



HOPE, HELP,  
AND HEALING

# Children's Service Center

a behavioral  
health  
organization

2016-2017 Annual Report

## 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*

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

## **Technology**

- Enhanced Electronic Medical Record (EMR)
- Telepsychiatry

## **Innovative Therapies**

- Intensive Family Coaching

## **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.



# Drug & Alcohol Services Integration

## 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.*

Ace-Robbins	Frank's Pizzeria	Luzerne Optical Laboratories
AllOne Foundation & Charities	The Genoa Foundation	The M&T Charitable Foundation
Allan Industries	Giant Floor & Wall Cover Co.	Main Hardware
American Janitor & Paper Supply	Richard Goldberg	Theresa Martini
Ark Welding Services	Gary Groves	Maslow Family Foundation, Inc.
Arnold Foundation	Geisinger Commonwealth School of Medicine	Maslow Lumia Bartorillo Advertising
Assured Partners of Northeastern Pennsylvania	Grotto Pizza	McCarthy Tire Service Co. Inc.
Belrick Corporation	Susan Hennemuth	McCole Foundation
Martha Bennet Trust	Highmark	Moto Graphics
The Blackhorse Foundation Inc.	Hillman Security & Fire Technologies	Moses Taylor Foundation
Blue Ridge Trail Golf Club	Honesdale National Bank	Meyers High School
John Borish	Michael Hopkins & Leslie Cadden	New Shoe Store
Christopher Boyle	Robert Hopkins, Jr.	Northeast Behavioral Health Care Consortium
Robert Bray	Robert Hopkins, Sr.	Northeastern Pennsylvania Health Care Foundation
Canada Dry/Royal Crown	Howell Benefit Services, Inc.	One Point
Dr. & Mrs. Alfred Casale	Roger Howell	Pepperjam
Catholic Social Services	Bill Humphreys Farrier Service	Perkins Family Restaurant, Wilkes-Barre
Children's Home Foundation	Huntsville Golf Club	PNC
Chill Grill	Lita & Leonard Insalaco Family Charitable Fund of the Luzerne Foundation	PT Project Management
Betsy Bell Condron	The Invisible Prince Charitable Foundation	Joseph & Erma Paglianite Charitable Foundation
Cassandra Coleman-Corcoran	Irem Temple Country Club	Pennsylvania American Water
Edward and Mary Claire Coleman	J-L Used Auto Parts	Pittston Festival Association
Dallas Methodist Church	Jolie Beauty Academy	Quad Three Group, Inc.
Davis Vision	Mr. & Mrs. Charles Koehl III	Rehabilitation and Community Providers Association
Joe DeVizia Fund of the Luzerne Foundation	Michael Koury Ph.D.	Judy Rice
James Dicon	Kronick Kalada Berdy & Company PC	Stephen Rosenthal
Drug and Alcohol Treatment Services, Inc.	Leadership Wilkes-Barre	The Rite Aid Foundation KidCents
Edgewood in Pines Golf Course	The Lefkowitz Family Fund of the Luzerne Foundation	St. Jude's Church
Elite Spine and Sports Physical Therapy LLC	Frederick Levy	St. Mary's Church, Dorrance
Enterprise Holdings Foundation	Levy Rosenthal & Associates, Merrill Lynch	Sand Springs Country Club
Mary Erwine	The Luzerne Foundation	Shadowbrook Golf Course
First Hospital/Choices		Sheldon-Kukuchka Funeral Home, Inc.
Fox Hill Country Club		



# Board of Directors 2017-2018

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## Treasurer

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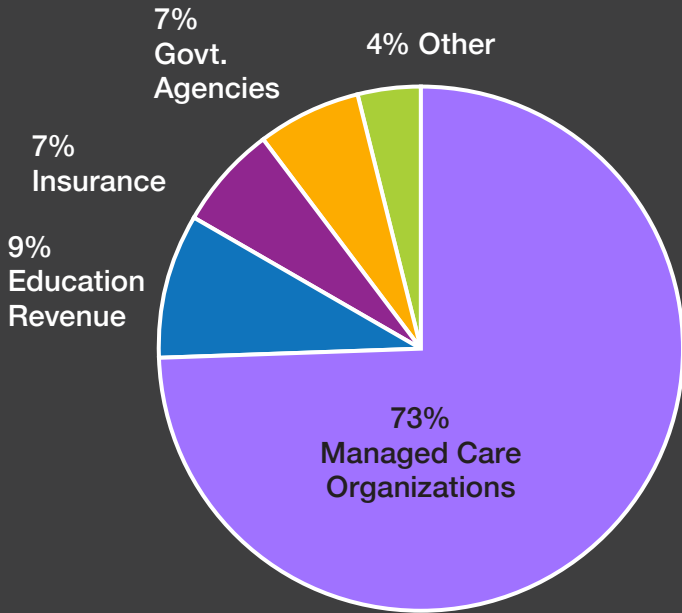
David Yates

