an agreement. EDP has been cited in the national press and by the White House as a model response to the financial hardships caused by the Covid-19 pandemic and as a model for tackling the problem of eviction.

CLINICAL SERVICES

CORA'S CLINICAL SERVICES DIVISION OFFERS A RANGE OF SERVICES TO ASSIST CHILDREN, YOUTH AND FAMILIES.

CORA's Clinical Services Division offers a range of services to assist children, youth and families experiencing emotional, behavioral or situational difficulties. Staff provide an array of services with concentrations in family strengthening, substance use and mental health and overall risk reduction and wellness promotion in families and communities. Services focus on prevention and intervention with the goals of mitigating, preventing or delaying the onset of more involved behavioral health, child welfare or juvenile justice issues.

Client services are generally family-focused and goal-oriented. Staff begin with a family-involved comprehensive needs assessment and then build a tailored service plan, focusing on the strengths of the client and family. Many programs are publicly subsidized with flexible eligibility criteria. Applicable fees may be greatly reduced through health insurance coverage and CORA's adjustable fee schedule. Many services are funded through City of Philadelphia contracts and are thus limited to County of Philadelphia residents.

Student Assistance Program (SAP)

CORA Services provides behavioral health needs assessments in schools throughout Philadelphia through the Student Assistance Program (SAP). Assessment services support the school SAP team's efforts to identify and remove obstacles to a student's learning, including mental health and substance use concerns.

629 requests were received for SAP Assessment services, which resulted in 517 SAP Assessments completed, along with 21 families opted for consultation and referral assistance-only services. In addition, we facilitated 26 referrals for crisis intervention.

SAP Case Management

147+ students/families were provided services

25% were provided benefits assistance

60% navigated and ensured follow through with recommended services

15% were assisted with community resource linkage

Youth/Family Counseling Services

184 families were served through the Family Advocate Program, providing **6,113** direct service hours to clients! Through regular counseling sessions, our therapists help families address parenting concerns and teach children (ages 5-18) positive coping skills, ways to express and manage sadness and/or anxiety and develop critical decision-making skills.

Early Intervention Services (EI)

CORA provides weekly counseling sessions to help address family concerns, provides education on the effects of substance use, and teaches children and youth healthy coping skills to resist pressure to use substances. This year:

70 families served

757 direct service hours provided to clients!

Mental Health Treatment

120 clients received general mental health treatment or psychiatry support

746 direct service hours provided to clients!

Drug and Alcohol Treatment

124 individuals served

Our drug and alcohol treatment team did an amazing job this year supporting clients in their recovery processes. COVID-19 presented a unique set of challenges for individuals in recovery. However, we have been able to provide consistent services and engage clients in treatment with the addition of telehealth.

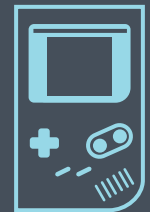
Adult Recovery Supports

29 individuals served

Through their involvement with CORA's drug and alcohol counseling program, clients have the opportunity to work also with a Certified Peer Recovery Support Specialist (CRS). CRS provide hands-on recovery coaching and mentorship to clients through sharing their personal lived experiences and assist clients with navigating their recovery processes.

1987

CORA's Peer Helper program is established.



1989

Nintendo rolled out Game Boy.





Drug and Alcohol Case Management

100 individuals served

Our drug and alcohol case managers provide a variety of services to clients and families who are enrolled in any of our clinical counseling programs. This past year, our case managers assisted families with applying to or beginning college, connecting with mental health resources, and obtaining financial or benefits assistance. Our Case Management team in collaboration with the Alternative Peer Group facilitated a two-day workshop at CORA focused on college and career prep. Our case managers also provide a lot of support to the rest of the department, provided resources to their peers and assisting with other departmental projects and events.

Intensive Prevention Services (IPS)

61 youth ages 10–19 served

IPS serves kids who exhibit risk behaviors and steers youth away from delinquency by improving school performance, enhancing life and social skills, and strengthening family relationships.

