

HOPE, HELP,
AND HEALING

**Children's
Service
Center** a behavioral
health
organization

2014-2015 Annual Report
GROWING. STRONGER.

ARTWORK PROVIDED
BY CSC STUDENT

Mike's Message



In 1862, the Children's Service Center's founding matrons might not have imagined a 5 acre, \$19 million, 375 employee organization on the original site on Franklin Street, but they certainly would be pleased to know that CSC continues to honor their core beliefs in providing the best possible services for children in and around Northeastern and Central Pennsylvania.

The face of health care delivery is undergoing remarkable change and, 154 years after its founding, the Children's Service Center is well positioned to meet and surpass these challenges. In recent years, the Board of Directors and our Leadership Team

implemented a strategic plan based on CSC's four pillars - Customer Service, Quality of Care, Growth, and Fiscal Accountability - that provide CSC's direction to continue as the region's leader in behavioral health services for children and adolescents.

Customer Service

This year we will see a cornerstone of the strategic plan when we break ground for the 17,622 square foot, out-patient clinic where, upon completion, children will find a true "medical home" structured to provide services that assure the health of the whole child. Central to the goal of the new out-patient clinic will be the adaptation of health care services that integrate behavioral health with physical health services.

Growth

In addition to the physical plant expansion, CSC continues to improve and expand with the addition of new, evidence-based therapies to its full complement of 16 programs. Recent activities include the expansion of the Parent Child Interaction Therapy (PCIT) program and Aggression Replacement Training (ART). Three additional programs now open include: Music Intervention Therapy (MIT), Family Finding, and Services for Transitional Age Youth.

Quality of Care

CSC's adherence to quality standards continues to lead the field with the implementation of electronic medical records and a fully integrated quality assessment program including the use of program scorecards.

Fiscal Accountability

With prudent financial planning and through the development of strategic partnerships, CSC is solidly positioned to sustain all forecasted growth and manage most unexpected issues.

As we celebrate our success, we look forward to the future with a solid plan to continue to meet the needs of the region's youth and families.

As always, I thank you for your continued interest in and support of the Children's Service Center.

Sincerely,

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

AT CHILDREN'S SERVICE CENTER OUR MISSION GIVES US STRENGTH!

A community organization that provides and promotes quality services with care and compassion to enhance the emotional well-being and mental health of children, adolescents, and families.

154 YEARS
OF CONTINUOUS SERVICE

**ANNUALLY
SERVING
5,800+
CHILDREN,**
ADOLESCENTS,
AND THEIR
FAMILIES

DAILY,
AN AVERAGE OF
140
CLIENTS
VISIT THE
OUT-PATIENT
CLINIC

375
FULL AND
PART-TIME
EMPLOYEES



SIXTEEN PROGRAMS:

Evidence-based programs make up the core of services provided and include:

**Parent-Child
Interaction Therapy**

**Cognitive
Behavioral Therapy**

**Dialectical
Behavioral Therapy**

**Functional Family Therapy
Aggression Replacement
Training**

**SANCTUARY
CERTIFIED**
ORGANIZATION

**SEVEN
LOCATIONS**
SERVING 13 COUNTIES
IN NORTHEASTERN AND
CENTRAL PENNSYLVANIA

“Mental health — an essential part of children’s overall health — has a complex interactive relationship with their physical health and their ability to succeed in school, at work and in society. Both physical and mental health affect how we think, feel and act on the inside and outside.”

(American Psychological Association)





Growing. Stronger.

154 years after its founding, the Children's Service Center treats more than 5,800 children and adolescents annually in several locations throughout Northeastern and North Central Pennsylvania.

The Children's Service Center's proposed expansion represents the future paradigm for the delivery of integrated medical services and will positively impact thousands of the region's low-income children and youth for years to come.

The goal of the expansion is to construct a 17,622 square foot, comprehensive outpatient clinic designed to serve an increasing number of children, adolescents, and families who will benefit from an on-site "medical home" providing behavioral and physical health services. The project will be constructed on the Wilkes-Barre Campus of CSC and includes the renovation of the existing Center (9,769 sq.ft.) that is housed in a 100 year old structure.

