Centered on the very best health

2017-2018 ANNUAL REPORT

Children's Service Center
an integrated behavioral health organization

CHILD AND FAMILY-FOCUSED CENTER FOR BEHAVIORAL HEALTH

PRIMARY CARE AND PHARMACY SERVICES
For the Children’s Service Center, 2018 was a year of some of our greatest accomplishments and challenges. The next generation of our commitment to be “Centered on the Very Best Health” was realized with the introduction of Integrated Clinical Health Care Services. This was made possible when, in April, we cut the ribbon on the new 28,000 sq. ft clinic located on our main campus on South Franklin Street.

Significant programing expansion was realized throughout the last year as well. Highlights include:

- The number of adults served now totals 1,000+.
- CSC assumed the operations of Merakey in Wayne County. With this expansion, three new school districts were added to the CSBBH program bringing the total School Districts served to twelve.
- The Drug and Alcohol Program established a pilot program in the Pittston School District where students are screened and assessed for potential substance use disorders.
- CSC was selected to become part of the Autism Collaborative Centers of Excellence (ACCE). Through the leadership of AllOne Foundation, ACCE was formed to enhance the service delivery system and minimize the service gaps for individuals with Autism Spectrum Disorder (ASD) and their families living in Northeastern and North Central Pennsylvania.

With success come challenges.

- The current job market presents issues in recruiting professional staff.
- The landscape for health care as delivered by the Children’s Service Center is shifting toward the Federally Qualified Heath Center model.
- Growth has necessitated a review physical plant.
With the support of the Board of Directors, management continues to study each issue and make improvements to systems and service delivery.

In times of significant change, it is important to recall the founding principles of the Children’s Service Center. In October, we took time to acknowledge those principles when we hosted a ceremony to bless the stone placed on the graves of 19 Children’s Home orphans who passed between 1880 and 1910. Each child’s name was said aloud in order to acknowledge not just their lives but our founders’ commitment as well as ours to the safety and well-being of each individual we serve.

It remains my privilege to lead this organization and to assist in providing services that are “Centered on the Very Best Health.”

Michael Hopkins
President, Chief Executive Officer

ACHIEVEMENTS

During 2018, the Children’s Service Center was honored to be recognized by our peers for success in design and construction and program implementation.

THE REHABILITATION AND COMMUNITY PROVIDERS (RCPA) selected CSC’s new Integrated Clinical Health Care Program for the organization’s 2018 Innovation Award.

THE GREATER WILKES-BARRE CHAMBER OF BUSINESS AND INDUSTRY selected CSC’s new outpatient clinic for a 2018 “Pride in Place” award.

Meeting all standards, the Children’s Service Center was re-accredited by THE JOINT COMMISSION.
SCHOOL-BASED DRUG & ALCOHOL PREVENTION PROGRAM

Substance abuse problems are currently destroying our homes, communities, schools and states. The recent Opiate Epidemic has shed light on a National problem that is demanding additional resources and a shift in previous treatment approaches. All of the available research suggests that the best course of action is to provide young adults with the education and resources needed before they begin to abuse substances. Further, it is imperative that interventions be accessible and available to those young people who choose to experiment. Additionally, it is important to provide the skills and resources needed for families to aid in their ability to better understand the risk factors associated with adolescent substance abuse. Lastly, school administration and staff are more often in the position to help better identify those adolescents who may be at risk, or have started experimenting. It is critical that school districts have resources available to them to better manage these cases and maintain a healthy academic environment.

During the spring of 2018, the Children’s Service Center (CSC) launched a pilot program in the Pittston Area School District. The goal of the pilot program is to provide early intervention through implementing an evidence-based, school-based addiction prevention education programming for children and adolescents. Initially, the Drug & Alcohol Specialist was charged with assessing those clients served through the CSC’s CSBBH Pittston-based team. Interest in the program was immediate, and, as referrals from school personnel increased, the D&A Specialist began providing services throughout the school system.

