A Vision for our Future...
President’s Message

Dear Friends,

2017 proved to be a seminal year for the Children’s Service Center. However, as I write this letter, I am struck by the fact that the more things change, the more they stay the same. Recently, I came across an article from The Wilkes-Barre Record, dated April 1903. It reads:

“The work has now outgrown its present quarters and it is safe to assume that friends will not be lacking when assistance is asked for the erection of a modern building. A visit to the institution shows the need for a new structure and the work accomplished during the many years of its existence is an eloquent plea for continued support.”

During 2017, the Children’s Service Center realized the completion of a new outpatient clinic on South Franklin Street. The new building provides space for our new Integrated Clinical Health Care Program that offers behavioral, physical, and pharmacy services in one space. We did this because it is proven that access to this kind of care holds the hope for the best health outcomes for our kids. We could not have done this without the support of so many including our Board of Directors, staff, friends, legislators, our partners – The Wright Center and Genoa – and our generous donors. The past is indeed prologue.

In keeping with the goals of our forbearers, during 2017, CSC continued to innovate across a broad spectrum of programs. Among these achievements:

- Realigned program management reflecting industry best practices in behavioral health and information technology;
- Broadened the geographic range and program scope of the Drug & Alcohol practice to focus on adults and early childhood intervention;
- Expanded the scope of The Robinson Counseling Center to include services for adults both in Wilkes-Barre and Wyoming County;
- Expanded services of the Music Intervention Therapy Program to include Group Home and outpatient clients.
- Community School Based Behavioral Health (CSBBH) expansion to Pottsville and Minersville School Districts.

We always keep looking forward but I never forget the founders’ principles for this remarkable organization. This year, on the site where the orphans of CSC’s inception – The Home for Friendless Children – are buried, we will place an engraved stone on their graves. Honoring them reminds us that we have been entrusted to not only continue, but to improve and expand our services to “enhance the well being of children and their families.” That is an honor.

My best wishes,

Mike Hopkins

Mike Hopkins
Strategic Decisions
that provide quality services
with care and compassion...

Expanded Services
• Drug & Alcohol Services for school students; adults
  • Integrated Clinical Health Care

Innovative Therapies
• Intensive Family Coaching

Technology
• Enhanced Electronic Medical Record (EMR)
  • Telepsychiatry

Trends in Education
• Music Intervention Therapy
  • The Lands at Hillside Farms

Investment in Staff
“People are most likely to begin abusing drugs—including tobacco, alcohol, and illegal and prescription drugs—during adolescence and young adulthood... Drug use at an early age is an important predictor of development of a substance use disorder later. The majority of those who have a substance use disorder started using before age 18 and developed their disorder by age 20. The likelihood of developing a substance use disorder is greatest for those who begin use in their early teens.”

National Institute on Drug Abuse

Children...

The need for early intervention related to alcohol and drug addiction among children and adolescents is profound and the research is rich with data to substantiate the need for such services. According to the National Institute of Drug Abuse, people are most likely to begin abusing drugs— including tobacco, alcohol and prescription drugs — during adolescence and early adulthood. For a high risk population, early Intervention—before high school—is critical.

The Children’s Service Center’s Drug and Alcohol Addiction Integration Program will provide evidence-based, school-based addiction prevention education and treatment for children and adolescents. Starting with a pilot program in the Pittston School District where CSC operates the Community and School Based Behavioral Health Program (CSBBH), certified addiction clinicians will direct a holistic health model that supports children and their families at risk for and/or coping with addiction issues.
Adults...

According to a 2016 report from the Substance Abuse and Mental Health Services Administration (SAMHSA), in 2016, 7.5 percent of Americans aged 12 or older (approximately 20.1 million people) had a substance use disorder in the past year. Of those, about 1 in 3 struggled with illicit drug use; about 3 in 4 struggled with alcohol abuse. Just 6.9 percent of those individuals received treatment at a specialty treatment facility – leaving 93.1 percent of Americans with addiction issues without the treatment they need. Through CSC’s Robinson Counseling Center, in late 2018, individual and group therapy will be offered to adolescents and adults with alcohol and drug addiction issues in Wilkes-Barre and Wyoming County.
Electronic Medical Record

During 2017, CSC made a significant investment to upgrade its Electronic Medical Record (EMR) software and systems. With an eye toward accommodating CSC’s Integrated Clinical Health Care expansion, soon therapists, physicians, and pharmacists will be able to confer electronically about individual patient care. During 2018, all CSC staff – including those serving remotely – will be joined to the EMR. While the investment is significant, the health outcomes are even greater!