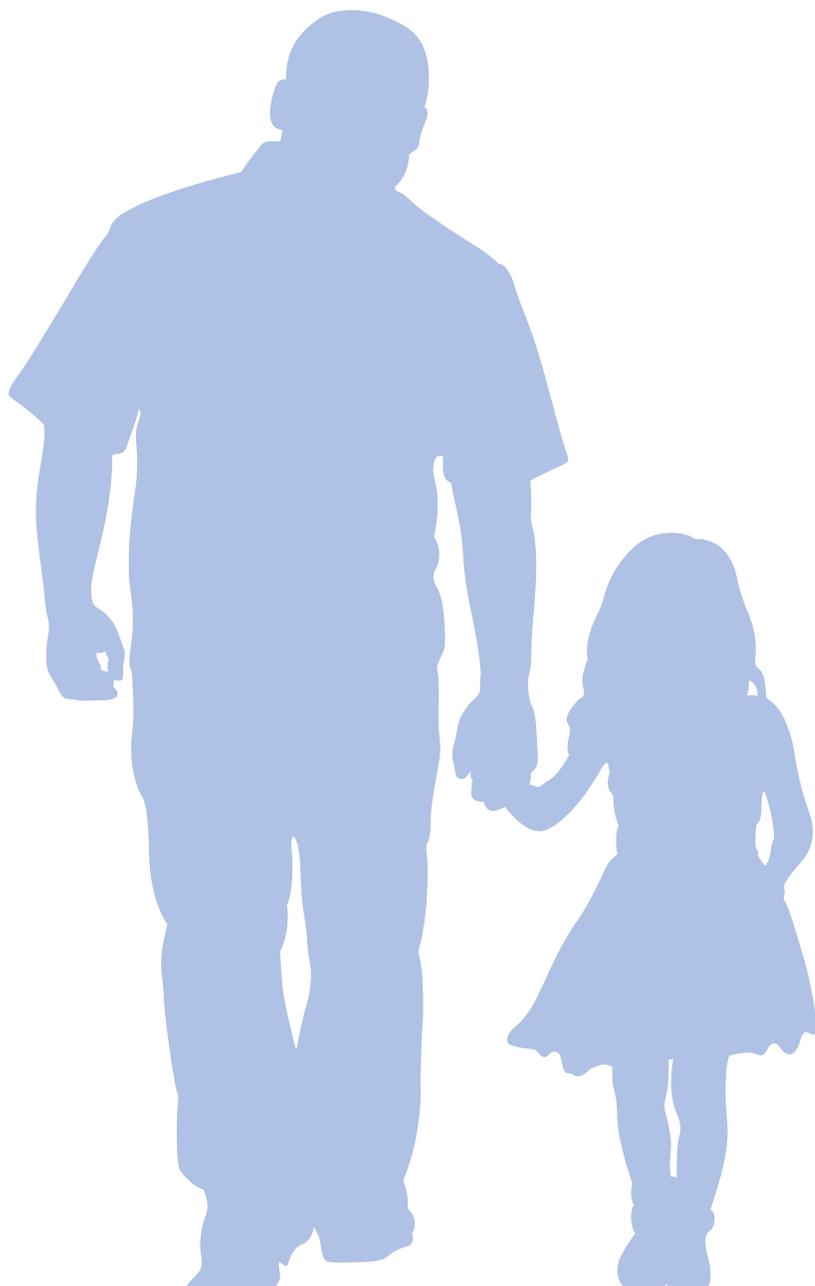
Resulting enhancements and improvements to CSC services include: on-site pharmacy; on-site medical suite; 23 new offices for psychologists and counseling staff; physical plant improvements (e.g., handicap accessibility, modern HVAC system, energy efficiencies). An additional benefit of the construction of this facility will be the creation of 25 to 30 new, well paying, professional healthcare positions and the restoration of an important historic structure.

New and expanding programs



PARENT CHILD INTERACTION THERAPY (PCIT)

Introduced to Children's Service Center in 2014, this evidence-based program that is clinically proven to improve the behavior of children ages 2-7, continues to expand at a rapid pace throughout the CSC service area. Recently, an additional PCIT suite was constructed on the Wilkes-Barre Campus as well as in the offices of the Luzerne County Children & Youth Services.





School-Based Services

School-based services have expanded to include 9 schools in four school districts. Four of the school-based programs provide group therapy and access to med clinics.



