



**Children's
Service
Center** an integrated
behavioral
health
organization
Centered on the very best health.™

**Robinson
Counseling
Center**

an affiliate of the Children's Service Center

changing lives

 **Conyngham**
PRIMARY HEALTH CARE CENTER

Integrated Health Care for Mind & Body



ANNUAL REPORT 2023



FROM OUR PRESIDENT

Dear Friends and Supporters,

Children's Service Center, together with Robinson Counseling Center and the Conyngham Primary Health Care Center, has completed another unprecedented year, serving 13,756 clients while celebrating 161 years of service across Northeastern and North Central Pennsylvania.

In August 2023, we fulfilled a two-year grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) by implementing the model of a Certified Community Behavioral Health Clinic (CCBHC) to improve care access in Luzerne and Wyoming counties. The impact of this funding has been significant in terms of our ability to reach people affected by mental health and substance use disorders through the:

- Delivery of quality services to 10,071 enrollees, including diverse and underrepresented communities. In fact, CSC outperformed benchmarks to improve access for the African American, Hispanic/Latino, American Indian/Alaska Native, Native Hawaiian/Other Pacific Islander, mixed race, and transgender populations.
- Expertise of case managers, peer and recovery specialists, wellness nurses, and other staff to enable clients to fully engage in services and follow treatment recommendations.
- Launch of Psychiatric Rehabilitation Program for those with chronic mental health challenges and the Warm Handoff Program to help those with substance-induced medical emergencies.
- Staff training in evidence-based practices such as motivational interviewing and EMDR (Eye Movement Desensitization and Randomization).
- Advancement of the electronic medical record to improve efficiency with quality measurement, clinical safety, reporting, billing, and insurance.

Clients enrolled in the CCBHC model demonstrated an 83.3% decrease in the use of inpatient substance-use treatment, as well as a drastic reduction in the need to utilize an emergency room for crisis care, while achieving a 18.6% increase in employment. Overall, 77 percent and 81 percent with a mental health diagnosis engaged in recommended services for year one and year two, respectively. Feedback from clients enrolled in the CCBHC grant was encouraging, as 79 percent reported good or better functioning in everyday life, 67 percent reported being healthy overall, and 88 percent reported no serious psychological distress at their visit interviews.

Since the Fall 2022 opening of Conyngham Primary Health Care Center on CSC's main campus in Wilkes-Barre, nearly 1,000 individuals are receiving family and internal medicine services, mental health care and pharmacy services under the same roof. This model of care is designed from evidence-based practices that show combined mental and physical care improves outcomes and overall health status better than if mental health care is received alone.

Other developments in 2023 included certification as a Great Place to Work® for 2023-2024 – the second consecutive year – and earning ambulatory care accreditation from the Joint Commission in addition to our longstanding accreditation in behavioral health.

With families facing hardship around the social determinants of health, our care management team has relocated to a new facility at 110-130 S. Pennsylvania Avenue in Wilkes-Barre, which opened at the close of 2023 to house Blended Case Management, the Psychiatric Rehabilitation Program, High-Fidelity Wrap Team, First-Episode Psychosis (HOPE), and future speech and occupational therapy services.

We continuously reassess our programs in relation to community needs to ensure that we are equipped to lead efforts that have a positive impact on children and families in the region.

Without you, our friends, and supporters, we could not accomplish our mission of caring. We are grateful for our amazing staff, our Board of Directors, and the hundreds of government agencies, community organizations, charitable foundations, businesses, and individuals who trust and support our programs, projects, and services. Thanks to all for a memorable year, and the opportunity to serve you in the future.

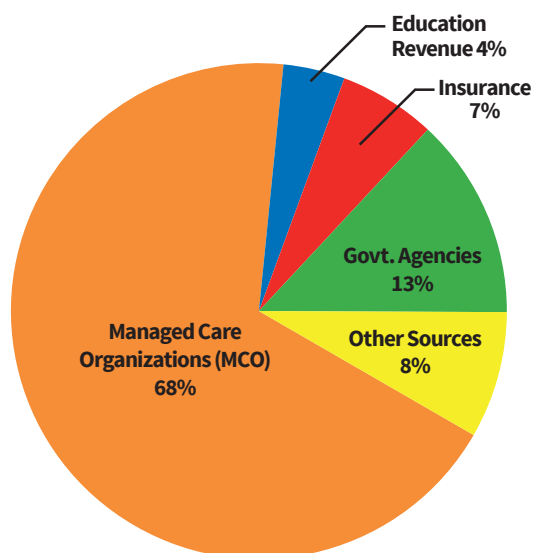
Mike Hopkins
President and Chief Executive Officer