Telepsychiatry

Telepsychiatry is the application of telemedicine to the specialty field of psychiatry. The term typically describes the delivery of psychiatric assessment and care through videoconferencing. Understanding significant transportation issues and the barriers it poses to serving a 21-county market, CSC has begun an ambitious plan to grow its Telepsychiatry program. Through active recruiting and investment in technology, CSC will soon be able to offer behavioral health services to the widest range of the region’s population.
Innovative Therapies
Intensive Family Coaching (IFC)

Currently, CSC offers 26 programs directed at assisting those with psychiatric and behavioral health issues. Our staff continually investigates new and/or improved methods to deliver programs that assure improved outcomes for those we serve. Since 2010, CSC has been offering, on its Wilkes-Barre and Wyoming County campuses, Parent-Child Interaction Therapy (PCIT), an evidence-based therapy for children ages 2.5 to 7. Under the guidance of a certified PCIT therapist, parents learn how to manage a child’s behavior. Research strongly indicates that both parent and child benefit from the therapy.

Responding to an identified need, last year (with our partner at Community Care Behavioral Health Organization), we began training staff in Intensive Family Coaching (IFC). IFC is based on PCIT but is conducted in a client’s home setting. Now, IFC certified mobile therapists and TSS are able to work in-home with parents of children: with disruptive behaviors; those who show signs of separation anxiety or depression; or those with a history of trauma.
Innovation in Education

Music Intervention Therapy

Children’s Service Center is an approved agency under the PA Department of Community & Economic Development’s Educational Improvement Tax Credit Program for its Music Intervention Program (MIP). The MIP is designed to increase academic scores for students enrolled in the CSC’s Partial Hospitalization Treatment Education Program, which holds a private special education school license. Research proves that music intervention programs enhance educational scores. CSC offers this innovative program with elements of reading music, learning to play an instrument, and writing lyrics as a means to improving academics and emotional capacity.

Investment in Staff

There is no greater investment we can make than supporting the work of the Children’s Service Center’s 377 full and part-time employees. To assure their professional development, management succession, and the quality and expansion of CSC’s programs, management developed a competitive employee enrichment program that includes:
The Lands at Hillside Farms
Animal Assisted Activities (AAA)

Animals are increasingly being used to assist patients with behavioral, mental, or emotional disorders as evidence grows that AAA can aid people with Autism, PTSD, and other conditions function in their everyday lives. Each week, educators from The Lands at Hillside Farms bring farm animals to the Children’s Service Center for Animal Assisted Activities (AAA) working with children and adolescents enrolled in the Partial Hospitalization Education Program. Students interact with a wide variety of animals including cows, goats, sheep, snakes, and birds. In addition to play and learning to care for the animals, students hone their anatomy skills by listening to animal heartbeats and examining animal cadavers. Interaction with animals offers many benefits including building self-confidence, self-esteem, and trust as well as teaching compassion and empathy.

- A generous tuition reimbursement program;
- Leadership training;
- Technology training;
- Access to professional organizations, trainings, certifications, CEUs;
- Assistance with costs associated with licensing;
- Access to 1000s of courses across a broad spectrum of issues through Relias Learning;
- Knowledge sharing through internal publications and Town Halls.
Our gracious donors... we thank you!

On behalf of the children we serve, a very special thanks to the staff of the Children’s Service Center who continue to donate so generously to the following: Holiday Giving Tree, The Best Thanksgiving Ever, Annual Golf Tournament, Holiday Food Drive Lunch for a Cause, and Back to School Supplies.

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Financial Highlights

**Audited FY 2017 Revenue**
- 73% Managed Care Organizations
- 7% Government Agencies
- 7% Insurance
- 4% Other
- 9% Education Revenue

**Audited FY 2017 Expenses**
- 68% Salaries
- 11% Other Benefits
- 12% Non-Salary Expenses
- 4% Other

**Audited FY 2016 Revenue**
- 75% Managed Care Organizations
- 6% Government Agencies
- 6% Insurance
- 9% Education Revenue

**Audited FY 2016 Expenses**
- 68% Salaries
- 10% Health Benefits
- 8% Other Benefits
- 12% Non-Salary Expenses
- 4% Other
Locations

1. Wilkes-Barre, CSC Main Office
   335 South Franklin Street
   Wilkes-Barre, PA 18702
   570-826-6425

2. Danville Office
   580 Railroad Street
   Danville, PA 17821
   570-275-9770

3. Nanticoke Office
   137 East Noble Street
   Nanticoke, PA 18634
   570-735-7369

4. Tunkhannock Office
   133 West Tioga Street
   Tunkhannock, PA 18657
   570-836-2722

5. Hazleton Office
   1086 North Church Street
   Hazelton, PA 18201
   570-855-8058

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

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

8. Minersville Area School District
   1 Battlin’ Miner Drive
   Minersville, PA 17954

School Districts

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

2. Pittston Area School District
   5 Stout Street
   Pittston, PA 18640

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

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

5. Shikellamy School District
   200 Island Boulevard
   Sunbury, PA 17801

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

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

8. Minersville Area School District
   1 Battlin’ Miner Drive
   Minersville, PA 17954