



**Children's
Service
Center** an integrated
behavioral
health
organization
Centered on the very best health.™

**Robinson
Counseling
Center**

an affiliate of the Children's Service Center

changing lives

Annual
Report
2020

WE

SERVE | ENGAGE | INTERVENE | COLLABORATE | ACHIEVE





“We are grateful to you, our supporters and friends, who always stand with us in good or uncertain times.”



FROM OUR PRESIDENT

Friends,

I am convinced that the more things change the more they stay the same. I say this because recently I had the opportunity to witness a court formalization of the adoption of two children whose new parents sought services from the Children's Service Center's Adoption Program. Witnessing this reminds me that no matter the crisis, this organization is always there for those we are honored to serve. Despite a year like no other, the Children's Service Center and its affiliate, Robinson Counseling Center, continued and continue to provide services for those who most need our help.

While 2020 left the region, country and world in flux, CSC remained open, and we managed to maintain a good financial position that puts the organization in good stead as the pandemic continues through the first half of 2021. We managed not only to survive but innovate and make improvements including:

- Completed renovations on 4,267 sq. ft. of a building adjacent to the CSC campus. This was accomplished to meet the ever-increasing demand for Substance Use Disorder services. As demand continues to rise, we plan to renovate the final one-third of the building to provide additional clinical office space.
- In late 2020, the CSC Board of Directors approved a plan to build a 13,075 sq. ft addition to the CSC's Wilkes-Barre Outpatient Clinic. This was necessitated by the increased demand for services. We expect that demand will expand as the pandemic eases.
- The CSC's IT unit worked tirelessly to assure that the technology was available for services that moved to a Telehealth platform.

The pandemic brought about a lot of uncertainty. To ease that uncertainty, CSC's Executive Leadership Team made a commitment to keep our nearly 500 employees financially whole. We are proud to say that we kept this commitment.

The real heroes of 2020 are our employees. We are deeply grateful for their commitment and determination to continue serving our nearly 10,000 clients in a period of great uncertainty.

And, we are grateful to you, our supporters and friends, who always stand with us in good or uncertain times. This is why I am convinced that the more things change the more they stay the same. On behalf of those we have the privilege of serving, thank you.

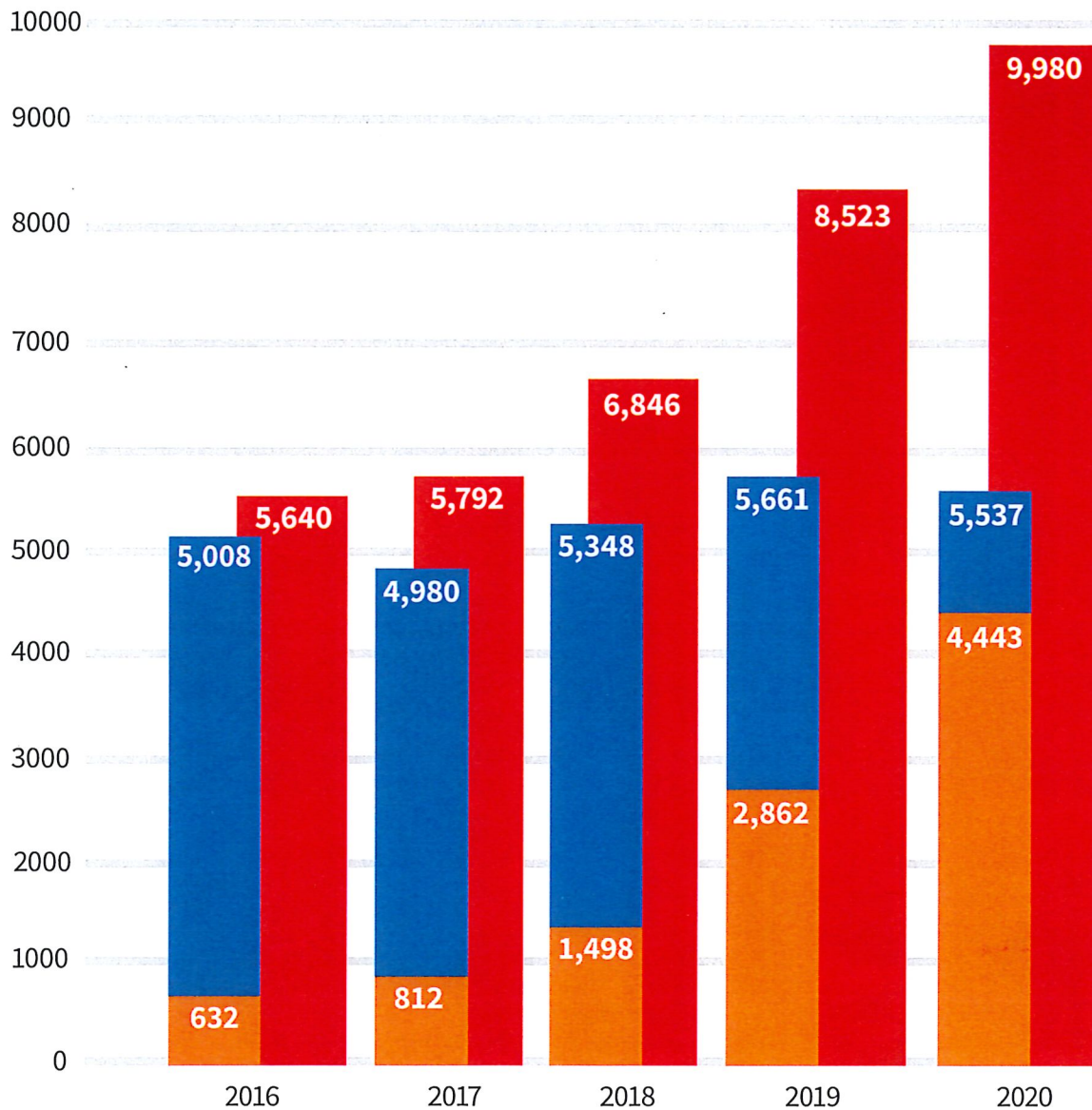
I remain deeply proud to lead this organization.