BY THE NUMBERS

Fiscal year July 1, 2022 through June 30, 2023

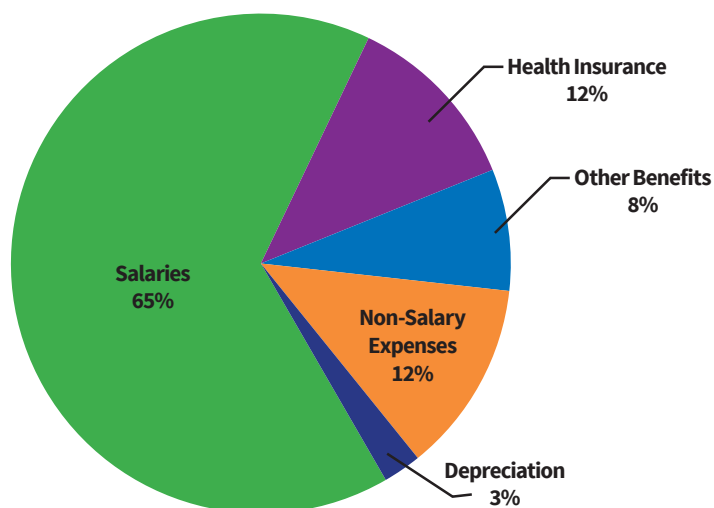
Total Revenue: \$41,104,406

Audited FY 2023 Revenue



Total Expenses: \$41,437,197

Audited FY 2023 Expenses



Children's Service Center, Robinson Counseling Center, and Conyngham Primary Health Care Center provide and promote quality services with care and compassion to enhance mental health and emotional well-being in northeastern and north central Pennsylvania. Since 1862, our expert teams have delivered uninterrupted services to offer hope, help and healing through assessment, treatment, and crisis intervention to build a stronger, more resilient community.



Core Services

- Adoption
- Autism
- Blended Case Management
- Community & School-Based Behavioral Health
- Crisis Intervention
- Family Based Services
- HOPE (Helping to Overcome Psychosis Early)
- Intensive Behavioral Health Services
- Medication Management
- Outpatient Therapy
- Partial Hospitalization (Day Treatment)
- Primary Care Center
- Psychiatric Rehabilitation
- Substance Use Disorder

Specialized Programs

- Adult Autism Testing
- Cognitive Behavioral Therapy
- Dialectical Behavioral Therapy Skills Training
- Eye Movement Desensitization
Reprocessing Therapy (EMDR)
- Family Peer Support and Peer Specialists
- Fetal Alcohol Spectrum Disorder
- Motivational Interviewing
- Outpatient LGBTQIA+ Group Therapy
- Outpatient Group Therapy in Schools
- Parent-Child Interaction Therapy
- Milford E Barnes, Jr Therapeutic Educational Program
- Trauma Certified Providers & Therapies
- Wellness Nurses

MAKING THE GRADE

Mental Health Teams Drive Success Through Collaboration and Student Engagement



The simple act of attending school each day can be daunting for the child or teenager who has emotional or behavioral health challenges. In fact, these issues often sabotage academic success and the social and extracurricular opportunities essential to supporting students' personal growth and fulfillment.

The 161-year-old mission of Children's Service Center (CSC) continues to focus on what is now one of the nation's highest priorities – the youth mental health crisis – through a variety of programs and partnerships with 40 school districts. From therapeutic education and crisis intervention to school-based care teams and outreach to prevent substance use disorders, CSC and its adult care affiliate, Robinson Counseling Center (RCC), work to remove barriers to learning due to emotional and behavioral difficulties that are fueled by poverty and food insecurity, divorce, issues of isolation and inclusion, and other adversity.

In the Wilkes-Barre Area School District, Superintendent Dr. Brian Costello said health and well-being is a priority addressed on multiple levels including behavioral, social, emotional and academic needs for the district's 8,000 students across nine schools. Working with community agencies, the district attempts to fill critical gaps for children and families within the school and home setting – from vision and dental care to clothing and after-school programs, along with assistance from partnering agencies like Children's Service Center.