The Bridge Way School / Clinical Care Coordination

This was the first year that CORA provided this level of clinical support to the students at The Bridge Way School, overseeing all of the schools clinical and recovery supports. Early during FY 21, we began providing Clinical Care Coordination services to the school which includes one on-site counselor who provides assessment, individual, group and family counseling, coordination of services and referral assistance. The Bridge Way School received a waiver to provide in-person learning for the entire 2020–2021 school year. While it was a difficult year that presented many challenges, our clinical staff did a fabulous job keeping students engaged and providing clinically appropriate services to all students. Overall, a successful year! BW graduated four students this year. Two of which are enrolled in college. One student, Harrison Mayall-Weiland was the recipient of the Champions for Children award and he is pursuing full-time employment currently until he can begin attending EMS school.

Each student received one individual counseling session per week and three psychoeducational/therapeutic groups per week.



In addition, students also received daily group-processing groups facilitated by the BW-CCC.

CORA also provides individual recovery coaching and life skills/case management to all Bridge Way school students. 11 students received individual recovery coaching with a CORA-CRS once weekly. 13 students participated in Life Skills groups.

We also facilitate an Alternative Peer Group at the school which provides teens in recovery with a safe and supportive peer group. This includes social/recreational activities, life skill development and linkage to community supports. APG is open to the community but is facilitated at The Bridge Way School. APG provided services to 13 students total during FY 21. APG highlights this year included trips to speed raceway and mini-golf, wellness and nutrition education, and a two-day college and career prep workshop.



1994

The television sitcom *Friends* debuts on NBC.

1995

The online auction website eBay is founded.



AGENCY ACCOMPLISHMENTS

Community Services Division Accomplishments

Stacy Leonard, *Managing Director, Community Services*

The Community Services Team worked tirelessly to ensure that families and children were best supported at a time of constant changing need. Creativity was woven into all of our programs and efforts. As many young people struggled with transitioning to virtual learning, the TIPS (Truancy Intervention and Prevention) team helped with ensuring all students had working Chromebooks, ability to connect to Wi-Fi, and were continuously busy motivating youth to stay engaged in learning.

Increased referrals were made to ensure working families were able to join Access Centers or meet other challenges. In March, CORA was awarded a contract expansion, which included 6 additional schools and 3 new Case Managers.

The YouthCOR team was recognized publicly for their ingenuity and leading the city charge for high quality services for families. Several YouthCOR team members quickly moved into a new role launching Access Centers, which hosted 1-2 cohorts of students, offering a safe, engaging space for students to meet daily to attend virtual school, while receiving support from CORA staff. Other YouthCOR team members offered a variety of platforms to engage families, including in-person summer camps, virtual camp, and virtual afterschool programs.

Recognizing that children involved in virtual school were craving opportunities for socialization, the YouthCOR 21st CCLC programs operated in-person STEAM Centers, which brought amazing talented artists, athletes and science-based educators into the programs to hold classes in dance, ceramics, guitar, drumming, soccer, forensic science, robotics, and more. Additionally, a grant from NASA allowed for the incredible inclusion of space exploration education. The smiles on the faces of the children and raving reviews from parents both formally and informally demonstrated that the STEAM Centers hit the mark.

When the programs had to temporarily move to a virtual format, staff packed up individualized supply packs for each family based on program enrollment and ensured that each child had the tools to successfully continue learning and having fun. The pandemic allowed for a platform for the development of brand new programs, including Young Entrepreneurs. Young Entrepreneurs brought a creative opportunity for over 100 middle school students to create their own small businesses while also learning a craft or trade. These business minded youth worked to create high quality products that represented their business design and participated in Virtual Craft fairs, where they could sell their products and earn a profit.

THE COMMUNITY SERVICES TEAM WORKED TIRELESSLY TO ENSURE THAT FAMILIES AND CHILDREN WERE BEST SUPPORTED AT A TIME OF CONSTANT CHANGING NEED.