Music Intervention Therapy

To increase academic scores and reduce anxiety among the children served by the CSC's Partial Hospitalization Program, CSC developed the Music Intervention Program (MIP). MIP engages students with behavioral issues on a new level as they learn to read music, play an instrument and write music compositions. Combining these skills is found to improve not only behaviors but math and reading scores as well. The music room was developed using EITC funds received from numerous local businesses and is housed in a renovated garage once used by our maintenance department.

Growing Stronger

PROVIDING CARE THAT IS INDIVIDUALIZED, HELPFUL, TIMELY, AND FAIR.

With oversight from its Chief Compliance Officer, the Children's Service Center has a systematic, comprehensive program of client and program evaluations that measures strict compliance to best practices and standards of care.

SERVICES ARE PROVIDED ACROSS 17 COUNTIES OF NORTHEASTERN AND CENTRAL PENNSYLVANIA BY:



4 PILLAR SCORECARD

PROGRAM NAME = **PCIT** PDSA Required Review Action Target Exceeds Target

2015 CSC Key Performance Indicators

| Key Indicators | Customer Service | | Finance | | | | Growth | |
|---|------------------|-----------------------|---------|-------|-------|-------|------------------------|--------------|
| | Target | Exceeds Target by 10% | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Prior Year or Baseline | Year To Date |
| 1 Percentage of clients graduating from the Program | | | Red | Red | | | | Green |
| 2 Accessibility of services offered | | | Green | Green | | | | |
| 1 Utilize ECBI to determine the percentage of client's showing symptom reduction. | | | | Blue | | | | Blue |
| 2 Overall Satisfaction (Always / Usually) | | | | | | | | |
| N=10 | | | | | | | | |

ACCREDITED BY THE



JOINT COMMISSION OF HEALTH CARE ORGANIZATIONS

Stewardship

MAKES
**ANNUAL
CONTRIBUTION**
TO THE CITY OF
WILKES-BARRE

ANNUAL BUDGET
INFUSES LOCAL
ECONOMY WITH
**\$6 MILLION
IN LOCAL
SPENDING**

ANNUAL
PAYROLL OF
**\$13
MILLION**

**RESTORATION
OF THREE
BUILDINGS**

IN WILKES-BARRE
HISTORIC DISTRICT

**STRONG
RELATIONSHIPS**

WITH REGIONAL PARTNERS
INCLUDING COMMUNITY
CARE BEHAVIORAL HEALTH
ORGANIZATION, HIGHMARK
BLUE CROSS, GEISINGER,
AND THE COMMONWEALTH
MEDICAL COLLEGE.



Our Community Involvement

FOR 154 YEARS THE CHILDREN'S SERVICE CENTER HAS TAKEN GREAT PRIDE IN ITS COMMITMENT TO THE REGION AS A CORPORATE CITIZEN AND AS PARTNER TO THOSE IN THE GREATEST NEED.

- Despite its tax exempt status, the Children's Service Center **continues to make annual contributions** to the city of Wilkes-Barre to thank them for their support of our efforts.
- Through its **Community Crisis Outreach**, the Children's Service Center provides – free of charge – the services of its clinicians to any person, school, or entity suffering from a traumatic event.

CHARITABLE COMMITTEE

In 2009, Children's Service Center employees formalized their long-standing commitment to our community with the formation of the Charitable Committee. Employees, the Board of Directors, and CSC's corporate partners participate in **countless fundraising events each year** as a way to support the neediest of our community. These fundraising efforts have resulted in the donation of **hundreds of meals, clothing, and assistance with housing and transportation for families in crisis.**

Each holiday, CSC employees participate in the **"Giving Tree"** which, during 2015, resulted in making over **700 dreams come true for regional children.**

SUPPORTING BEHAVIORAL HEALTH INITIATIVES

During 2015, CSC employees supported the efforts of regional behavioral health organizations through their participation in the **NAMI Walk, Autism Run/Walk; Out of Darkness Walk and the "Strike Out Abuse" Bowl-a-Thon** to benefit the Luzerne County Children's Advocacy Center, and the Behavioral Health Initiative with the Commonwealth Medical College – just to name a few.

Moving Forward

2015-2016

CHAIR | Mr. John Thalenfeld

VICE CHAIR | Mr. Edward Coleman

TREASURER | Mr. Charles Koehl III

SECRETARY | Mrs. Mary Casale

DIRECTORS

Mr. Stephen Barrouk

Mr. George Conyngham, Jr.