"We are working to educate and empower our administration, teachers, staff, parents, and others to recognize the signs of mental health concerns and provide a clear system for referral and receiving support," Costello says. "Through school-based teams and crisis services, Children's Service Center

has expanded its reach to assist with school consultation, trauma exposure assistance, family educational groups, group therapy, and access to substance abuse services. They have assisted with housing concerns, keeping multiple families from becoming homeless, have helped students avoid suspension and other punitive disciplinary actions, and equipped teachers with more effective strategies that strengthen their capacity to work with students with mental health struggles."

"CSC is an integral part of assuring students with mental and behavioral health needs receive the help that is needed by removing barriers in order for them to focus on learning. We could not make our way without their help," Costello says.

Integrated Care & Instruction

For some students struggling with mental health issues, Partial Hospitalization offers a smaller, therapeutic environment where experts can observe and support them each day during the process of learning. CSC's Partial Hospitalization Program opened in 1968 and subsequently incorporated the fully licensed Milford E. Barnes Jr. School to combine treatment and instruction for kindergarten through twelfth grade.

According to Summer Krochta, Vice President of Programs, Partial Hospitalization unites regular academic

Children's Service Center: School-Based Teams in NEPA

15 School Districts • 35 School Buildings • 130 Professionals • 808 Students served in 2022-23



In 2022-23, the Partial Hospitalization/Therapeutic Education team of teachers, therapists, aides, support staff, a psychiatrist and psychologist served 108 students – 98 percent of whom successfully advanced to their next grade level.

Outreach & Prevention Education

Partial Hospital @ Milford Barnes School

Crisis Intervention



Community & School-Based Behavioral Health



subjects with individual and group therapy to advance each student's grade level and mental health status, while planning for the student's re-entry to his or her home school district. "Many of our students are facing multiple challenges in school and at home, and they benefit tremendously from a team that integrates treatment and instruction. After they return to their school home districts, many students are able to continue their care through CSC's school-based services to support their mental health and academic goals," says Krochta.

In addition to social events such as a Halloween parade, holiday gatherings, prom and graduation, CSC's Barnes School incorporates its state-approved Music Intervention Therapy, an innovation which is known to boost students' math and reading scores. In 2024, Partial Hospitalization will expand to include pre-school for 2 to 5-year-olds with behavioral challenges, including screening and support for Fetal Alcohol Spectrum Disorder and Parent-Child Interaction Therapy to strengthen family bonds. This early intervention provided in partnership with Head Start will help young children prepare for a successful transition to elementary school.

Today, more than 20 percent of Children's Service Center's staff are members of school-based teams.

Carolanne Jones-Leco, Vice President of Programs, says, "School-based teams provide timely support for students, teachers, and staff to deliver therapy and respond to crises in ways that support SAP and overall learning objectives. We find collaboration high among our teams and school personnel. The team approach makes a huge difference for students and everyone who serves them."

School-Based Experts

CSC's Community and School-Based Behavioral Health Services originated in the 1990s to support changes in mental health care – namely the availability of intensive outpatient services and the progress of Student Assistance Programs (SAP). With the support of Community Care Behavioral Health, the managed care organization serving the state's Medicaid recipients, Children's Service Center launched two school-based teams in a pilot partnership with the Wilkes-Barre Area School District in 2008.

A comprehensive approach to student health at Wayne Highlands School District in Honesdale starts with "a loving and caring culture that supports every student who walks through the door," says Superintendent Gregory Frigoletto. "The intensity of a normal day is amplified compared to a decade ago, requiring a continuous loop of observation, communication and action to provide a safe, orderly and responsive environment where students know where and how to find support," he says. (continued)

Serving 2,500 students across 435 square miles – the second largest geographical school district in the state – Wayne Highlands credits its teachers, health and guidance staff, mental health team of outpatient and crisis therapists, and school-based counselors to carry out its mission of promoting, “school and community partnership dedicated to an educational culture of excellence.”

“The relationships we build every day strengthen our commitment and level of confidence that we will come through for every student when needed. We appreciate the value that Children’s Service Center professionals bring to our students. Teachers and staff view CSC as part of the team, and everyone is empowered to act on behalf of our students,” Frigoletto says.