Social-emotional learning was a critical piece to support youth this year and was integrated into the work of all Community Service programs. The year was extremely challenging for families across the city and left many young people socially and emotionally depleted, but through the outstanding efforts of the CSD team members, creative interventions and listening and responding to ever changing need helped make a difference.

School Services Division Accomplishments

Patty Faix, M.S., *Counseling Program Coordinator,
School Services Division*

Despite the challenges of both in-person and virtual services during the pandemic, the thirty-two non-public school services counselors worked tirelessly in creatively responding to the needs of their schools, students, and families. Over 3,200 individual students received counseling services through the course of the year, with an additional 19,000 students receiving in-person or virtual classroom guidance programming. Among the many guidance topics presented were mindfulness, coping skills, stress reduction, bully prevention, diversity awareness, and community building. Included in special programs offered through CORA this year were the Young Heroes at St. Christopher, No Place for Hate and Peer Helpers at St. Martha, a wellness presentation for faculty at Archbishop Ryan HS which focused on self-care, and a "Wellness Wednesday" feature at Neumann-Goretti HS for the school's social media accounts.



1997

The first Harry Potter book is published by author J.K. Rowling.

1998

The search engine Google is founded.

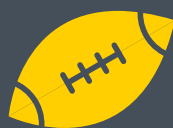


2011

CORA began Early Intervention Services.

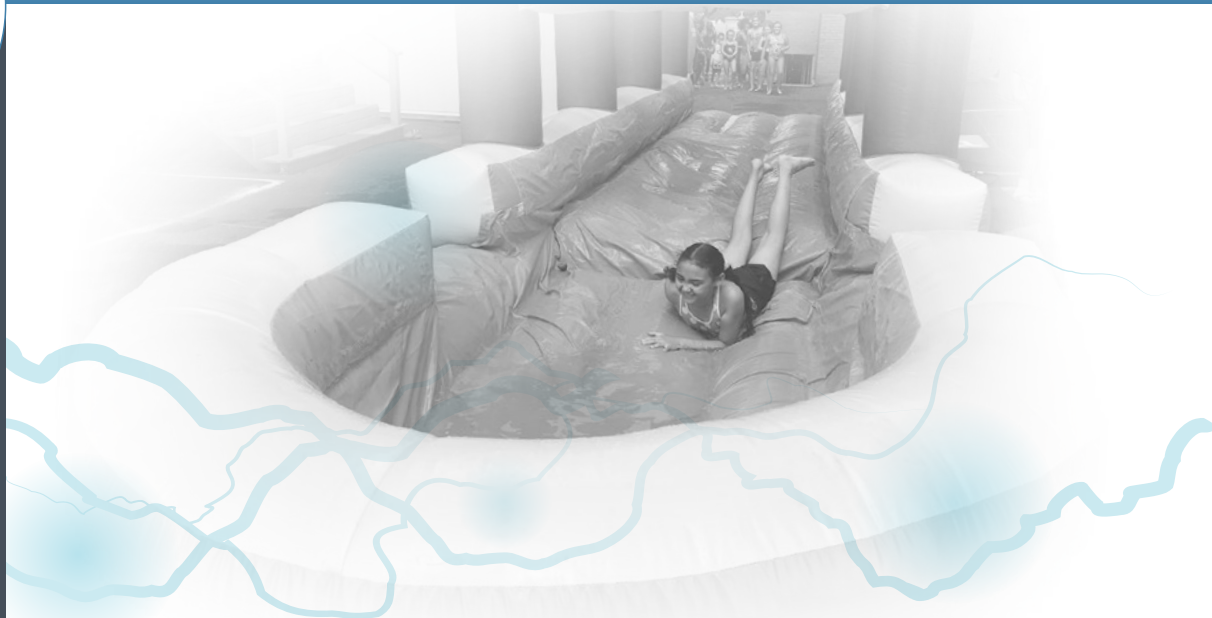
2012

CORA Early Years opens on La Salle University's campus.