Young Lawyers Division,  
Wilkes-Barre Law and  
Library Association

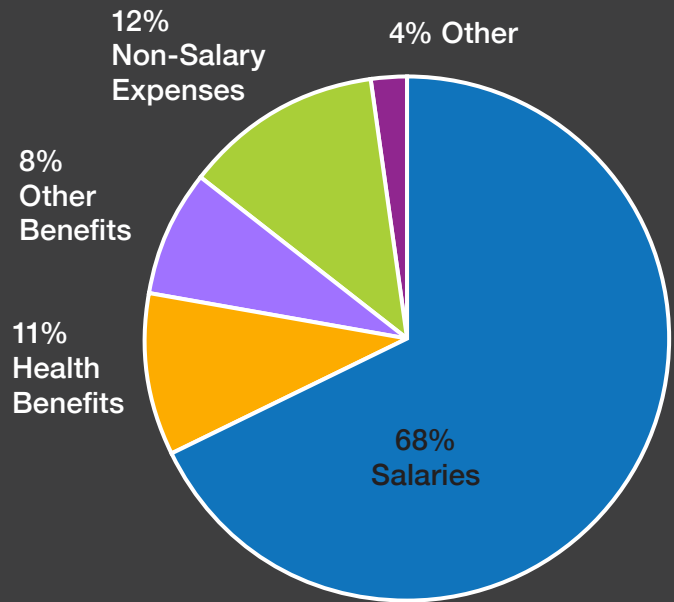
The Yudichak Family Lighthouse Fund  
of The Luzerne Foundation