The Tunkhannock Area School District in Wyoming County has incorporated experts from Children’s Service Center and Robinson Counseling Center in its Student Assistance Program, which mobilizes school resources to remove barriers to learning. Serving an enrollment of 2,000 students, Tunkhannock’s SAP team members focus on mental health and substance use issues, providing a structured approach for all students to achieve, advance and remain in school.

With increasing mental health concerns among students over the last decade and especially since the pandemic, Superintendent Paul Dougherty, said the team approach “is vital to build trust and relationships that help students feel comfortable about asking for help. When students’ most basic needs are not met, anything else we ask them to do won’t be successful. When schools and community agencies work together to identify needs, it really benefits the child,” he says.

“We have a wonderful staff, yet we simply could not manage without the support of Children’s Service Center. Their staff are considered as members of our faculty. As a rural district, we are fortunate to have CSC in our backyard. It’s a huge benefit,” Dougherty says.



A Steady Presence During Crisis

Individual students sometimes need urgent support when their emotions or behavior suggest imminent danger to themselves or others. CSC's Crisis Intervention Services are immediate and designed to diffuse or resolve precipitating stress through assessment, counseling, and referral services. During the 2022-2023 school year, the crisis team responded to 267 mental health emergencies involving individuals under age 18. Nearly 40 percent of those visits were made directly to schools at the request of districts needing urgent support.

According to Director Elizabeth Hollinger, the team responds wherever a student needs help – in person, by phone or at walk-in services on CSC's Wilkes-Barre campus seven days a week, while offering a presence for schoolwide crises to support staff and students alike.

"We specialize in de-escalating crisis situations and facilitate follow-up care to ensure students are safe and supported beyond the emergency. Timing, compassion and building trust in the school environment are critical to helping students thrive during difficult times," says Hollinger.

Prevention & Reducing Stigma

Another key aspect of school engagement involves the Substance Use Disorders Program at Robinson Counseling Center (RCC), which provides drug and alcohol treatment, medication management and support services for 1,100 people annually throughout Northeastern Pennsylvania. As the adult care affiliate of Children's Service Center, RCC visits the region's schools in collaboration with the Department of Drug and Alcohol Programs of Luzerne and Wyoming counties to spread the message of prevention. Activities include universal classroom education for K-12, services for individual students, and outreach at numerous community events for prevention and referral to services.

Eric Pollick, Director of the Substance Use Disorders Program, believes part of the solution starts with the next generation. "We are working to reduce the stigma of addiction by engaging youth at school and instilling the knowledge and skills to help students make good decisions. We're committed to maintaining that conversation with young people to assist in breaking the cycle of addiction in families."

Classroom Dynamics

Children's Service Center aspires to take school programming to a new level in 2024, obtaining credentials to offer Teacher-Child Interaction Therapy (TCIT), a universal classroom prevention tool that enhances teachers' use of effective behavior management techniques and students' social skills and self-regulation. Funded by a grant from AllOne Charities and adapted from Parent-Child Interaction Therapy (PCIT), an evidenced-based program for children ages 2-7 years old with behavioral challenges, TCIT supports teachers as a front line for positive intervention.

According to Laura Jacoby, Vice President of Programs, TCIT has helped teachers across the US since 2006, developing more advanced skills while underscoring the growing research and movement of mental health providers to advance their school partnerships.

"The bottom line is a continued focus on youth to integrate mental health services, prevent escalation of disruptive behavior, and help students stay in school to make social and academic progress. It's been 'our reason' at Children's Service Center since the beginning," she says.



Thirty percent of the workforce at Children's Service Center directly supports schools in NEPA with mental health services and prevention education. The effort requires a strong partnership among educators and care teams to ensure students get the help they need in school, at home and in the community.

THE BACKSTORY

Beyond the Care: Helping Clients with Financial Hardship

Devastated by a fire that took their home in early 2023, a local family needed help connecting with multiple services to find housing, clothes, and food. A family of five learned that their rent would double with a new lease. A single parent with two young children received a shut-off notice for utilities. A client arrived for substance use treatment wearing sandals on a day with three inches of snow on the ground. Financial hardships, both large and small, have a negative ripple effect on the clients of Children's Service Center (CSC) and Robinson Counseling Center (RCC), making treatment less effective and keeping individuals and families in an ongoing cycle of risk and despair.

