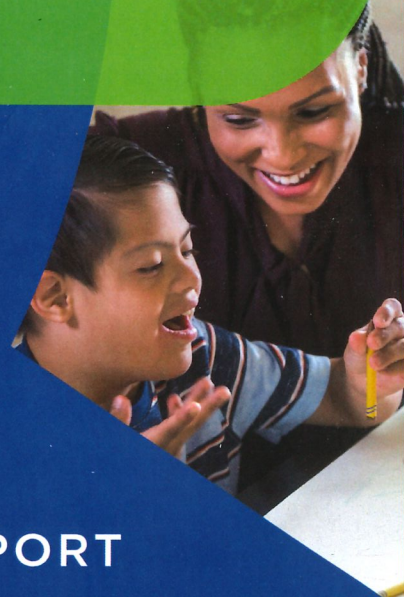


Quality

LEARNING COMMUNITY
SOCIAL RESPONSIBILITY



2019 ANNUAL REPORT





PRESIDENT'S MESSAGE

The last year was one of extraordinary growth and expansion for Children's Service Center (CSC) and its affiliate, Robinson Counseling Center (RCC). While the number of children served continues to increase steadily year over year, the growth among adults served by RCC has been explosive. Consider: In 2015, RCC served 464 clients age 18+. At the end of 2019, that number was just shy of 2,500. Since 2017, the number of adults served by the RCC's Drug & Alcohol Program has increased by more than 400 percent. With growth comes the need to expand services for these clients with the highest quality programs available.

We continually reaffirm our commitment to quality by adhering to the principles of a Learning Community. Peter M. Senge, author of *The Fifth Discipline, The Art & Practice of The Learning Organization*, states it this way,

"A learning organization is one where people continually expand their capacity to create the results they truly desire, where new and expansive patterns of thinking are nurtured, where collective aspiration is set free, and where people are continually learning how to learn together."

For the last ten years, CSC's management team has worked on incremental steps toward the establishment of a true CSC Learning Community. Examples include programs such as tuition reimbursement; frequent Town Halls; student loan assistance; financial assistance with the certification process; Leadership Development classes; Sanctuary; and the Employee and Family Satisfaction Survey (to name a few). I recognize that these achievements are not permanent. A Learning Community constantly reinvents itself by listening to each other's ideas and identifying action steps and solutions.

Continually improving the quality of our organization and its programs is fundamental to our mission and goes hand in hand with establishing the basics of a Learning Community. CSC continues to invest in its Quality and Compliance Department that is guided by a performance improvement methodology. Established indicators include target goals and measurements of both external and internal organizational expectations. Our design identifies approaches to achieve outcomes by collecting and analyzing data to determine the effectiveness and success of the methods and programs. This year, through a grant awarded by The Fund for Shared Insight -- a coalition of national foundations -- we will study the efficacy of our Integrated Behavioral Health Program. Initiatives like this give us the ability to learn from those we serve.

Overall, we are proud of our achievements over the last year serving 8,521 individuals through the programs of Children's Service Center and Robinson Counseling Center. It remains my privilege to lead this organization in providing quality services to each one of them.

A handwritten signature in blue ink that reads "Mike". The signature is written in a cursive, slightly stylized font.

Mike Hopkins
President, Chief Executive Officer

RESPONSE TO A PANDEMIC



As the Children's Service Center's 2018-2019 annual report was in the final phase of production, the world changed as did daily life. While the purpose of the annual report is to advise our supporters on the status of the previous year's activities of the CSC and its affiliate, Robinson Counseling Center, it is important for the reader to understand the CSC's response to this once-in-a-century pandemic.

Over the 158-year history of Children's Service Center, this period will be recalled as spectacular - in both striking and meaningful ways. Spectacular in that we witnessed a challenge not known in our lifetimes. Meaningful in that each person associated with this organization stepped up to perform beyond anything that has ever been asked of them.

My "CEO Message" found in this report was written before the onset of the Pandemic. It focuses on CSC's continued focus on program quality and our commitment to a "Learning Community." I would not change one word. While the outcome of the pandemic may slightly alter the way we will provide services in the future, it will never change the Children's Service Center's commitment to its employees and providing the very best behavioral health care services for our current and future clients.

Mike Hopkins



CSC's Commitment to Corporate Social Responsibility



SINCERITY

As a Sanctuary-centered organization, we treat each other with dignity and respect.

MARKET

We have made a conscious decision to not just stand by when other areas need our services. The market we serve has expanded to counties an hour or more away from our home. We do that because what we do can help many. We have grown to be one of the largest child serving organizations in the Commonwealth and as our adult practice grows, we will become one of the largest behavioral health providers for all ages in the state.

