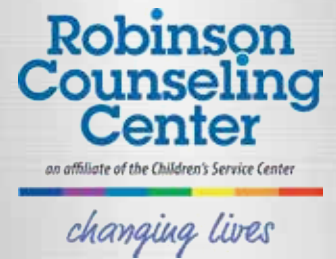


CELEBRATING
160
YEARS OF
SERVICE



Conyngham Primary Health

ANNUAL REPORT 2021

Expanding Care, Improving Lives.

THE REGION'S ONLY CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC



"Our CCBHC model alleviates decades-old challenges for people who suffer from economic hardship and intergenerational poverty."



FROM OUR PRESIDENT

Friends,

Despite a pandemic that won't seem to lose its grip on the region, the Children's Service Center (CSC) and its affiliate serving adults, Robinson Counseling Center (RCC), ended 2021 in a good position, reaching some milestones coupled with some exciting developments.

During the summer of 2021, we were informed by the Department of Health and Human Services that Children's Service Center was selected to become a Certified Community Behavioral Health Clinic (CCBHC). This designation makes CSC the only CCBHC operating in Northeastern Pennsylvania. The CCBHC model alleviates decades-old challenges for people who suffer from economic hardship and intergenerational poverty. This is reflected in regional statistics. Three primary problems and service gaps will be addressed by the Children's Service Center's CCBHC: 1) insufficient access to behavioral health services; 2) inadequate availability of evidence-based approaches; and 3) the absence of an integrated approach to behavioral health and primary health care in the service area. (Descriptions of some CCBHC programs are highlighted in this report.)

By year's end, CSC and RCC were serving 11,000 children, adolescents, and adults. With this growth come challenges. Specifically, we focused our efforts on the need to provide adequate and up-to-date facilities for the burgeoning client base. In late fall, we broke ground for a 12,516 sq. ft. addition to the outpatient clinic in Wilkes-Barre with an expected completion date in late July.

In 2022, we will introduce the Conyngham Primary Health Center. Named for one of our founding families, the Conyngham Center will house the CSC and RCC's primary health medical team. Physicians, physician assistants and certified registered nurse practitioners will treat children, adolescents, adults and families on the first floor of the Wilkes-Barre clinic to integrate physical health services under the CSC model of care.

CSC and RCC combined are now employing nearly 500 full and part-time staff. With the Board of Directors support, we are making progress on recruitment and retention of employees through a variety of benefits including: tuition reimbursement, student loan assistance, comprehensive health benefits, and salary adjustments to meet the growing demand for medical professionals. We have hired a full-time recruiter to help secure the most qualified, professional staff available.

We instituted a new Fund – the Thalenfeld Social Determinants of Health Fund – that assists our clients struggling to navigate the social and economic threats to their health and well-being. This effort is fully in-line with the purpose and mission of the Children's Service Center. We are making this financial commitment because, simply put, it is the right thing to do.

Finally, CSC finished the year in a good financial position that allows us to respond to client needs and provide excellent services.

