



  
**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

**ANNUAL REPORT 2024**



# LEADERSHIP MESSAGE

Dear Friends,

Recent data show that the United States continues to endure a mental health crisis experienced by people of all ages. Our nation’s public health approach to addressing mental health has focused on improving environments where we live, work, learn and play to positively impact health and well-being. We bring this goal home every day to Northeastern and North Central Pennsylvania, concentrating on health equity to ensure everyone has fair access to needed services.

As we celebrate an incredibly productive year (see By the Numbers and Year in Review), we have made several deliberate moves to “pay it forward” and advance our mission to offer integrated healthcare for all. Our Board of Directors has set in motion significant investments in people, facilities, and programs to lay the groundwork for sustainable growth. This past year reflects a financial commitment for our next major step: to become a Federally Qualified Health Center – Look Alike (FQHC-LA) by the end of 2025.

As an organization, CSC has been able to develop a high quality, integrated healthcare model, paving the way toward a higher quality of life for our region.

- We invested in our people with recruitment and retention practices that improve work and home life, earning a nod as a Great Place to Work® for the third consecutive year.
- We investigated and adopted new models of care that support better quality, financial sustainability, and higher satisfaction among the patients we serve.
- We earned generous support from foundations, businesses, community organizations, and individuals whose charitable grants and donations are changing lives for the better among your neighbors, families, and friends.

This outpouring of community support (see Thank You, Donors on page 6) requires an abundance of collaboration to achieve more through quality outcomes in mental health, substance use disorder, and primary care for all. While being the beneficiary of many charitable gifts, we maintain a leadership role as a responsible steward for health equity, ensuring that everyone can access care and live to their fullest potential.

As we embark on our 163rd year of operation, we recognize and honor the loyal and generous community that has made our journey successful. Thank you for enabling our mission of caring.