RESPONSIBILITY

We are accountable to many. We are responsible for serving more than 8,000 clients annually. As a corporation, we are responsible to our nearly 500 employees to make sure we can support their efforts both at work and at home. We are



responsible to our Board of Directors and our community. Example: when Children's Service Center acquires a property in Wilkes Barre, CSC pays the City whatever the former homeowner was paying in city taxes. Instead of becoming a burden on the city taxpayers, CSC takes responsibility as a neighbor as we continue to grow.

ETHICS

We always err on the side of caution with anything related to ethically appropriate service. For example, when we have a question about whether an incident should be called into ChildLine, we report it. When identifying billing that appears not supported by documentation, we pay it back. We spend a great deal of time and resources on record reviews and scorecards to insure that, ethically, we are always doing the right thing.

SUSTAINABILITY

We have enjoyed steady growth over the years. We have maintained a culture that supports meeting the needs of the communities we serve. This culture of being there when we are needed has allowed us to offer a sustainable product to our consumers.

RESOURCES

As an organization, we deliver excellent resources back to our staff and Community. For our staff, it's a good health insurance program, 401K plan, tuition reimbursement, student loan assistance, and competitive living wages. For the Community distributing Thanksgiving dinners to client families who are unable to provide a traditional meal has become our tradition. The Giving Tree Holiday program has increased to the point where we distribute 2,000+ presents to clients in need. And, monthly CSC volunteers pack, distribute and/or deliver more than 200 food packages from the CSC/Weinberg Food Bank to client families.

LONG TERM AND GOALS

Every three years, we complete a long range planning process that includes giving the opportunity for all staff to have input in the goals of the organization. Through Town Hall meetings, we share progress toward goals and hear from the staff on issues they feel need to be considered or addressed. We have Four Pillars that guide everything we do: put our customers first; act with financial responsibility; expand the organization; and do it all with quality at the core of everything we do.



A Learning Community

We continually reaffirm our commitment to quality by adhering to the principles of a Learning Community. Through a decade of incremental steps, CSC has established the following mechanisms and programs to develop the CSC and RCC workforce as a community of learners. It will always remain our policy to assist and encourage employees to obtain skills, knowledge, and abilities that increase the effectiveness of our programs as well as improve the employees' career opportunities with the CSC.

LEADERSHIP DEVELOPMENT:

Annual, ten-month program to develop leadership skills of select employees who demonstrate the potential to lead agency programs or divisions.

TUITION REIMBURSEMENT:

A reimbursement program for employees who wish to continue their education or licensure to secure increased responsibility and growth within their professional careers.

STUDENT LOAN ASSISTANCE:

Eligible employees are offered a structured program to assist with the reduction of student loans.

TOWN HALLS:

Semiannually, the Executive Leadership Team conducts Town Halls with staff of all programs to provide agency updates and determine program issues and needs.

EMPLOYEE SURVEY:

Annually, CSC conducts an employee survey that probes for employees' opinions on management, salary, other benefits, and corporate culture. Results are shared with the Board of Directors and all employees of the organization.



CERTIFICATION:

Financial support for the maintenance of state licenses, credentialing, or professional certifications as well as payment for CEU credits required to maintain licensure.

SANCTUARY

The Children's Service Center is a Sanctuary-Centered Organization that operates in a non-hierarchical, highly participatory, "trauma-informed and evidence-supported" operating system for human services organizations. This helps the organization function in a humane, democratic, and socially responsible manner and thereby provide effective treatment for clients in a clinical setting.

Our gracious donors...

WE THANK YOU!

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Luzerne Optical Laboratories

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McCarthy Tire Service Co. Inc.
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Misericordia University
Michael Mootz Candies
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Moses Taylor Foundation
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Mary B. Nice
Norm's Pizzeria
Northeastern Pennsylvania Health Care Foundation
Thomas O'Connor, Esq.
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Joseph & Erma Paglianite Charitable Foundation
Peoples Security Charitable Foundation
Pepperjam
Perkins
Sharon Pisarcik
PNC
Nancy Pointon
Price Chopper
Judith Rice
The Rite Aid Foundation KidCents
Rockefeller Philanthropy Advisors
Rodano's
Rustic Kitchen
Ruth's Chris Steak House
Sand Hill Springs Golf Course
Saxon Psychiatric Services PC