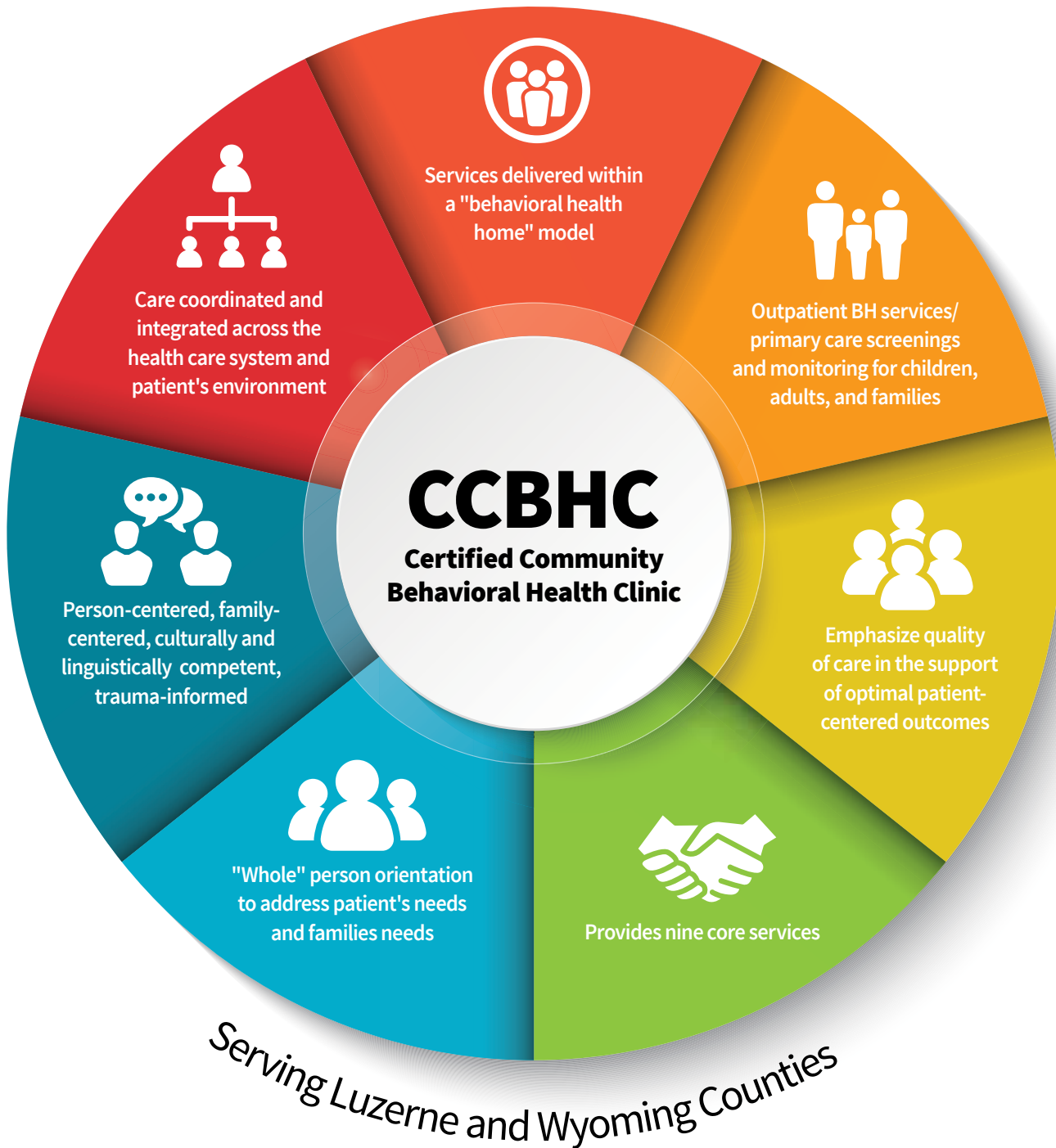
As always, we thank our employees who have not, throughout this trying time, skipped a beat in their dedication to the well-being of those we are so proud to serve.

And, we are grateful to you, our friends and supporters, for your enduring support of this organization. The Children's Service Center will celebrate 160 years of continuous operations on April 11, 2022. This could not have happened without your friendship and generosity. On behalf of those we serve, thank you.

I remain deeply proud to lead and serve this organization.

Mike Hopkins
President and Chief Executive Officer

WHAT IS A **CCBHC**? AND **WHAT DOES IT DO?**



430 CCBHCs are operating in 42 states. We are the **only CCBHC** in NEPA.

The Health Resources and Services Administration has designated **Luzerne** and **Wyoming counties** as health professional shortage areas.

The nature of the problem to be addressed includes availability and access. County data show that the available services and supports needed by individuals with serious mental health or substance use challenges are nearly at capacity -- with only a limited number of evidence-based practices. Unfortunately, even when services are available, those individuals most in need do not always access them. Several data sources illustrate the problem: The County Coroner's Offices indicate that suicide rates are high and drug overdose deaths have risen.