2018

The Philadelphia Eagles won their first-ever NFL Super Bowl Championship.



Clinical Services Division Accomplishments

Chuk Akaluka, *Managing Director, Clinical Services Division*

Innovation, creativity and adaptability are words that describes CORA's Clinical Services Division's ability to transition its whole operations from in-person services to telehealth. Each staff person in the division worked tirelessly to adjust to the increased and changing needs of our clients and community. Our division also helped to develop and staff the Family Resource Line (FRL) that was implemented to address the challenges that families were experiencing as a result of the COVID-19 pandemic.

Clinical Services Division added a new program, Intensive Behavioral Health Services (IBHS) to its fold. CORA's IBHS program was developed, licensed and became operational in September 2020. Our IBHS program accounts for more than sixty percent of our divisional budget and personnel. We also expanded our services outreach with the Law Enforcement Health Benefits (LEHB) program. This program provides counseling services to the members of our law enforcement community and their dependents.

Lastly, we on-boarded and trained more than 45 new staff across the division. Our supervisors developed and implemented robust training curriculums that allowed them to adequately train and deploy their newly hired staff. Our staff exhibited great flexibility and willingness to adapt and develop interventions that targeted the changing challenges that our families were dealing with during the pandemic and beyond, and for this I am grateful to every one of our clinical services staff.

Jesa Galloway, *Clinical Director, Clinical Services Division*

CORA-IBHS Program serviced over 110 clients and families virtually and in-person since the program's inception in August 2020. Our IBHS program currently has over 40 employees and continues to grow. The staff are motivated and eager to strengthen and "nurture" the program, hence the program Leadership team implemented a staff recognition program "Team Member of the Month" award, whereby a staff member is recognized each month for their hard work and dedication. Our IBHS services continues to grow and our staff are looking forward to returning to all in-person services in the fall!

Melissa McCullough, *Clinical Supervisor, Clinical Services Division*

SAP Assessment and SAP Case Management continued to provide services seamlessly in an almost completely virtual school year. While schools remaining primarily virtual resulted in referral volume decreases, the intensity and complexity of student/family concerns intensified.

Many parents and caregivers witnessed a decline in their children's academic motivation and performance given the virtual nature of the school year. Parents identified concerns with a lack of social connection and increased family stressors that made this a particularly challenging year on family functioning. Students identified increased levels of anxiety, growing symptoms of depression, and at the extreme end of the spectrum, thoughts of hopelessness and suicide. Access to emotional/behavioral health supports became a challenge as many behavioral health agencies were overwhelmed with referrals. Long waiting lists and insurance barriers had parents feeling overwhelmed.

The SAP Assessors and SAP Case Managers worked tirelessly and compassionately to provide hope and support to parents/caregivers as well as students during the past school year. They went above and beyond the short term nature of the service by offering weekly emotional health check-ins to students in need, advocating with and on behalf of families to access necessary behavioral health appointments, and partnering closely with school counselors to meet the behavioral health needs of students. Virtual Assessments made it easier for parents to attend appointments resulting in an increased show and completion rate (82% in comparison to 72% the previous year).

SAP Assessors and SAP Case managers met with partner agencies to improve relationships, provided training and education to school partners on accessing SAP services, and supported a school in providing grief support following a tragic loss....all virtually.

INNOVATION,
CREATIVITY AND
ADAPTABILITY
ARE WORDS THAT
DESCRIBES CORA'S
CLINICAL SERVICES
DIVISION'S ABILITY.



THE COMMUNITY CLINICAL SERVICES CONTINUED PROVIDING SERVICES THROUGH COVID-19 WHILE THE BUILDING WAS CLOSED.