RESPONDING TO REGIONAL NEEDS

Through its strategic planning process, the Children’s Service Center identifies issues that are having the greatest impact on the region.
INTEGRATED HEALTH CARE & DENTAL SERVICES

The inclusion of oral health in the Integrated Health Care Model plays an important role in improving each patient’s overall health through access to therapies to reverse or prevent the progression of disease.

During 2018, with our partner, The Wright Center for Community Health, CSC introduced dental services on its Wilkes-Barre campus. Monthly, dentists and dental hygienists provide the following services for CSC clients:

1) **Initial assessment with radiographs as needed** (age appropriate)
2) **Caries Risk Assessment**
3) **Oral Hygiene Instruction**
4) **Child Prophylaxis** (dental cleaning and polish)
5) **Topical Fluoride Varnish Application**
6) **Sealants as needed**
7) **Scheduling of restorative work required** (dental caries removal and restoration with filling material)

AUTISM COLLABORATIVE CENTERS OF EXCELLENCE

Through the leadership of the AllOne Foundation, during 2018, the Autism Collaborative Centers of Excellence (ACCE) was formed to develop a strategic approach to address needs and service gaps for individuals with autism spectrum disorder (ASD) and their families living in the thirteen counties that make-up Northeastern and North Central Pennsylvania. Eleven regional organizations and foundations make up this remarkable effort to assure that youth and adults with ASD – and those who care for them – have access to every service available to support their treatment and make their lives more meaningful.

Through a generous grant from The Harry and Jeanette Weinberg Foundation, the Children’s Service Center was named the Hazelton-based “Community ACCE Hub.” This localized Community Hub is now responsible for the active administration and coordination with the eleven ACCE partners. CSC’s ACCE Service Navigator provides on-site services and makes referrals for patients throughout the network.
Centered on the Very Best Health

STRATEGIC EXPANSION

ROBINSON COUNSELING CENTER

The Children’s Service Center’s mission is deliberate in its inclusion of families in the CSC’s promise to “provide quality services with care and compassion.”
Serving individual adults was the next logical step in our commitment to offer “the very best health” services.

Over the last year – through our affiliate, the Robinson Counseling Center — adult services have expanded throughout the region in Luzerne, Wyoming, and Wayne Counties.

Named in honor of Dr. J. Franklin Robinson, former Medical Director of the Children’s Service Center, therapists from the Robinson Counseling Center work with adults seeking assistance on a wide range of emotional, social, and psychological issues.

All therapeutic services are administered under the direction of Board Certified Psychiatrists and conducted by Certified Physician Assistants and Licensed Therapists through individual, group, and family counseling. Services include:

• Adult & Adolescent Drug & Alcohol Treatment Program
• Certified Recovery Specialist
• HOPE (Helping to Overcome Psychosis Early)
• Medication Management
• Integrated Medical Services (primary care physicians, pharmacy)
• Blended Case Management

In addition, through CSC’s collaboration with the Autism Collaborative Centers of Excellence (ACCE), adults diagnosed with Autism Spectrum Disorder and their families can be referred for services throughout the region.

Robinson Counseling Center services for adults are available at:

Wilkes-Barre: 570-301-0935
Tunkhannock: 570-836-2795
Honesdale: 570-253-0321
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WE THANK YOU!

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The M&T Charitable Foundation
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Mrs. Theresa Martini
Maslow Family Foundation
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McCarthy Tire Service Co., Inc.
McCole Foundation
McDermott Real Estate Appraisals, Inc.
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The New Shoe Store
Mrs. Mary Nice
Norm’s Pizza & Eatery
Northeastern Pennsylvania Health Care Foundation
One Point
Joseph & Erma Paglianite Charitable Foundation
Pennsylvania American Water
Peoples Security Charitable Foundation
Pepperjam
Perkins Family Restaurant, Wilkes-Barre
Sharon Pisarcik
PNC
PNC Foundation
Price Chopper
Pride Mobility Products
Pulman Interiors
Quad Three Group, Inc.
Rent-A-Center — Wilkes-Barre
Judy Rice
The Rite Aid Foundation KidCents
Richard & Virginia Rose
Stephen Rosenthal
Sand Springs Country Club
Scranton Wilkes-Barre Rail Riders
Paul J. Siegel
Margaret Simms
Ronald & Rhea Simms
Shadowbrook Inn & Resort
Sheldon-Kukuchka Funeral Home
Ron Simon

A VERY SPECIAL THANK YOU!