**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.

Schiel's Family Market
 Shadowbrook Inn and Resort
 Shoal Foundation
 Paul J. Siegel
 Ron Simon
 Sordoni Family Foundation
 Sordoni Construction Services
 Mrs. Margaret Sordoni
 Alana Southworth
 Jonathan Spohrer, Esq.
 St. Jude's Church
 Stone Hedge Golf Club
 Tambur Family Foundation
 Teamsters, Local #401
 Thalenfeld Family Charitable Trust
 John Thalenfeld
 Three Sisters
 TJ Maxx
 Trans-Med Ambulance
 Employees of Trion Industries
 Two Jacks Cycle
 UNICO National
 United Way of Wyoming Valley
 Sara Van Whey
 The John & Helen Villaume Foundation
 Mr. & Mrs. John Wallace
 Wayne County Community Foundation
 Wegmans
 The Harry and Jeanette Weinberg Foundation, Inc.
 Weis Markets, Inc.
 Westmoreland Club
 Williams Pipeline
 Mr. & Mrs. Carl Witkowski
 The Wright Center For Community Health
 Wyoming Valley Athletic Association
 Wyoming Valley Country Club
 Wyoming Valley Country Club — Women's Team
 Young Lawyers Division of the Wilkes-Barre
 Law & Library Association
 Senator John Yudichak
 The Yudichak Family Lighthouse Fund
 of The Luzerne Foundation
 Sally Yudichak For CSC Fund
 of the Luzerne Foundation

† Deceased

2018-2019

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VICE CHAIRMAN COLLEEN DOYLE, ESQ.

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John P. Henry

Judy Rice

Paul J. Siegel

Jonathan Spohrer, Esq.

