

# Profile 2020

BUSINESS WEEKLY

SPECIAL EDITION

HUMAN AND PUBLIC SERVICES

‘OUR  
VISION IS  
TO LEAVE  
EVERYONE  
WE MEET  
A LITTLE  
BETTER  
OFF’

Nan Haver, Service Access and Management Inc., links needy to services



BILL UHRICH — READING EAGLE

Nan Haver of Service Access Management.

**By Marylouise Sholly**  
*Reading Eagle correspondent*

Nan Haver found a business niche that needed filling and has done so, mingling compassion with efficiency through more than three decades.

Haver's company makes sure the helpless in society receive the help they need.

Haver, Sinking Spring, is the president and CEO of Service Access and

Management Inc., a not-for-profit human services corporation that primarily works in case management for a variety of populations.

Based in Reading at 19 N. Sixth St., Service Access and Management, or SAM, is the equivalent of the business oak that grew from the idea acorn.

SAM has more than 800 employees working in more than 60 counties throughout Pennsylvania

and six counties in New Jersey, serving 25,000 people annually.

SAM's revenue exceeds \$86 million, according to site information.

The company serves children and adults with mental illness, all ages of people with intellectual and developmental disabilities, infants and toddlers from birth to age three who have developmental delays and adults with physical disabilities

or those over the age of 60 who qualify for nursing home placement, but choose to remain in the community.

Haver's staff also works with children and adults who are members of Geisinger's Medicaid managed care program, children and families in the child welfare system and school-aged children having issues with truancy.

“The common denom-

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## Haver

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inator is that they are Medicaid recipients," Haver said. "We have contracts with counties, and we bill Medicaid to provide finances for the services they need."

Who knew there were so many people who needed help?

Haver knew, so she did something about it.

### Better as nonprofit

"When we started, we were part of the Berks County government," Haver said. "I started there almost 33 years ago as a caseworker. After working in city government for 10 years, I realized we could better serve our clients as a nonprofit."

"We could serve our constituents better by having a contract (with local government) and that gave us a bit more flexibility," Haver said.

By 1997, SAM was up and running.

"There is a huge need,"

**"It's been quite a ride. Berks County is our home; they believed in us all those years ago and supported us."**

Haver said. "All their services are paid for by Medicaid insurance, and we're the people who help them get linked to those services."

"We meet with the people who need service and continue to monitor to make sure they are getting what they need, to make sure they can stay in the community," Haver said. "Other counties thought it was a good idea, so now we're in 60 counties in Pennsylvania."

Originally from Michigan, Haver moved to Pennsylvania when she married, loved the area,

and stayed.

"It's been quite a ride," Haver said. "Berks County is our home; they believed in us all those years ago and supported us."

It's a working world that has plenty of challenges, Haver said.

"Our staff are truly our greatest asset, and recruiting and training the best staff is probably our biggest challenge," Haver said. "We have 800 people who work tirelessly. It's not an easy job, but we realize, without our employees, we are nothing, so we try hard to keep them, offering competitive salary and benefits."

In addition to case management, staff also does crisis intervention, trying to help people at their most vulnerable times.

"They go out 24/7, so look at all the people we've helped; that's my greatest satisfaction," Haver said. "Our vision is to leave everyone we meet a little better off, and I think we do."

## PROFILE 2020 HUMAN AND PUBLIC SERVICES

# Breast Cancer Support Services of Berks County

529 READING AVE., SUITE C, WEST READING  
610-478-1447 WWW.BCSSBERKS.ORG

Breast Cancer Support Services of Berks County, or BCSS, is a survivor-driven nonprofit breast cancer organization dedicated to providing hope, information and emotional support to people whose lives have been impacted by breast cancer.

We provide a number of support programs for women recently diagnosed with breast cancer, for all survivors, for young survivors under the age of 45 and for those who are exploring the impact of hereditary breast and ovarian cancer. Support groups and resources in Spanish are also available. All BCSS programs and services are provided at no cost regardless of socioeconomic circumstances

or where medical treatment is received.

BCSS also provides the following additional services:

- Comfort bags: A group of volunteer women have combined their hearts and talents to provide comforting items during a confusing time to ensure no one faces breast cancer alone.

- Support line: Connects callers to a trained peer volunteer who has been diagnosed with breast cancer for emotional support, guidance and hope.

- Contact a survivor: This program allows individuals to connect with trained peer volunteers by computer to provide comfort and personalized support during critical times.

- Counseling assistance

program: This program provides assistance with counseling services needed to manage cancer-related behavioral health issues.

- Survivors Financial Aid Fund: This fund is designed to ease the financial burden of a breast cancer diagnosis of those in active treatment.

- Lending library: BCSS has Berks County's most extensive selection of more than 200 books, pamphlets, DVDs and CDs on breast cancer and related topics. The library is free and open to the community.

For more information, call the office at 610-478-1447 or visit our website, [www.BCSSBerks.org](http://www.BCSSBerks.org), to learn about groups and programs, or to volunteer.