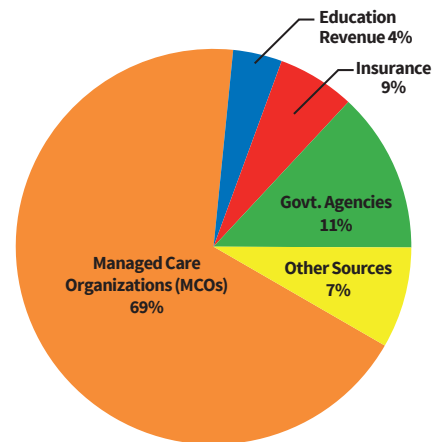
With gratitude,

Michael P. Hopkins  
President and CEO

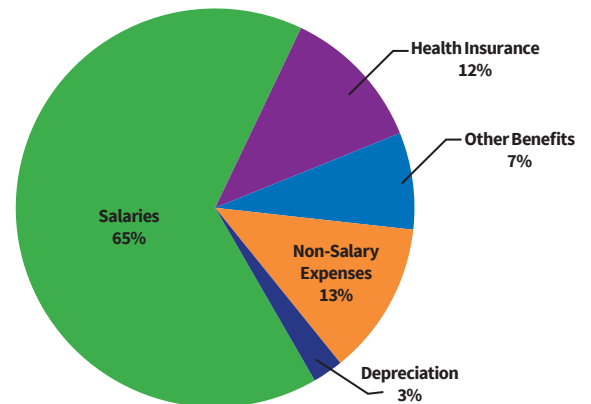
# BY THE

Fiscal year July 1, 2023 through June 30, 2024

**Total Revenue: \$41,149,456**



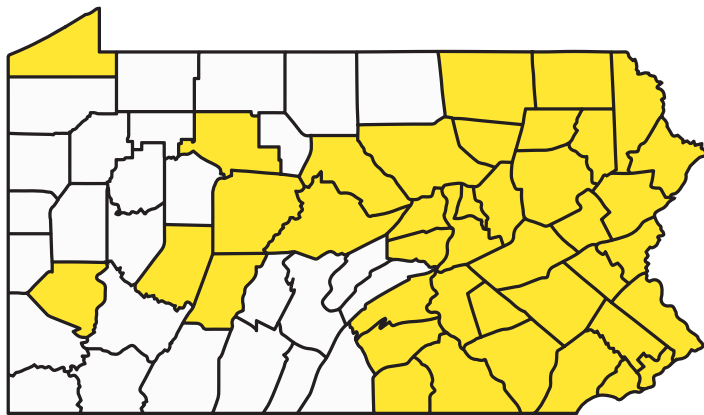
**Total Expenses: \$42,890,509**



# NUMBERS

## Community Impact

Children's Service Center, Robinson Counseling Center for adults, and Conyngham Primary Health Care Center operates facilities in Wilkes-Barre, Tunkhannock, Honesdale, Hazleton, and Danville to serve Northeastern and North Central Pennsylvania. While also delivering care in home and school settings, the organization served people from 41 counties across the Commonwealth, including individuals and families in transition due to relocation, adoption, and foster care.



## Total Patients Served

# 14,653

51% Male    49% Female    45% Child <18    55% Adult



## Race & Ethnicity

67% White  
11% Hispanic/Latino/a, Spanish Origin  
9% Black/African American  
8% Other/Unreported/Did Not Disclose  
5% Mixed Race

## Mental Health

Outpatient Therapy

**4,090**  
Adults Served

**3,479**  
Children Served



## Crisis Intervention

**1,665**  
People Served



## Community & School-Based Behavioral Health

**849**  
Youth Served

73% of patients served in 2024 receive at least one form of public assistance.

## Substance Use Disorder



**1,628**  
People Served

## Help For Emergencies

The Community Warm Transfer Program also served 379 individuals experiencing a drug or alcohol medical emergency. This response team includes certified recovery and peer specialists who provide timely support and encouragement to facilitate treatment.

## Primary Care

Opened in 2022, Conyngham Primary Health Care Center has provided family medicine for all ages, while integrating mental and physical health services with onsite lab and pharmacy, and Medication-Assisted Treatment across programs. Open to all regardless of financial status, the Center accepts most major insurance plans, including Medicare and Medicaid, while offering a sliding scale discount fee program for eligible patients.

**2,072**  
People Served





# YEAR IN REVIEW



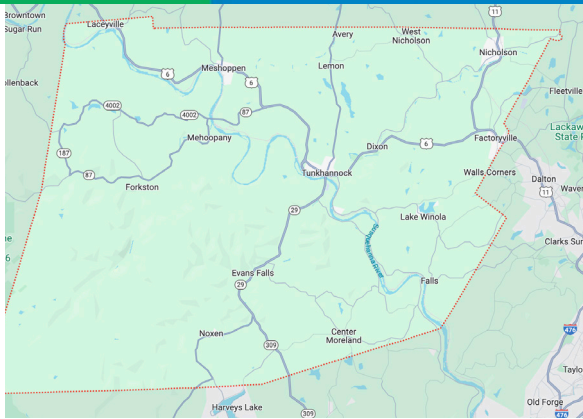
## Primary Care for Everyone

No health insurance? No problem! Bringing primary care for all ages, Conyngham Primary Health Care Center has served 2,000 individuals since opening in Fall of 2022. Together with child and adult mental health programs, this family medicine practice has integrated care for mind and body, including onsite lab and pharmacy services. Supported in part by the United Way of Wyoming Valley to enroll children, the Center is working to further open care access in collaboration with the Health Resources and Services Administration in 2025. The goal is long-term financial sustainability to support growing families, especially those with financial disparities. Rite Aid Healthy Futures also awarded a grant to support primary care for children.



## Helping Senior Adults

In partnership with AllOne Charities, the Senior Mingle Program reached more than 350 older adults to address isolation in housing facilities and other community locations. Working with Wilkes-Barre City Housing Department, Luzerne County Social Services and Area Agency on Aging, and other organizations, our mental health and primary care teams made meaningful connections to address loneliness, depression, and other common issues among the elderly.



## Wyoming County Expansion

While operating in Tunkhannock since the 1970s, organizational programs for all ages will receive an added boost with renovations and additional space to provide mental health and substance use disorder services, and care management support. The project was funded by Coterra Energy and M&T Bank through the Neighborhood Assistance Program of the Pennsylvania Department of Community and Economic Development. Plans include the Wyoming County opening of Conyngham Primary Health Care Center at the site in late-2025. Wyoming County Healthcare Foundation also awarded a grant to support Tunkhannock programs in 2024.