# Financial Highlights

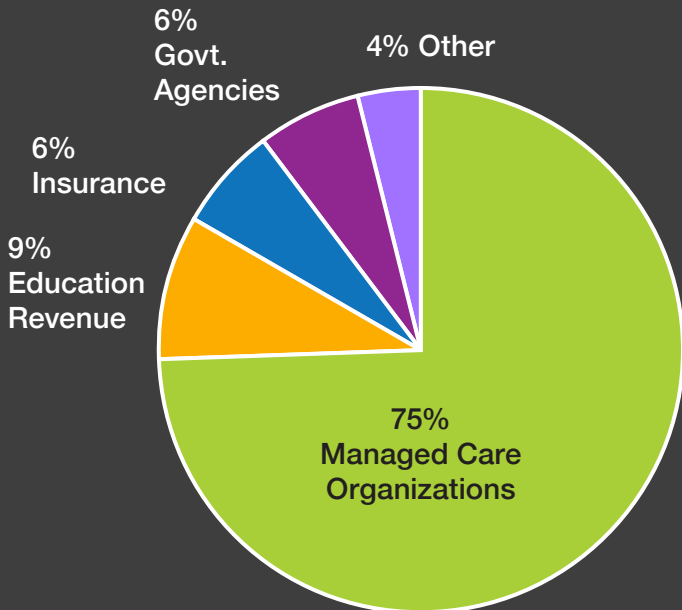
## Audited FY 2017 Revenue



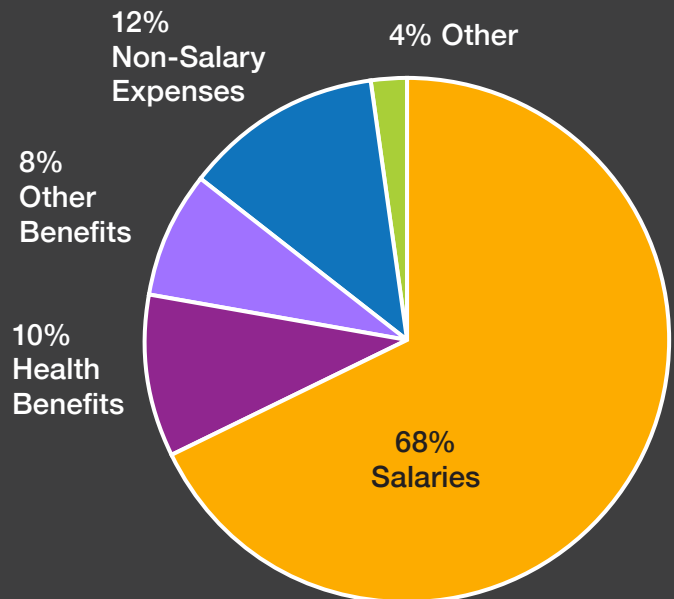
## Audited FY 2017 Expenses



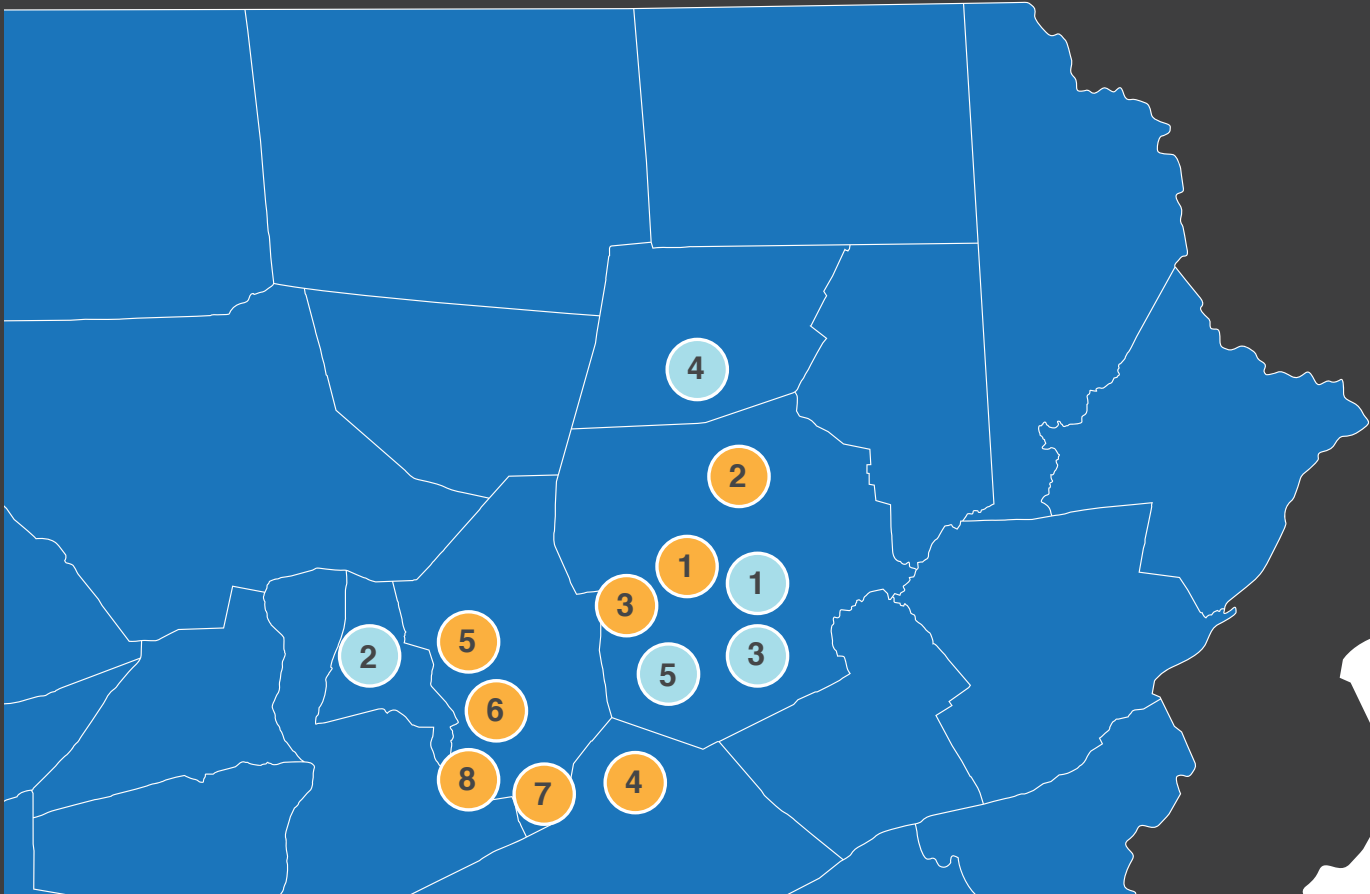
## Audited FY 2016 Revenue



## Audited FY 2016 Expenses



# Locations



## ● Offices

**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  
Hazleton, PA 18201  
570-855-8058

## ● 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



[www.cscwv.org](http://www.cscwv.org)

**Wilkes-Barre, CSC Main Office**  
335 South Franklin Street  
Wilkes-Barre, PA 18702-3897  
570.825.6425 | 877.433.5112

**Tunkhannock Office**  
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