Data from the Centers for Disease Control show Pennsylvania to be a state most adversely affected by the opioid crisis in the U.S.; Luzerne County specifically is ranked 38th of 220 counties in the nation (and the highest in the state) to be at risk of HIV and/or Hepatitis C due to the opioid epidemic. CSC data show that the majority of individuals with substance use disorders have not had primary care services for years. Clients of the new CCBHC will have access to both primary and behavioral health care with oversight from care coordinators, wellness nurses, and health coaches, as well as psychiatric CRNPs and MAT professionals. In total, 28 new positions have been created under the CSC's CCBHC.



ALLO ONE

FOUNDATION

Certified Community Behavioral Health Clinic
at the Children's Service Center

**Dedicated to Our Community
Supported by AllOne Foundation
Board of Directors**

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John Graham	Paul Rooney
Judy Graziano	Rhea Simms

John Cosgrove, Executive Director

We will **improve access** to care for mental health and substance use disorders.

INTEGRATING CARE UNDER



Care Coordination

For individuals with behavioral, substance use and/or physical health care needs, connecting the dots and complying with an appointment schedule can be challenging to ensure appropriate care. Funded through the CCBHC grant and provided at no cost to the client, the Care Coordination team assists those who are considered high-risk, helping them access appointments, transportation, housing, or facilitating referrals to other community services. While ensuring all documentation and records are received from the various providers of the client, Care Coordinators focus on motivating each client to keep appointments and facilitate an ongoing schedule of care.

These services are appropriate for clients whose risk is high due to a recent discharge from an inpatient or residential facility, an extensive medical diagnosis/chronic health concerns, a history of missed appointments, homelessness, transportation barriers, criminal justice involvement, and/or those on a wait list for another service with no interim supports. This added attention can be critical to client success because it eases transitions from facilities and between levels of care by providing frequent contact with the client. Ultimately, Care Coordination serves to ensure timely program enrollment, attendance at appointments and regular follow-up to help the client progress to better health and a sense of well-being.

Any clinical provider can refer their client for Care Coordination at any time during services should changing circumstances indicate the need for more intensive support.



Psychiatric Rehabilitation

Psych Rehab is a CCBHC service to help adults with long-term psychiatric disabilities, such as depression, bipolar disorder, schizophrenia, and/or other severe mental health challenges. The program promotes recovery, full community integration, and improved quality of life for people with mental health conditions that seriously impair their ability to lead meaningful lives.

Services are collaborative, person-directed and individualized where clients develop skills and access resources needed to increase their capacity to be successful and satisfied in their living, working, learning, and social environments. Staff help participants set specific goals for themselves (such as getting a job, being a tenant, or enrolling in school), and achieve those goals through teaching, coaching, planning, and more.

Our CCBHC staff follow the core principles of successful psychiatric intervention by:

- Providing hope when the client lacks it
- Showing respect for the client throughout care
- Empowering the client
- Teaching the client wellness planning
- Emphasizing the importance for the client to develop social support networks

The ultimate goal is for participants to become successful and satisfied in the environments of their choice with the least amount of ongoing professional intervention.

Barriers that too often exist across physical & behavioral health systems are removed.

ONE ROOF.



Wellness Nurses

Another key attribute of serving as a Certified Community Behavioral Health Clinic or CCBHC is a comprehensive focus on helping clients achieve and maintain wellness as part of the recovery process. Wellness is multidimensional and holistic, and includes lifestyle, mental, physical, and spiritual well-being, and the environment.

In order to help clients develop a more self-directed life and help them reach their full potential, Wellness Nurses are called upon to assess each individual's needs at the onset of care or through referral from a therapist in any program or service.