Karen Sharkey, *Clinical Director, Clinical Services Division*

Clinical Services continued providing services through COVID-19 while the building was closed. Staff quickly learned how to provide telehealth and assist clients in learning how to use technology for sessions. Staff had to be creative and resourceful in keeping young children's attention on a computer screen and still provide therapeutic services. In the beginning, many sessions occurred by phone which was also challenging as body language is an important part of interaction. Despite the challenges, our number of attended sessions was very high due to a combination of convenience for clients and also the high level of stress COVID-19 created in clients and their families.

Staff also had their own personal and COVID related stresses, coupled with the isolation of working from home, higher client clinical needs, and adaptation to a new counseling environment. In spite of their own needs, staff always gave 100% to their clients. Once the building reopened, staff began to split their time between in-person and video sessions based on clients' needs/desires.

In Family Advocate, we supervise three graduate interns at any given time. They are with us for one year and provide counseling, with supervision, just as the other FA counselors. We are often able to hire these students after they complete their internship (which is often the last step before graduation) if a position is available. This just occurred—an intern, who ended her internship in May, began employment with us in June.

Lindsay Cohen, *Program Administrator, Intervention Services, Clinical Services Division*

IPS served 61 youth this year despite the Police Diversion Program being paused due to the pandemic. IPS did not miss one day of programming when COVID hit. The IPS staff found creative ways to engage the youth, while still remaining safe. Activities include biweekly boxing classes, media workshops, gardening club, and art therapy. The IPS group also built a beautiful rock labyrinth designed for meditation, reflection, and relaxation right on CORA's property!

Katie Cardone, Program Administrator, Drug & Alcohol Services,
Clinical Services Division

Clinical Services IPS and Drug and Alcohol teams planned and facilitated two Clinical Open House events as a way to engage with the CORA community and provide much-needed education and screening information about mental health and wellness. These events were hosted in-person in CORA's parking lot. Highlights of these events included behavioral health screenings, art activities, food/ice cream, live performances and on-site linkage to behavioral health and community resources. For our Spring Open House event, CORA participated in SAMHSA's Communities Talk initiative which is dedicated to preventing underage drinking through education and community conversations. With the support of SAMHSA, our drug and alcohol service providers invested their creativity and hard work to create an interactive display for the Communities Talk initiative.

CORA's leadership and staff did an incredible job of service delivery through the height of the Covid pandemic.

At a time when the agency's child and family services were needed most, CORA was pro-active and creative in securing emergency funding support while maintaining staff stability in a very challenging period. The resourcefulness that CORA demonstrated while serving the children and families of the city through this difficult time underscores the mission focus it has had since the agency was founded by Sister Charity 50 years ago.

—Jim McManus, CORA Board Member

2020

CORA Early Years Huntingdon Mills Opens.



2021

CORA Services earned a Top Workplace and Woman-Led Culture Excellence Award!



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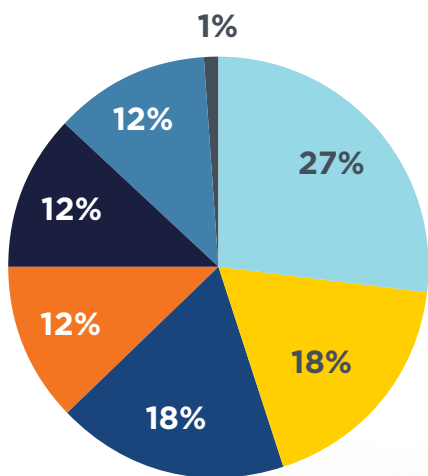
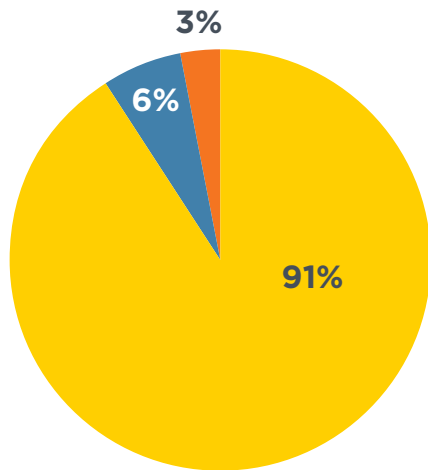
Wish to donate to CORA? Please visit coraservices.org/donate

CORA is truly a special organization, filled with dedicated, exemplary staff who care about the work they do, the services they provide, and communities they serve.