Mike Hopkins
President and CEO

WE SERVE

People Served

Under 18 ● 18+ ● Total ●



**Age of the client was determined at the end of each Calendar year.*

**Service is considered any service in any program both billable or non-billable in a show or completed status.*

Minority Staff Tuition Reimbursement:

Through a generous grant from the Northeastern Pennsylvania Health Care Foundation, annually CSC offers \$20,000 in additional tuition reimbursement for staff who identify as minorities and wish to further their education in a medical related field.

Student Loan Forgiveness Program:

Since 2018, on average, CSC employees enrolled in the Student Loan Forgiveness Program have realized \$8,638 in savings on their student loans.

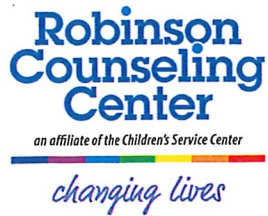
25 Programs

6 Office Locations

19 School Districts



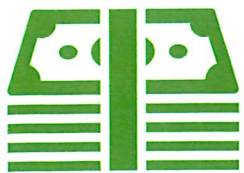
Founded In
1862



Founded In
2010



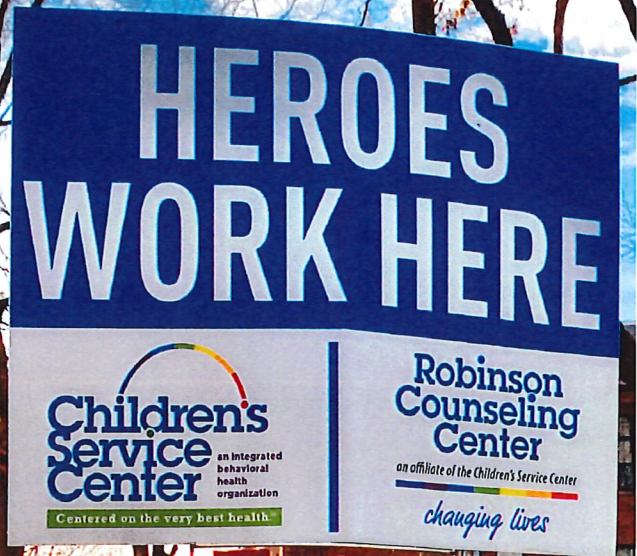
472
Employees



\$28.5 MM
Annual Budget

Leadership Development:

Annually CSC hosts Leadership Development Training for staff who are interested in pursuing a management track in integrated behavioral health services.





11 Evidence-Based Programs & Practices

\$300,000+

In tuition reimbursement since 2015





All programs of the Children’s Service Center and its affiliate, Robinson Counseling Center, continue to provide services throughout the pandemic. Staff take their designation as providers of essential services with tremendous spirit and willingness to continue assisting those who need it most. The following are some highlights of selected programs where not only were services provided but staff went beyond the scope of their positions to assure the overall health and safety of clients.