Whether a serious mental health diagnosis or behavioral concerns with one or more chronic health conditions, Wellness Nurses:

- Coach clients and assess their health and well-being through regular visits in school, home and clinical settings
- Coordinate primary care and mental health services
- Communicate with the entire team involved in each client's care

All clients of Children's Service Center and Robinson Counseling Center are eligible for support from Wellness Nurses, whose experience and access to all services are designed to improve the experience and outcomes of every client who seeks care.

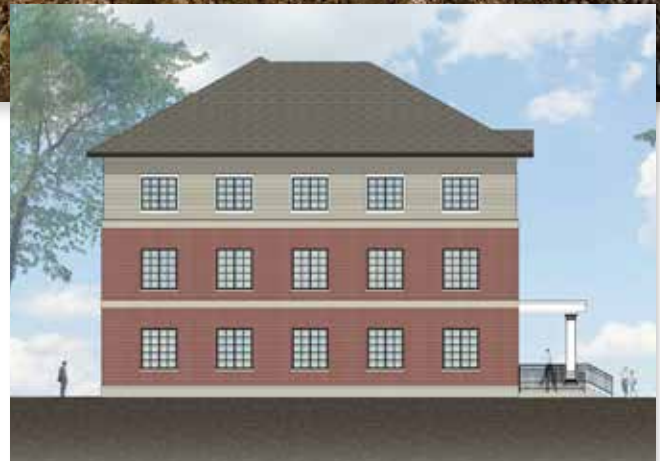
Wellness Nurses also make a difference with health screenings and medication monitoring to focus on nutrition, weight control, sleep habits, and stress management. They also educate clients about lifestyle choices, helping them set manageable and progressive health goals.

In a nutshell, the Wellness Nurse is an expert who helps each client and their team address all health and lifestyle issues to enhance the client's well-being over time.



Integrated care will improve quality of life for those served and their loved ones.

CREATING SPACE TO CARE



Building for better access to primary care, mental health and substance use services.

FOR OUR COMMUNITY.

In 2017, the Children's Service Center (CSC) introduced an integrated physical and behavioral health care program when it opened a new 27,402 square foot clinic on South Franklin Street in Wilkes-Barre. At that time, CSC and its affiliate, the Robinson Counseling Center (RCC), were serving approximately 6,500 children, adolescents, and adults through 25 programs. In just the last four years, clients have increased dramatically, to nearly 11,000 served annually by the end of 2021.

The organization's most dramatic growth has been among adults served (18+). In 2015, RCC was serving just 243 adults. During 2021, that number increased to 4,848.

With the success of the CSC's Integrated Health Care Program as well as a federal designation as a Certified Community Behavioral Health Clinic come challenges. To deal with space issues, the CSC's Board of Directors approved a plan to construct a 12,516 sq. ft., three-story addition to CSC's existing clinic. Plans for the new space include:

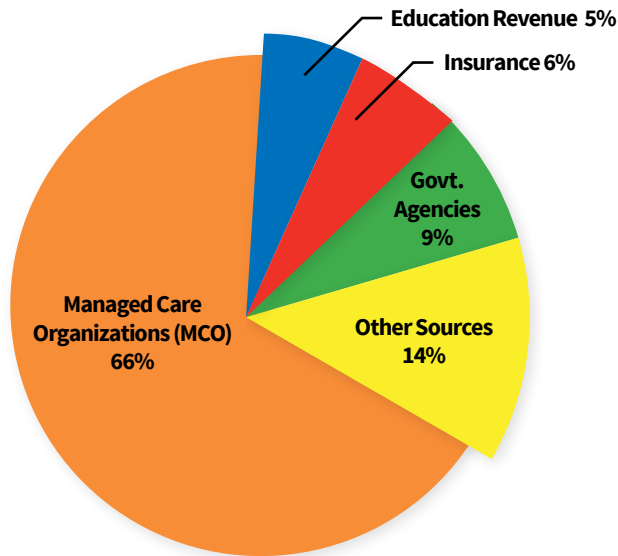
- Therapy space for increased numbers of children and adults seeking behavioral health services
- Integrated behavioral health care model expansion to include on-site laboratory services
- Physical health exam rooms
- Increased space for treatment of co-occurring disorders