## A New Building for Community Connections

In Fall 2023, Children's Service Center opened its newly renovated building at 110-130 South Pennsylvania Avenue, Wilkes-Barre. The facility houses Psychiatric Rehabilitation, a weekday program for adults with chronic mental health challenges, and our Care Management team, which serves all ages with support and referral for community resources related to housing, food, health care, transportation, and employment. The building was funded by The Harry and Jeanette Weinberg Foundation and Moses Taylor Foundation. A grant from AllOne Foundation funded information technology needs at the facility.



## A Preferred Employer

We did it again! Children's Service Center was named as Great Place to Work® for the third consecutive year, recognizing workplace culture and leadership behaviors proven to deliver market-leading revenue, employee retention, and increased innovation. The designation is based on CSC's annual independent employee survey about their work experience and the policies, programs, and initiatives to support employee health and well-being. More than 45 percent of the workforce participated, citing high marks for community impact, work-life balance, inclusion, and career development opportunities.



## Impacting Student Success

The Educational Improvement Tax Credit Program (EITC) of the Pennsylvania Department of Community and Economic Development provides funding for innovative academic programs like Children's Service Center's approved Music Intervention Therapy. The program helps to improve students' math and reading scores at CSC's Milton Barnes School for K12. Comcast Corporation, Fidelity Bank, Honesdale National Bank, M&T Bank, Memco Realty Company, Ltd., Pride Mobility Products, and Straub Metal gave a collective \$50,000 to the music therapy program through EITC over the last year.

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Edward Coleman                   Treasurer

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Gary H. Groves  
John Thalenfeld



# THANK YOU, DONORS!

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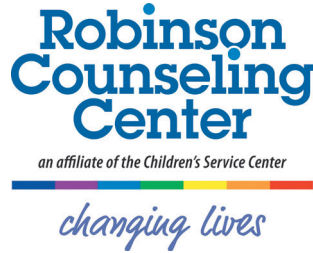
## John Thalenfeld Fund for Social Determinants of Health

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Dawn Whipple  
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Employees of Williams Field Services Group Inc.  
Wyoming Valley Country Club  
The Young Lawyers Division, Wilkes-Barre Law & Library Association

**These gifts were received in the fiscal year & calendar year spanning July 1, 2023 through December 31, 2024.**



## Integrated Behavioral Health & Primary Care for All Ages

Serving Northeastern and North Central Pennsylvania

Founded in 1862, Children's Service Center of Wyoming Valley is a leading, community-based behavioral health network with a mission to enhance health and emotional well-being. Accredited by the Joint Commission in Behavioral Health and Ambulatory Care, CSC delivers services in office, school, home, and other community settings.

### LOCATIONS

#### Headquarters

335 South Franklin Street  
Wilkes-Barre, PA 18702

#### Other Care Centers

Tunkhannock  
Honesdale  
Hazleton  
Danville

#### 15 School-Based Teams

Central Columbia  
Crestwood  
Elk Lake  
Minersville Area  
Mount Carmel Area  
North Schuylkill  
Pine Grove Area  
Pittston Area  
Pottsville  
Schuylkill Haven Area  
Shamokin Area  
Shikellamy  
Wayne Highlands  
Wilkes-Barre Area  
Wyoming Valley West

### CORE SERVICES

- Adoption
- Autism Spectrum Disorder, Including Adult Testing
- 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/School)
- Primary Care (Family Medicine)
- Psychiatric Rehabilitation
- Substance Use Disorder, including Medication Assisted Treatment (MAT)

### SPECIALIZED PROGRAMS

- Brief Treatment Therapy
- Cognitive Behavioral Therapy
- Dialectical Behavioral Therapy
- Eye Movement Desensitization & Reprocessing Therapy
- Fetal Alcohol Spectrum Disorder
- Milford Barnes Therapeutic Education Program
- Motivational Interviewing
- Outpatient Group Therapy
  - Adult Open
  - Art Therapy
  - LBTQ+
  - Men
  - PTSD
  - Parenting
  - School-Based
  - Teen
  - Trauma
- Peer Support Specialists
- Parent-Child Interaction Therapy
- Trauma Certified Providers & Therapies