Mr. George Cosgrove

Colleen Doyle, Esq.

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Dr. Sandra Lane

Dr. Bernard Prevuznak

Ms. Judy Rice

Mr. Paul J. Siegel

Jonathan Spohrer, Esq.

Mrs. Kerry Turner



Donors –

THANK YOU FOR YOUR GENEROSITY

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Ace-Robbins
All Star Committee
Allan Industries
Honorable William Amesbury
William Anzalone, Jr. Psy,D
Appleseed Partnership Foundation
Ark Welding Services
Arnold Foundation
Representative Lou Barletta
Stephen Barrouk
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Bayada Pediatrics
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The Benevity Community Impact Fund
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Blue Cross of Northeastern Pennsylvania
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Christopher Boyle
Bob Bray
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The Children's Home Foundation
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Community Care Behavioral Health Organization
Betsy Condon
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Mrs. John Conyngham III*
George Cosgrove
Earle Derry
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Joe DeVizia Fund of the Luzerne Foundation
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Eastern Penn Supply Co.
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Energy Technologies Inc
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Richard Goldberg
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Guyette Communications
Hanover Nursery
Harper Collins Publishers
Harrold's Pharmacy
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Hillman Security & Fire Technologies
The Holiday Inn - Wilkes Barre
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Robert Hopkins, Jr.
Robert Hopkins, Sr.
Howell Benefit Services, Inc.
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King's College
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Michael Koury, Ph.D
Summer Krochta
Kronick Kalada Berdy & Co PC
Ron Kukuchka
Sandra Lane
Michael & Tish Last
The Lefkowitz Family Fund of the Luzerne
Foundation
Honorable Thomas Leighton
Frederick Levy
Lewith & Freeman Real Estate, Inc
Luzerne County Children and Youth Services
The Luzerne Foundation

*Deceased

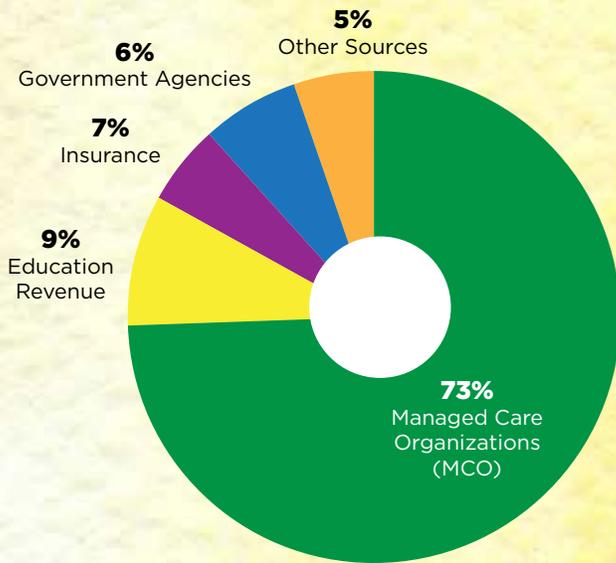


The Luzerne Foundation Youth Advisory
Committee Fund
Luzerne Optical Laboratories
Luzerne-Wyoming Counties Mental Health and
Developmental Services
The M&T Charitable Foundation
Main Hardware
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Kenneth & Catherine Margraff
Theresa Martini
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Melanie Maslow Lumia
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Gwen Michaels
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Quad Three Group Inc
Rehabilitation and Community Providers Association
Rent-A-Center