WE ENGAGE

Adoption

Despite the pandemic, the Children’s Service Center’s Adoption Program staff facilitated 14 adoptions throughout 2020.

One hundred and fifty-nine years ago, CSC was founded as an orphanage known as The Home For Friendless Children. Securing safe, loving homes for children remains at the very core of CSC’s mission.

Since 2002, CSC has been licensed to offer comprehensive services to individuals interested in adopting children from the Pennsylvania Foster Care System. CSC also offers services related to domestic and international adoptions as well as post adoption services for families.

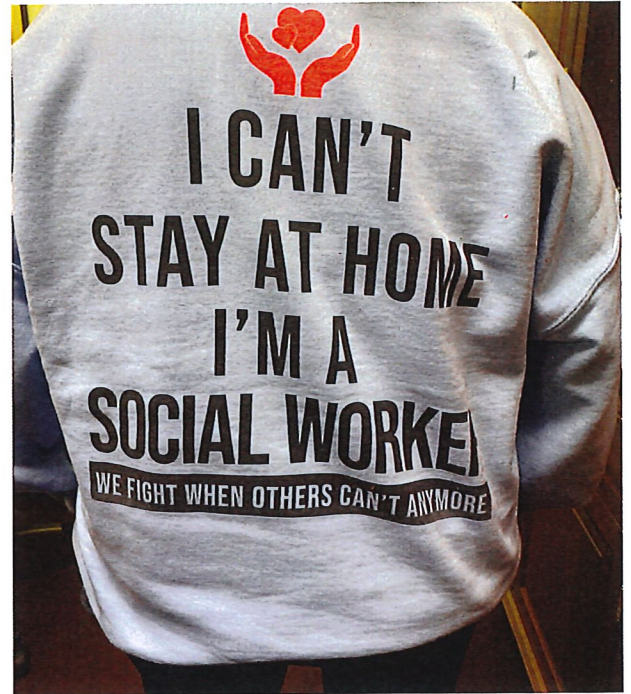
CSC’s Adoption Program is a grantee of The Dave Thomas Foundation for Adoption’s signature program, Wendy’s Wonderful Kids. CSC shares WWK’s core beliefs including: Every child deserves a safe, loving and permanent family; No child should linger in foster care or leave the system without a permanent family of his/her own; Every child is adoptable.

WE INTERVENE

HOPE (Helping to Overcome Psychosis Early)

A first episode psychosis is when an individual experiences hallucinations, delusional or disorganized thinking for the first time. HOPE is an early intervention program that provides unique treatment for individuals between the ages of 15-25 who are experiencing early signs of psychosis. CSC's coordinated care approach emphasizes shared decision making and focuses on helping individuals reach their recovery goals. A psychotic episode is treatable and the HOPE team assists in preventing further occurrences. The Hope Program's goal is to assist participants in reaching their goals and aspirations and to achieve success.

The Hope program was introduced at CSC in late 2016. During 2020, this program witnessed substantial growth from a single treatment team in Wilkes-Barre to the addition of new teams located in Monroe, Pike, Carbon and Wayne Counties. During 2020, HOPE team members mentored clients and their families resulting in employment opportunities as Peer Specialists.



Crisis Intervention Services

Available 24/7, the Crisis Intervention Services are immediate, crisis-oriented services that are designed to defuse or resolve stressful, mental health situations. Services provided by specially trained crisis workers include: evaluation; psychiatric consultations; referral to an inpatient facility; and rapid connection to appropriate treatment services. Throughout the pandemic, crisis staff were able to assist clients throughout the region including those living in Luzerne, Wyoming and Wayne Counties.



"A hero is an ordinary individual who finds the strength to persevere"

Community and School-based Behavioral Health (CSBBH)