The past year and a half has been a difficult one; but it's important to note that CORA never stopped. Children and families remained the top priority. I believe in the mission of Sister Charity Kohl and the people who wake up every day and choose to do this important work. I believe in the thousands of families served this year and all who will seek out CORA in the future. I give for these reasons and more, and I hope you will consider a gift too.

—Mary Kay McGettigan, CORA Board Member

FINANCIALS FY21



Revenue

Grants & Contracts	23,022,448
Fees & Services	1,525,682
Contributions & Other Revenue	656,213
Total Revenue	25,204,343

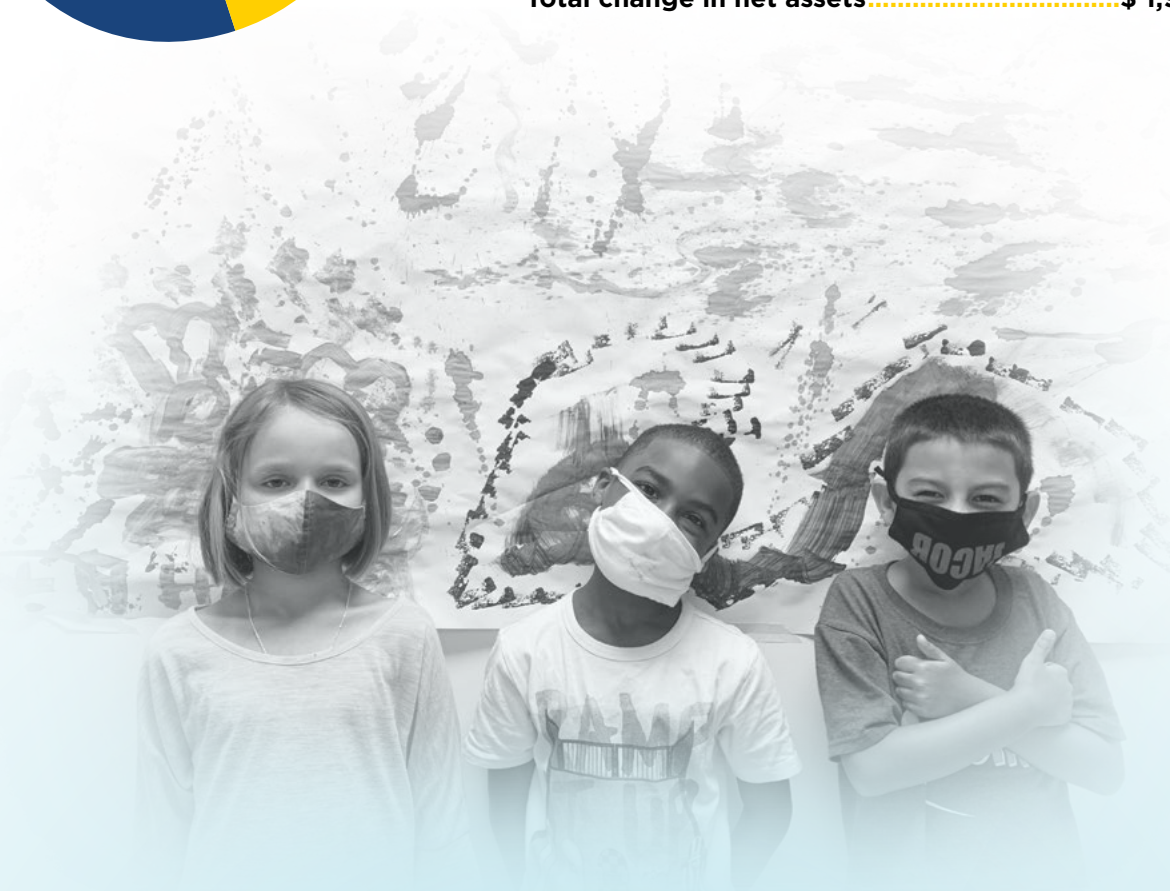
Expenses

Auxiliary School Services	6,958,425
Charter & Other School Services	4,442,943
Counseling, Prevention & Intervention Services	4,552,932
Early Childhood Services	3,088,205
After School Services	2,935,670
Management & General Support	3,078,154
Promotion, Marketing & Fundraising	325,440
Total Expenses	\$ 25,381,769

Operating Net Results **\$ (177,426)**

Temporarily Restricted Contributions for Future Periods	60,000
Excess of consideration paid over net assets acquired (Good Shepherd Mediation)	116,331
Paycheck Protection Program loan forgiveness	1,975,000

Total change in net assets **\$ 1,973,905**



MISSION

Rooted in a tradition of care and compassion, the Mission of CORA Services is to assist children, youth and families experiencing emotional, academic and social challenges which impede their development and productivity. A private, not-for-profit service organization located in Philadelphia, PA, CORA Services provides an array of comprehensive professional services focused on prevention, intervention, remediation and referral assistance.

VISION

The Vision of CORA Services is to provide new perspectives, direction, empowerment, and hope for children, youth and families.

VALUES

We believe in the **value of each person** and the individual's unique potential for growth.

We believe in helping children, youth, and families with problems by **intervening within the interlocking environment of home, school, culture, and community**.

We believe in helping children, youth, and families to develop a **consistent atmosphere of understanding and acceptance** which is supportive of positive growth.