On behalf of the children, adults, and families we serve, a very special thank you to the staff of the Children’s Service Center and Robinson Counseling Center who continually donate so generously to the following: Holiday Giving Tree, The Best Thanksgiving Ever, Annual Golf Tournament, Holiday Food Drives, Lunch for a Cause, and Back to School Supplies.
2018-2019

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CENTERED ON THE VERY BEST HEALTH

STAFF
The ability to provide the “very best health” begins with the very best employees. Throughout the region, the Children’s Service Center - and its affiliate, the Robinson Counseling Center - proudly employ the most qualified and dedicated professional staff who consistently use evidence-based treatment when assisting our clients.

STAFF STATISTICS
Licensed Staff: 69
Bachelors’ Degree: 204
Master’s Degree: 128
Doctorate: 8
Financial Highlights

Audited FY 2018 Revenue
- Managed Care Organizations (MCO) 71%
- Education Revenue 8%
- Insurance 7%
- Govt Agencies 8%
- Other Sources 6%

Audited FY 2018 Expenses
- Salaries 67%
- Health Insurance 10%
- Other Benefits 8%
- Depreciation 2%
- Non-Salary Expenses 13%

Audited FY 2017 Revenue
- Managed Care Organizations (MCO) 73%
- Education Revenue 9%
- Insurance 7%
- Govt Agencies 7%
- Other Sources 4%

Audited FY 2017 Expenses
- Salaries 67%
- Health Insurance 10%
- Other Benefits 8%
- Depreciation 2%
- Non-Salary Expenses 13%
LOCATIONS

OFFICES

1. Wilkes-Barre – CSC Main Office
   335 South Franklin Street
   Wilkes-Barre, PA  18702
   570-826-6425

2. Robinson Counseling Center
   334 South Franklin Street
   Wilkes-Barre, PA  18702
   570-301-0935

3. Tunkhannock Office
   133 West Tioga Street
   Tunkhannock, PA  18657
   570-836-2722

4. Nanticoke Office
   137 East Noble Street
   Nanticoke, PA  18634
   570-735-7369

5. Hazelton Office
   20 North Laurel Street, Suite 2E
   Hazelton, PA
   570-497-4282

6. Danville Office
   580 Railroad Street
   Danville, PA  17821
   570-275-9770

7. Honesdale Office
   840 Main Street
   Honesdale, PA  18431
   570-253-0321

SCHOOL DISTRICTS

1. Crestwood School District
   281 South Maintain Boulevard
   Mountain Top, PA  18707

2. Dallas Area School District
   2030 Conyngham Ave.
   Dallas, PA  18612

3. Elk Lake School District
   2380 Elk Lake School Road
   Springville, PA 18844

4. Lackawanna Trail School District
   PO Box 85
   Factoryville, PA  18419

5. Minersville Area School District
   1 Battlin’ Miner Drive
   Minersville, PA  17954

6. Mount Carmel Area School District
   600 West 5th Street
   Mount Carmel, PA  17851

7. Pittston Area School District
   5 Stout Street
   Pittston, PA  18640

8. Pottsville Area School District
   1501 West Laurel Boulevard
   Pottsville, PA  17901

9. Shamokin Area School District
   2000 West State Street
   Coal Township, PA  17866

10. Shikellamy School District
    200 Island Boulevard
    Sunbury, PA  17801

11. Wallenpaupack Area School District
    2552 Route 6
    Hawley, PA  18428

12. Wayne Highlands School District
    482 Grove Street
    Honesdale, PA  18431

13. West Side Career & Technology Center
    75 Evans Street
    Kingston, PA  18704

14. Wilkes-Barre Area School District
    730 South Main Street
    Wilkes-Barre, PA  18711

15. Wyoming Area School District
    252 Memorial Street
    Exeter, PA  18643

16. Wyoming Valley West School District
    450 North Maple Avenue
    Kingston, PA  18704