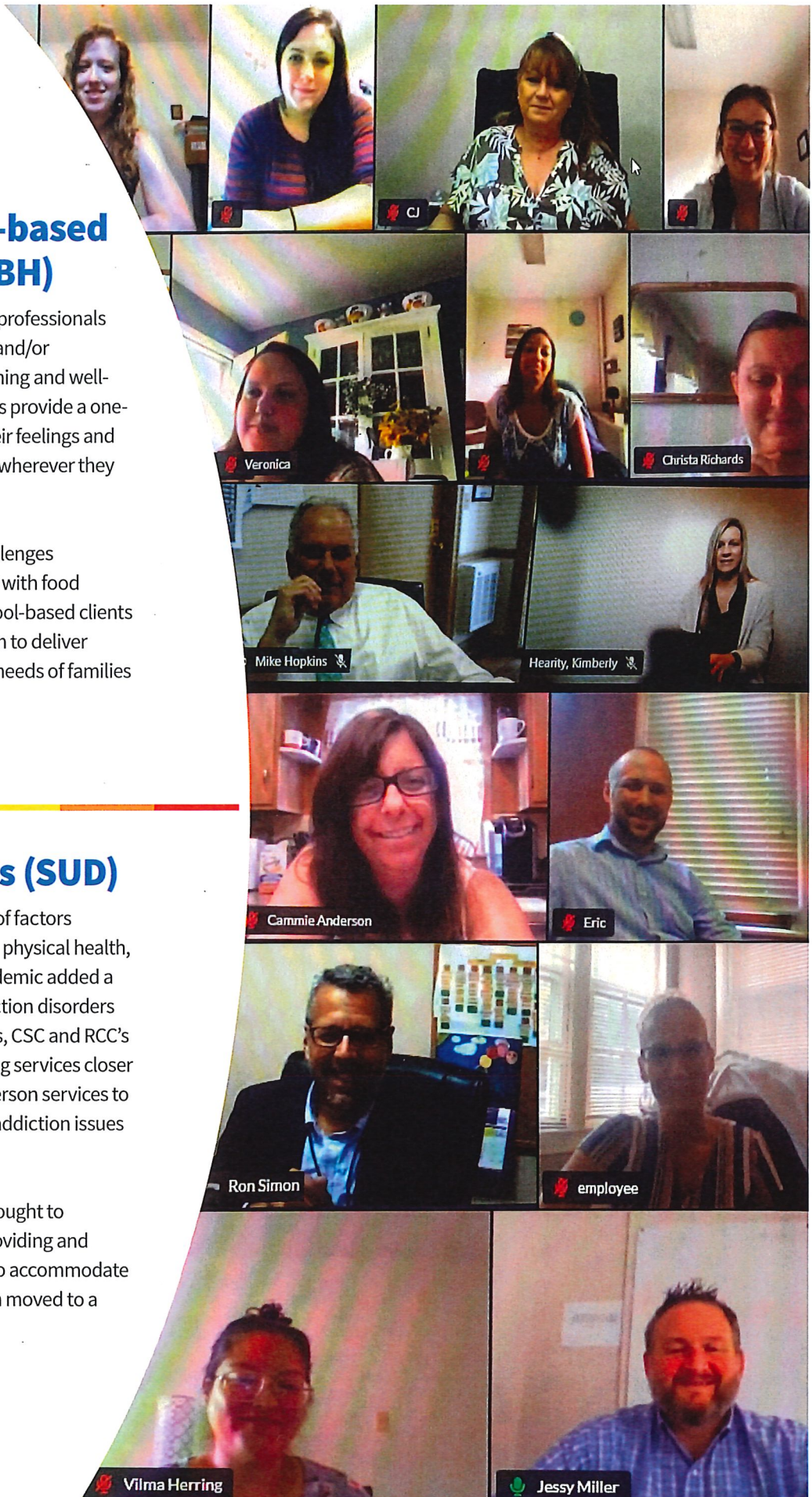
In 19 School Districts throughout the region, CSC professionals are working with students to alleviate emotional and/or behavioral problems that interfere with their learning and well-being. Through the CSBBH program, professionals provide a one-stop program where children learn to manage their feelings and behaviors. CSBBH professionals provide services wherever they are needed; in the school, home, or community.

The pandemic brought on a whole new set of challenges for CSBBH professionals when they began to deal with food insecurity and the lack of basic needs of their school-based clients and their families. CSBBH professionals stepped in to deliver food, provide clothing, and attend to emergency needs of families served by this program.

Substance Use Disorders (SUD)

Addiction treatment is complicated by a number of factors including: the source of addiction; demographics; physical health, and co-occurring disorders. The onset of the pandemic added a new level of anxiety for those suffering from addiction disorders or who live tangentially with addiction. In all cases, CSC and RCC's Addiction Treatment Specialists continued to bring services closer to the source by providing Telehealth and/or in-person services to children, adolescents, adults and families where addiction issues threaten lives.