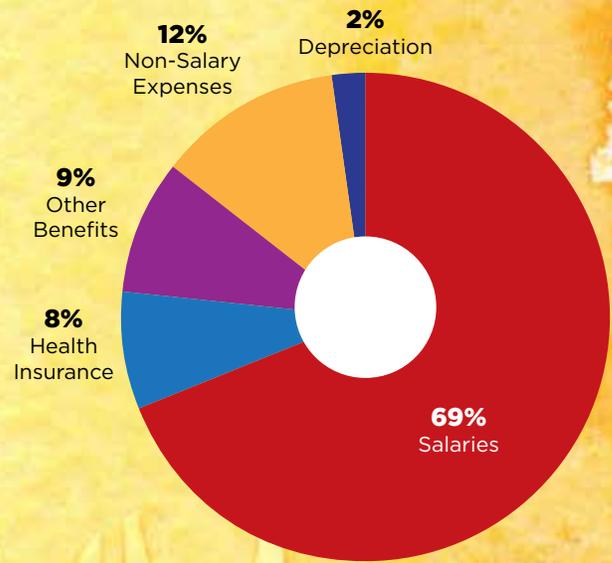
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St. Mary's Parish (Dorrance)
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City of Wilkes-Barre
Wilkes-Barre Area School District
Williams Companies
David Wilson
Carl J. & Mary Witkowski
The Wright Center
Wyoming County Beverage
Wyoming Valley Alcohol and Drug Services
David Yates
Young Lawyers Association of Wilkes-Barre
Harold Roberts