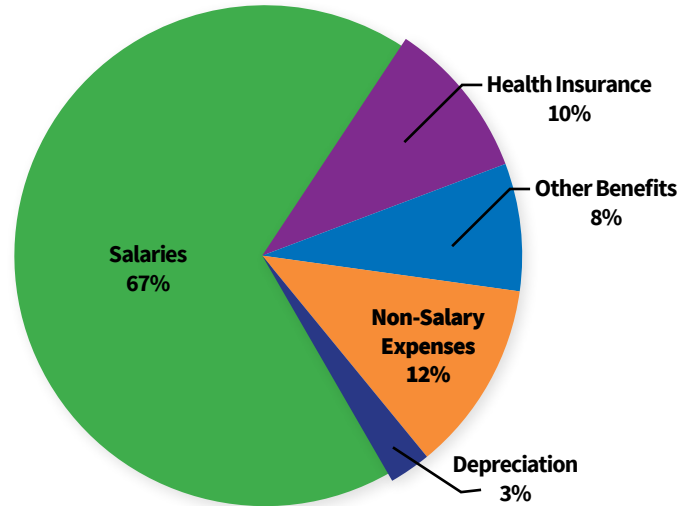
A new three-story, 12,516-square foot, \$5.5 million investment.

ACHIEVING POSITIVE

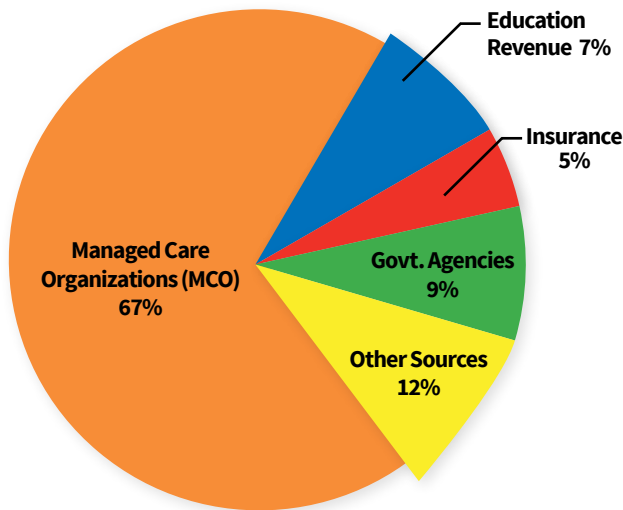
Audited FY 2021 Revenue



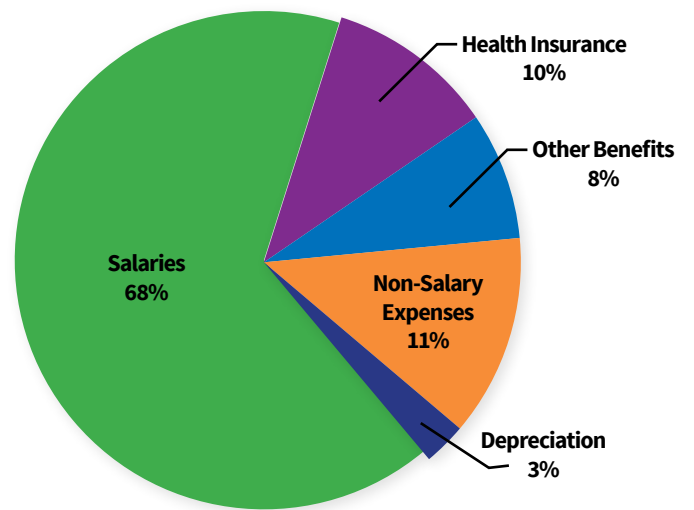
Audited FY 2021 Expenses



Audited FY 2020 Revenue



Audited FY 2020 Expenses



Total Revenue:
\$31,730,854

Total Expenses:
\$29,170,930

OUTCOMES.