We believe in a **pragmatic service system approach** which is focused on prevention, active and early intervention, remediation, and the development of coping skills inherent in the human spirit.

We believe in networking as well as offering clients **referral assistance** to appropriate providers in order to maximize opportunities for success.

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EVENTS!

Events & Celebrations

2021



Oct 30, 2020 CORA's Trunk or Treat Night

On the eve of Halloween 2020, children and families visited the grounds of CORA Services for contactless trick-or-treating — it was Spook-tacular!



Jan 28, 2021 Champions for Children

On January 28, we kicked off the agency's 50th Anniversary by celebrating our annual Champions for Children event, which recognizes individuals and organizations for key parts they've played in exemplifying and pushing forward our mission. This year, we went all virtual! Want to relive the event all over again?

SCAN THE QR CODE NOW!

Civic Champion Award
Sr. M. Charity Kohl, RGSS, Sr. Brigid Lawlor, RGS, JD

Classroom Champion Award
Harrison Mayall-Weiland, Jessica Grabon, Mariame Sissoko

Corporate Champion Award
John J. Coyle, 4th - Henderson Group,
Valentine Brown - Duane Morris, LLP

March 13, 2021 CORA Bookswap

Reading is fun, educational, entertaining, enhances a child's imagination, expands a child's vocabulary, leads to academic success, and builds independence. This is why on March 13th, we held our very first CORA Bookswap outdoor/socially-distanced event, where kids came dressed as their favorite character and received free books!

May 24, 2021 CORA for KIDS Golf

The CORA for KIDS annual golf outing, one of the agency's main sources of unrestricted funding to support the impactful work we do for Philadelphia's children and families, took place on May 24 at the beautiful Philadelphia Cricket Club! Participation as a golfer helped our staff assist those facing academic, emotional or social challenges. Mark your calendars — On Monday, May 23rd, 2022 the tradition continues! Stay tuned for more details.





JOIN US
APRIL 28TH
AT 6:30PM TO
CELEBRATE
CORA'S 50TH
ANNIVERSARY

CORA'S 50TH ANNIVERSARY

Love in Action

THURSDAY, APRIL 28th at 6:30PM

NATIONAL CONSTITUTION CENTER

Celebrating 50 Years of Champions for
Children & Families



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