Financial Highlights

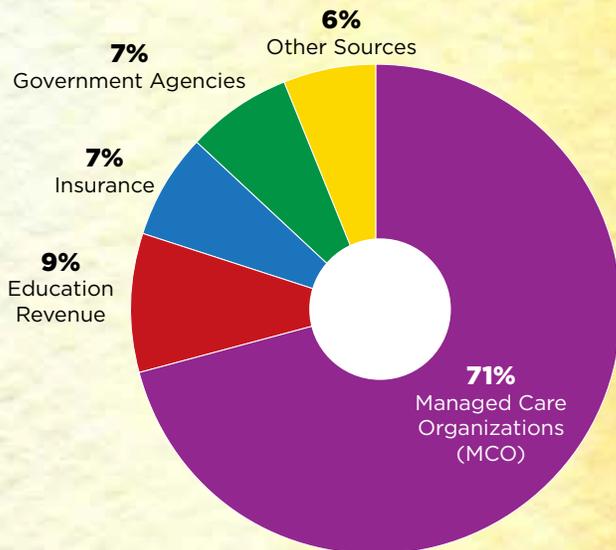
AUDITED FY 2015 REVENUE



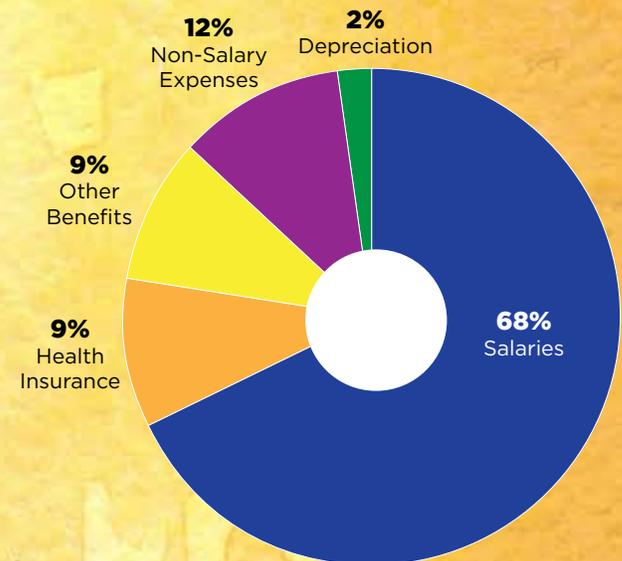
AUDITED FY 2015 EXPENSES



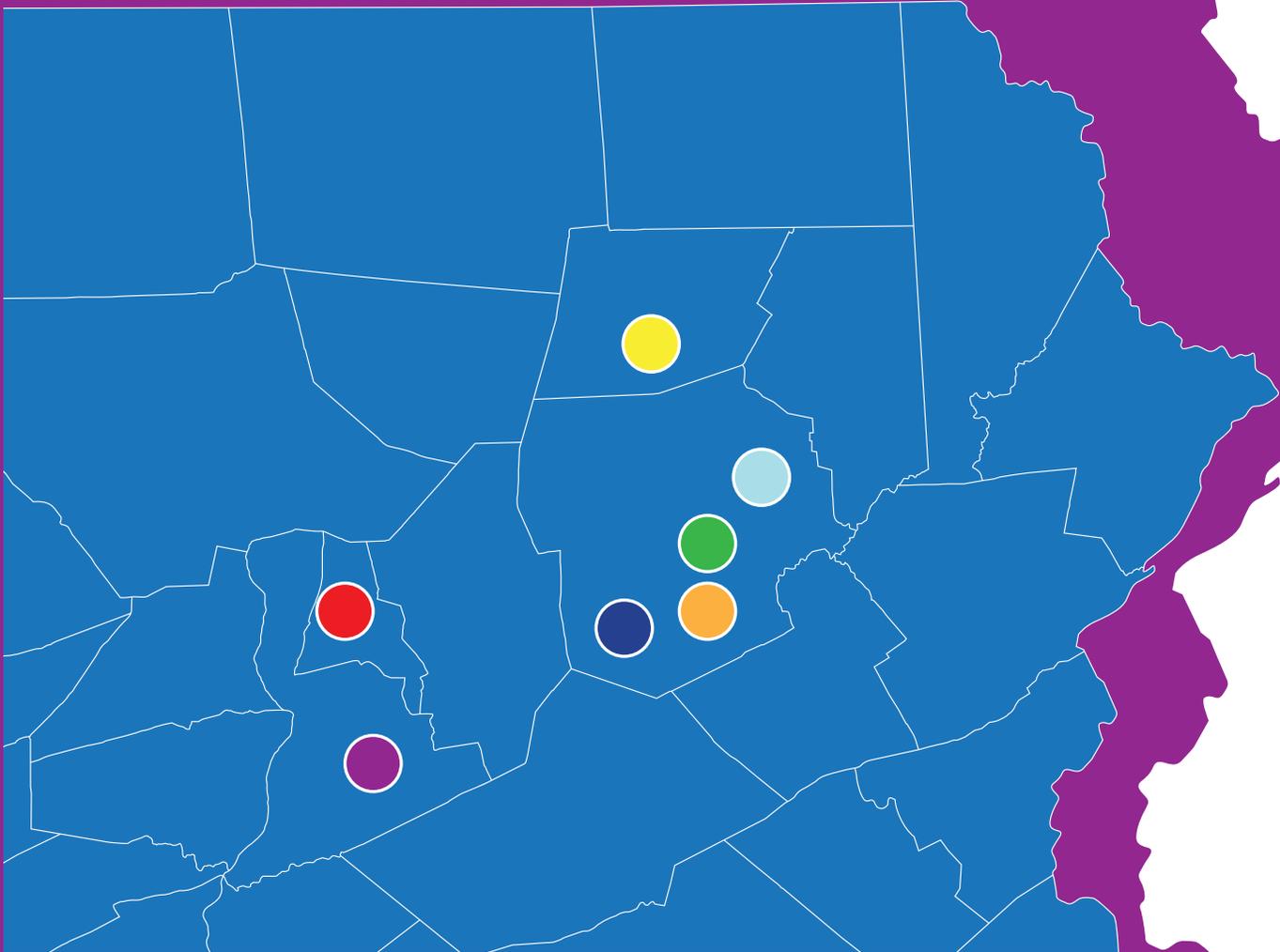
AUDITED FY 2014 REVENUE



AUDITED FY 2014 EXPENSES



Our Locations



 **Wilkes-Barre - CSC Main Office**
335 South Franklin Street
Wilkes-Barre, PA 18702-3897
P. 570.825.6425

 **Mount Carmel Area School District**
630 West 5th Street
Mount Carmel, PA 17851
P. 570.933.2736

 **Danville Office**
580 Railroad Street
Danville, PA 17821
P. 570.275.9770

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

 **Hazleton Office**
225 East 4th Street
Hazleton, PA 18201
P. 570.825.6425, ext. 428

 **Pittston Area School District**
5 Stout Street
Pittston, PA 18640
P. 570.654.2415

 **Wyoming Valley West School District**
450 North Maple Ave.
Kingston, PA 18704

 **Tunkhannock Office**
133 West Tioga Street
Tunkhannock, PA 18657
P. 570.836.2722

 **Nanticoke Office**
137 East Noble Street
Nanticoke, PA 18634
P. 570.735.7369



OUR MISSION

We are a community organization that provides and promotes quality services with care and compassion to enhance the emotional well-being and mental health of children, adolescents and families.

www.cscwv.org

Wilkes-Barre - Main Office
335 South Franklin Street
Wilkes-Barre, PA 18702-3897
P. 570.825.6425 F. 570.829.3337 TF. 1.877.433.5112

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