SCHOOL DISTRICTS SERVED

Crestwood School District

281 South Mountain Boulevard
Mountain Top, PA 18707

Dallas Area School District

2030 Conyngham Avenue
Dallas, PA 18612

Elk Lake School District

2380 Elk Lake School Road
Springville, PA 18844

Lackawanna Trail School District

PO Box 85
Factoryville, PA 18419

Line Mountain School District

185 Line Mountain Road
Herndon, PA 17830

Minersville Area School District

1 Battlin' Miner Drive
Minersville, PA 17954

Mount Carmel Area School District

600 West 5th Street
Mount Carmel, PA 17851

North Schuylkill School District

15 Academy Lane
Ashland, PA 17921

Pittston Area School District

5 Stout Street
Pittston, PA 18640

Pottsville Area School District

1501 West Laurel Boulevard
Pottsville, PA 17901

Schuylkill Haven Area School District

501 East Main Street
Schuylkill Haven, PA 17972

Shamokin Area School District

2000 West State Street
Coal Township, PA 17866

Shikellamy School District

200 Island Boulevard
Sunbury, PA 17801

Tunkhannock School District

41 Philadelphia Avenue
Tunkhannock, PA 18657

Wayne Highlands School District

482 Grove Street
Honesdale, PA 18431

West Side Career & Technology Center

75 Evans Street
Kingston, PA 18704

Wilkes-Barre Area School District

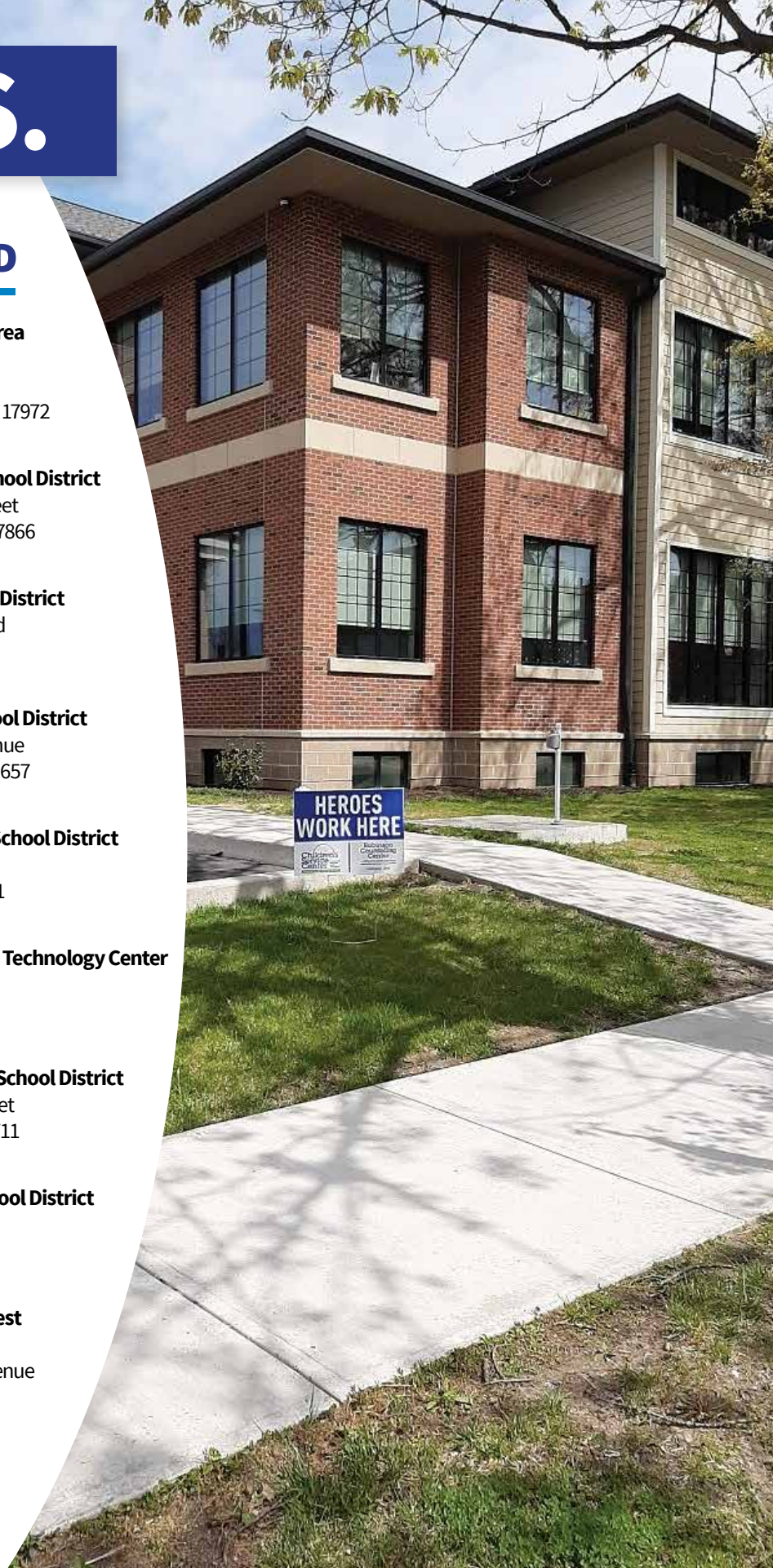
730 South Main Street
Wilkes-Barre, PA 18711