Given the current situation with COVID-19 and the community we serve, BCSS will be canceling all in-house programs, including support groups, until the end of April - effective Tuesday, March 17th. Please know that BCSS staff is working diligently to set up an online connection for survivors to receive support. Please watch our website and Facebook page for more information regarding how to connect online for support, and further updates.

If you feel isolated or feel like you need someone to talk to, please do not hesitate to call our Support Line at 610-375-9925 7 days a week from 9am-9pm. You may also Contact a Survivor via email by visiting our website at [www.BCSSBerks.org](http://www.BCSSBerks.org).



Breast Cancer  
Support Services of Berks

529 Reading Ave.  
Suite C, West Reading  
[director@bcssberks.org](mailto:director@bcssberks.org)  
610.478.1447

## Discover the Possibilities!

### BERKS COUNTY PARKS & RECREATION DEPARTMENT



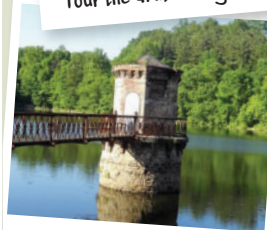
Tour the Gruber Wagon Works.



Attend a Festival!



Go for a Bike Ride or Walk.



Visit Antietam Lake Park.



See the Distelfink!

- Festivals & Concerts
- Environmental Education
- Summer Camps
- Outdoor Recreation
- Interpretive Programs
- Gruber Wagon Works Museum
- C. Howard Hiester Canal Center
- Picnic Areas & Playgrounds
- Volunteer Opportunities

2020 Calendar of Events Now Available!



For a 2020 Calendar of Events Guide or more information, call 610-374-8839 or visit [www.countyofberks.com/parks](http://www.countyofberks.com/parks)



## PROFILE 2020 HUMAN AND PUBLIC SERVICES

# Berks County Parks & Recreation Department

2083 TULPEHOCKEN ROAD, WYOMISSING, PA 19610  
610-372-8939 WWW.COUNTYOFBERKS.COM/PARKS

Welcome to Berks County's beautiful park system, with eight parks for you to visit and enjoy, as it celebrates 50 years in 2020.

We offer programs year-round. Whether you enjoy summer concerts, festivals and special events, historical and cultural programs, outdoor recreation or environmental education, we have something for everyone of all ages. The 4.5 mile Union Canal Towpath Bicycle & Walking Trail, which connects parks from Reading to Blue Marsh Lake, includes the Stonecliffe Recreation Area, Berks Leisure Area, Gring's Mill Recreation Area, Red Bridge Recreation Area and the Berks County Heritage Center (featuring the Gruber Wagon Works, C. Howard Hiester Canal Center, Wertz's Red Bridge

and Melcher's Grist Mill). The parks system also includes the Allegheny Aqueduct/Beidler House in Gibraltar and Antietam Lake Park in Lower Alsace Township (with 10 miles of trails)

For more information, call 610-372-8939, visit [www.countyofberks.com](http://www.countyofberks.com) or find us on Facebook and Instagram. Discover the possibilities.

## HUMAN AND PUBLIC SERVICES

# Penn State Berks

P.O. BOX 7009, TULPEHOCKEN ROAD, WYOMISSING, PA 19610  
610-396-6000 WWW.BERKS.PSU.EDU

Located in suburban Berks County on 258 scenic acres, Penn State Berks offers 21 bachelor's degrees — including the only engineering degrees in Berks County — as well as four associate degrees, an MBA program and a wide variety of continuing education offerings. Students can also take the first two years of 275+ bachelor's degrees that can be completed at other Penn State campuses.

With an enrollment of more than 2,600 students, 800 living on campus, the college provides a rich and diverse student life, including more than 50 clubs and NCAA Division III athletics, including

12 varsity programs. Scholarships and financial aid are available, as well as services for veterans and international students.

Penn State Berks offers all the advantages of a Big Ten university in a small college setting. Students have the opportunity to work with faculty on research, to study abroad and to participate in community service activities. Most degrees have an internship component and most internships lead to jobs.

Penn State Berks stimulates economic growth and entrepreneurship in the community through two unique programs: the Berks LaunchBox, an innovation hub located in

downtown Reading, and the Flemming Creativity, Entrepreneurship and Economic Development, or CEED, Center on campus.

The recently renovated Luerksen Science Building houses the area's only teaching cadaver laboratory and the Gaige Technology and Business Innovation Building houses the University's only teaching fluid dynamics lab. The Gaige Building received LEED gold-level certification as a green facility.

The college is expanding and renovating its Beaver Community Center, which will enhance teaching, learning and co-curricular space on campus.



## Earn a Penn State degree close to home

At Penn State Berks, you get the big university degree, right here in Berks County. With 25 baccalaureate and associate degrees, an MBA\*, and the first 2 years of 275+ degree programs that can be completed at other campuses, there is no limit to the opportunities! Adult learners will find programs tailored to their needs with flexible schedules.

\*The MBA program is offered through Penn State Great Valley.



**PennState**  
Berks

610-396-6060

[berks.psu.edu](http://berks.psu.edu)



/pennstateberks



@PennStateBerks



/psuberks