CSC/RCC treatment teams answer the call beyond the scope of care – from the clothing closet in the Substance Use Disorders Program to the arrangements made by care coordinators to ensure a patient leaving the hospital has the right supports to continue their recovery.

In Blended Case Management (BCM), 1,000 or 8 percent of CSC/RCC clients each year are matched with caseworkers who identify family needs and find resources to fill gaps due to poverty and low income, food insecurity, and disparities in housing, education, and employment. In terms of quality of life, other common barriers include social exclusion/isolation and adverse early life experiences such as divorce, violence, abuse and neglect, or parental loss. BCM services are voluntary and available for children and adults who are receiving mental health treatment.

Jessy Miller, Vice President of Programs, says, "A diagnosis is often just the beginning when it comes to understanding and addressing behavioral health disorders. Each of our clients has a backstory that directly impacts their mental health or drug and alcohol problems. With more than 80 percent of our clients receiving at least one form of public assistance, we work to identify that undercurrent, make the most of each person's strengths, and find opportunities to create an environment for change and recovery."

BCM is like a power strip with many outlets. "We plug in every viable community resource to help clients get the things they need to live well at home and in the community," says Teresa Pinkey, Supervisor of Adult BCM. While clients are referred from a variety of locations, the issues they face are common: paying for housing and utilities, food insecurity, and the loss of benefits.

CSC/RCC recently opened its new location for care management services at 110-130 S. Pennsylvania Boulevard, Wilkes-Barre, which houses Blended Case Management, the High-Fidelity Wrap Team, and adolescent and adult Psychiatric Rehabilitation. The facility was acquired through grants from Moses Taylor Foundation and The Harry and Jeannette Weinberg Foundation, and supported by an information technology grant from AllOne Foundation.



"We plug in every viable community resource to help clients get the things they need to live well at home and in the community."



Community Collaboration is Key to Success

Whether applying for benefits or securing supplies for clients, the work of CSC/RCC is grounded by numerous regional partners across Northeastern Pennsylvania. “Dozens and dozens of non-profit and government agencies, area businesses and community groups aid CSC and RCC clients, says Mara DeQuevedo, Supervisor of Child and Adolescent BCM. “Churches, service clubs and private citizens all pitch in, too. This collective effort is what really boosts our ability to help clients live independently and make progress with mental health and substance use disorders.”

To complement public and private assistance programs, CSC and RCC maintain “resources at the ready” for eligible clients that include a clothes closet, food pantry, and donated supplies such as diapers and household necessities that fill the void when days or weeks may fall between a paycheck or public assistance.

“We want our clients to have hope and reach their health and financial goals,” DeQuevedo says. “We exist to find solutions and answers. Even little things mean a lot, like a bus pass to get to an appointment, and new coat, or a pair of work boots for a client to start a new job.”

Additionally, traditions at CSC/RCC support children and families include a drive for back-to-school supplies, Thanksgiving baskets and the Holiday gift drive for kids powered by businesses and community groups. The staff hosts events such as a “Lunch for a Cause,” a summer carnival, field days, and holiday parties. CSC/RCC also conduct several fundraising events to fulfill client needs including its annual golf tournament and seeks grants for young clients’ extracurricular activities.

With every step forward, CSC/RCC staff keep their eyes on the long-term goal. “The biggest challenge is the many changes that occur for families in the course of BCM services,” Patricia Roper, Supervisor of Adult BCM. “We remind our clients that it is OK to fail. Just because they may not be eligible for one program does not mean we stop trying to get them benefits or we are out of options. We always look for the next step. What route can we take to help them get a job or apply for assistance? It is ever evolving. We rethink and shift our approaches every day.”

How You Can Help

Children’s Service Center established the **John Thalenfeld Fund for Social Determinants of Health in 2022**, in honor of Board Member John Thalenfeld, a longstanding supporter of children and community needs, to address disparities in the family when other resources are not available. To date, the Fund has helped 500 families with a collective \$150,000 for one-time rental assistance, and help with utilities, food, clothing, education, employment, and transportation.

John Thalenfeld’s sudden passing in early 2024 has left a void in our hearts, and work will continue in his name to help the young people and families at risk that he cared for so deeply.