Wyoming Area School District

252 Memorial Street
Wyoming, PA 18643

Wyoming Valley West School District

450 North Maple Avenue
Kingston, PA 18704



2020

Total Revenue:
\$28,502,210

Total Expenses:
\$28,465,996

THANKING OUR SUPPORTERS.

Allan Industries Recyclers
AllOne Foundation & Charities
America's Finance
America's Choice Cars & Credit
Arnold Foundation
Assured Partners of
Northeastern Pennsylvania
Joseph B. & Virginia H. Banks Foundation
Charles & Denny Barber Family Fund
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Bridgewater Church
Canada Dry/Royal Crown of Scranton
The Children's Home Foundation
Children's Service Center Board of Directors
Chill Grill
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George Cosgrove
Dallas United Methodist Church
CSC-Joe DeVizia Fund
of the Luzerne Foundation
First English Baptist Church
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Robert C. Friedman
Fund For Shared Insight
Douglas Gebhardt
Gerrity's Supermarkets
Giant Floor & Wall Covering
Grotto Pizza
Susan Hennemuth
John P. Henry
Highmark
Mike Hopkins & Leslie Cadden
Robert Hopkins, Jr. †
Huntsville Golf Club
James Hurst In Memory
of Daniel Thompson
InterMetro Industries
It'll Do Foundation

Carolanne Jones-Leco
Melanie Maslow Kern
Mr. & Mrs. Allan Kluger
Chip & Kim Koehl
Koehl, Youngman, Levy, Rosenthal &
Shaffer Wealth Management Group -
Merrill Lynch
Kronick Kalada Berdy & Co. CPAs
Michael & Tish Last
The Lefkowitz Family Fund
of the Luzerne Foundation
Luzerne County Bar Association
The Luzerne Foundation
The Luzerne Foundation -- Wyoming Valley
Benefits Fund
Luzerne Optical Laboratories
M&T Bank
The M&T Charitable Foundation
Main Hardware & Supply Company
Armand Mascioli
Maslow Family Foundation, Inc.
McCole Foundation
Memco Realty Co. Ltd.
Robert Y. Moffat Family Charitable Trust
Michael Mootz Candies
Dr. George Moses All Star Committee
John P. Moses, Esq.
Moses Taylor Foundation
Moto Graphics, Inc.
NEPA Fund Collaborative
New Shoe Store
Norm's Pizza & Eatery
Northeastern Pennsylvania
Health Care Foundation
Neil T. O'Donnell, Esq.
One Point
Joseph & Erma Paglianite
Charitable Foundation
Mark & Leslie Patterson
Pennsylvania-American Water Company
Peoples Security Charitable Foundation
Pepperjam
Perkins -- Wilkes-Barre
Lauren Perry
Sharon Pisarcik
PNC
Price Chopper

