2014-2015 Annual Report

GROWING. STRONGER.

ARTWORK PROVIDED
BY CSC STUDENT
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,

*Mike*

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

SANCTUARY
CERTIFIED
ORGANIZATION

SEVEN LOCATIONS
SERVING 13 COUNTIES
IN NORTHEASTERN AND
CENTRAL PENNSYLVANIA

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
“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.
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:

- **31** Licensed therapists
- **3** Licensed parent child interaction therapists (PCIT)
- **4** Psychiatrists
- **4** Psychologists

Accredited by the Joint Commission of Health Care Organizations
ANNUAL BUDGET INFUSES LOCAL ECONOMY WITH $6 MILLION IN LOCAL SPENDING

ANNUAL PAYROLL OF $13 MILLION

MAKES ANNUAL CONTRIBUTION TO THE CITY OF WILKES-BARRE

RESTORATION OF THREE BUILDINGS IN WILKES-BARRE HISTORIC DISTRICT

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

FISCAL ACCOUNTABILITY MAKES ANNUAL CONTRIBUTION TO THE CITY OF WILKES-BARRE

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

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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
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Westmoreland Club
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

THANK YOU

THANK YOU
Financial Highlights

AUDITED FY 2015 REVENUE
- 5% Other Sources
- 73% Managed Care Organizations (MCO)
- 6% Government Agencies
- 7% Insurance
- 9% Education Revenue

AUDITED FY 2015 EXPENSES
- 2% Depreciation
- 12% Non-Salary Expenses
- 9% Other Benefits
- 8% Health Insurance
- 69% Salaries

AUDITED FY 2014 REVENUE
- 6% Other Sources
- 71% Managed Care Organizations (MCO)
- 7% Government Agencies
- 7% Insurance
- 9% Education Revenue

AUDITED FY 2014 EXPENSES
- 2% Depreciation
- 12% Non-Salary Expenses
- 9% Other Benefits
- 9% Health Insurance
- 68% Salaries
Our Locations

- **Danville Office**
  580 Railroad Street
  Danville, PA 17821
  P. 570.275.9750

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

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

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

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

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

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

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

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

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

- **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

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

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335 South Franklin Street
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