Your tax-deductible donation will help families who may have exhausted all other options, securing shelter, providing food, and encouraging those who are struggling to make ends meet and overcome mental health and substance use disorders. For more information, call 570.825.6425, ext. 805, or send your donation to: CSC Development Office, 335 S. Franklin Street, Wilkes-Barre, PA 18702.



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2023-2024

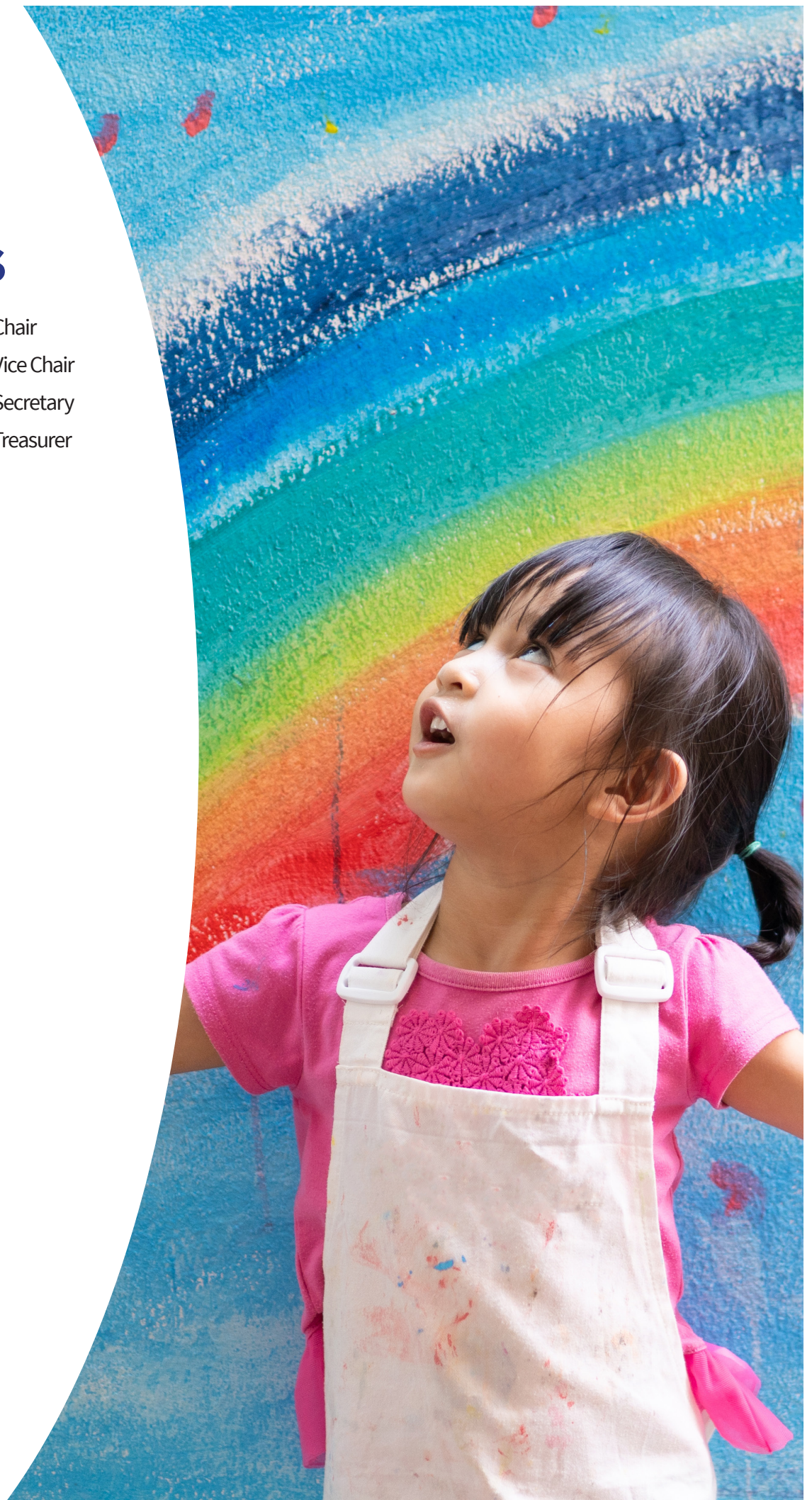
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