Pride Mobility
Pulman Interiors
Judy Rice
The Rite Aid Foundation KidCents
Rodano's Pizza
Sand Springs Country Club
Saxon Psychiatric Services PC
Deborra Schauss
Service 1st Federal Credit Union
Paul J. Siegel
Sordoni Construction Services
Sordoni Family Foundation
South Auburn Methodist Church
SouthSide Seafood Inc.
Jonathan Spohrer, Esq.
St. Mary, Our Lady Help
of Christians Church
Step by Step
Straub Metal
Teamsters Local Union 401
Thalenfeld Family Charitable Trust
John Thalenfeld
Theresa Martini
TJMaxx
Connie Tressler
Employees of Trion Industries
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UNICO
United Way of Wyoming Valley
Wegmans
The Harry and Jeanette Weinberg
Foundation, Inc.
Weis Markets Inc.
Westmoreland Club
Williams Pipeline
Carl & Mary Witkowski
Lisa Wright
Wyoming Valley Country Club
David W. Yates
Young Lawyers Division of the Wilkes-Barre
Law & Library Association

Each one has made a great difference.

2021-2022

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Mary Casale
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On behalf of those we serve, thank you to the staff of the Children's Service Center and Robinson Counseling Center who donate so generously to the Holiday Giving Tree, Food Drives, Back to School supplies, and to so many causes and to the clients they cherish.

Together, we are making much needed change.

Core Services

Adoption
Autism
Blended Case Management
Care Coordination
Community & School-Based Behavioral Health
Crisis Intervention
Family Based Services
HOPE (Helping to Overcome Psychosis Early)
Intensive Behavioral Health Services
Medication Management
Outpatient Services
Partial Hospitalization (Day Treatment)
Primary Care Center
Psychiatric Rehabilitation
Residential Treatment Facility
Substance Use Disorder



Specialized Programs

Cognitive Behavioral Therapy
Dialectical Behavioral Therapy Skills Training
Family Peer Support and Peer Specialists
Fetal Alcohol Spectrum Disorder
Outpatient LGBT Group Therapy
Outpatient Group Therapy in Schools
Parent-Child Interaction Therapy
Milford E Barnes, Jr Therapeutic Educational Program
Trauma Certified Providers & Therapies
Wellness Nurses






Children's Service Center and Robinson Counseling Center provide and promote quality services with care and compassion to enhance mental health and emotional well-being in Northeastern and Central Pennsylvania. Since 1862, our expert teams have delivered uninterrupted care and services to individuals and families over seven generations. Our comprehensive programs offer hope, help and healing through assessment, referral, treatment, and crisis intervention available around the clock to build a stronger, more resilient community.

Leading behavioral health services for children, adults and families.



Wilkes-Barre – CSC/RCC Main Office

335 South Franklin Street
Wilkes-Barre, PA 18702
(570) 825-6425
cscwv.org |   

RCC Substance Use Disorder

21 Academy Street
Wilkes-Barre, PA 18702
(570) 301-0935

Hazelton Office

20 North Laurel Street | Suite 2E
Hazelton, PA 18201
(570) 497-4282

Tunkhannock Office

133 West Tioga Street
Tunkhannock, PA 18657
(570) 836-2722

Danville Office

580 Railroad Street
Danville, PA 17821
(877) 433-5112

Nanticoke Office

137 East Noble Street
Nanticoke, PA 18634
(570) 735-7369

Honesdale Office

840 Main Street
Honesdale, PA 18431
(570) 253-0321