John Thalenfeld

Kerry Turner

DIRECTORS EMERITI

Connie Tressler

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

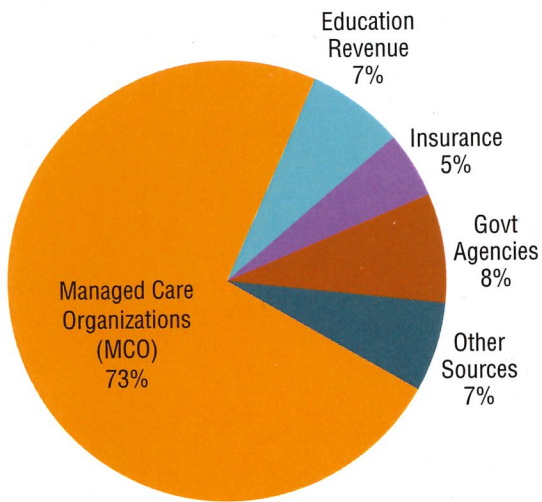
Master's Degree: 128

Doctorate: 8

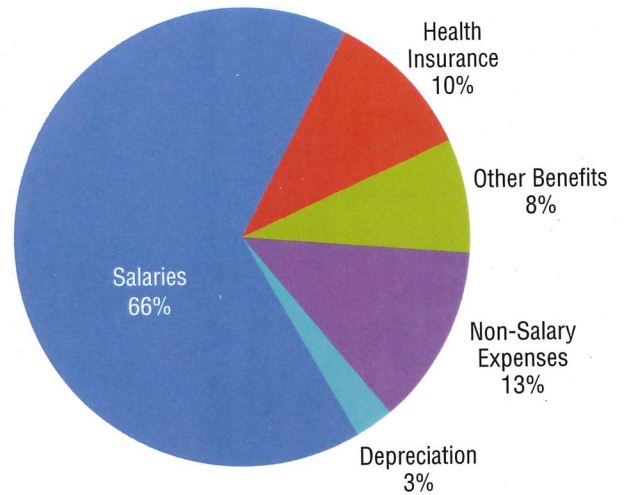


Financial Highlights

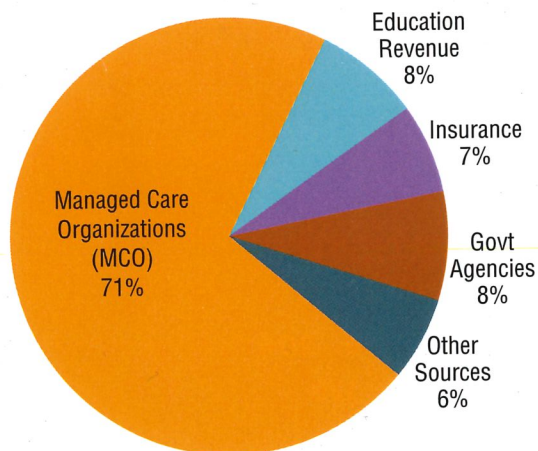
Audited FY 2019 Revenue



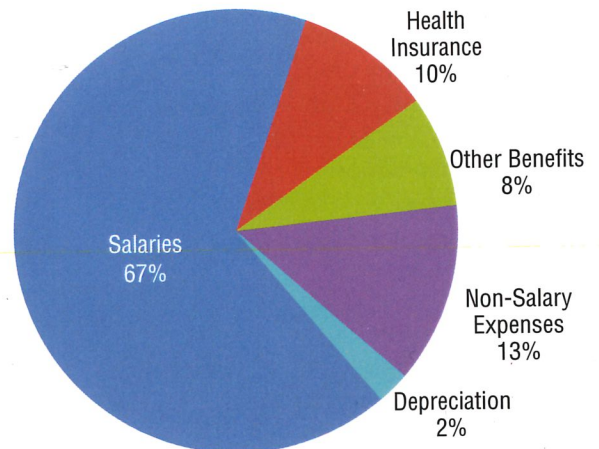
Audited FY 2019 Expenses

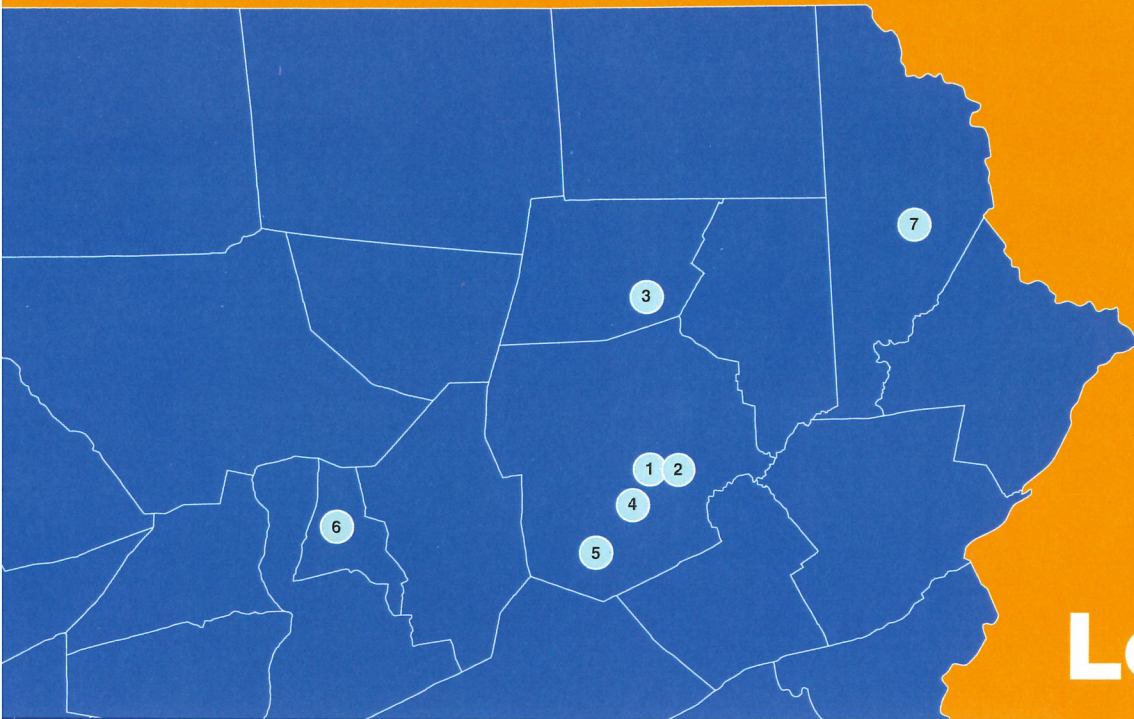


Audited FY 2018 Revenue



Audited FY 2018 Expenses





Locations

OFFICES

SCHOOL DISTRICTS

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

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

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

Lackawanna Trail School District
PO Box 85
Factoryville, PA 18419

Line Mountain School District
185 Line Mountain Road
Herndon, PA 17830

Minersville Area School District
1 Battlin' Miner Drive
Minersville, PA 17954

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

Pittston Area School District
5 Stout Street
Pittston, PA 18640

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

Schuylkill Haven Area School District
501 East Main Street
Schuylkill Haven, PA 17972

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

Shikellamy School District
200 Island Boulevard
Sunbury, PA 17801

Tunkhannock School District
41 Philadelphia Ave.
Tunkhannock, PA 18657

Wallenpaupack Area School District
2552 Route 6
Hawley, PA 18428

Wayne Highlands School District
482 Grove Street
Honesdale, PA 18431

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

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

Wyoming Area School District
252 Memorial Street
Exeter, PA 18643

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

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

6. Danville Office
580 Railroad Street
Danville, PA 17821
877-433-5112

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



Robinson Counseling Center

an affiliate of the Children's Service Center

changing lives

Wilkes-Barre, CSC Main Office

335 South Franklin Street
Wilkes-Barre, PA 18702-3897
570.825.6425 | 877.433.5112

Robinson Counseling Center

334 South Franklin Street
Wilkes-Barre, PA 18702
570-301-0935

Tunkhannock Office

133 West Tioga Street
Tunkhannock, PA 18657
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570-253-0321