In addition, the Addiction Treatment Specialists sought to alleviate other pandemic-related hardships by providing and delivering food and other goods where needed. To accommodate extreme growth in the program, the SUD Program moved to a larger, newly renovated facility during 2020.



and endure in spite of overwhelming obstacles." - Christopher Reeve




**Children's
Service
Center** an integrated
behavioral
health
organization

Centered on the very best health. SM

FIVE
FREED

FREED

NEW



WE COLLABORATE

The Children's Service Center believes not just in the efficiencies of collaboration but in the idea that collaboration most often leads to outcomes that serve the best interest of our clients. There has never been a time when collaboration was so important and vital to the well-being of those we serve.

As such, CSC has formal and informal arrangements with multitudes of regional partners and individuals to assure that the services we are providing result in the best possible health care for those we serve. Collaborations are sought to determine best outcomes as well as keeping an eye to the future about changes/shifts in mental health treatment initiatives, opportunities and costs.

Examples of collaborations include: The Wright Center for Primary Care provides on-site primary health care services; Genoa Healthcare Company, a behavioral health specialty pharmacy company, provides on-site pharmacy services. Also, CSC has an agreement with HNL Labs to offer laboratory services on-site in late 2021.

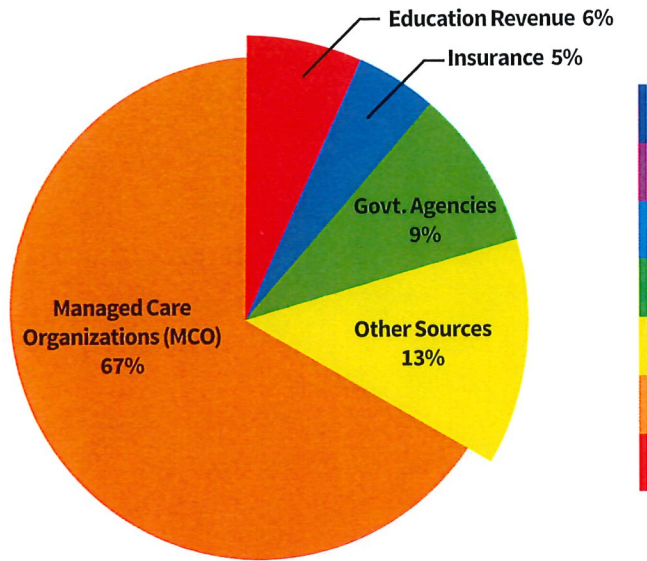
Other collaborations include: the Weinberg Food Bank to assist low-income clients with food and nutritional needs; Genoa Pharmacy where Wilkes University Pharmacy students have preference for pharmacy internships. In addition, CSC collaborates with: Wilkes



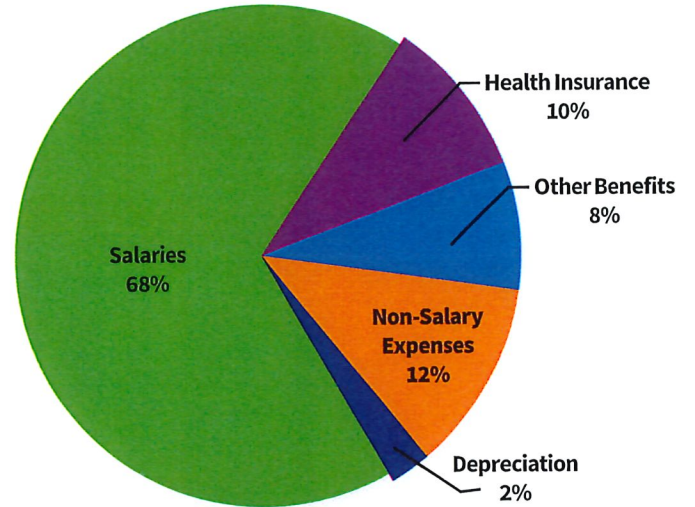
University (CRNP student interns); The Commonwealth Medical College (medical student Precept Program with CSC psychiatrists; Reflection Rounds with medical administrators); Wilkes Barre School District; Luzerne County Children & Youth; Children's Advocacy Center of Luzerne County; Juvenile Justice Task Force; Victims Resource Center; Residential & Community Providers Association; Juvenile Probation Office.

To further our mission to provide quality services with care and compassion, CSC and RCC staff regularly meet with regional, state, and federal leaders to learn about and discuss initiatives and opportunities related to the delivery and costs associated with continued best practices in behavioral health.

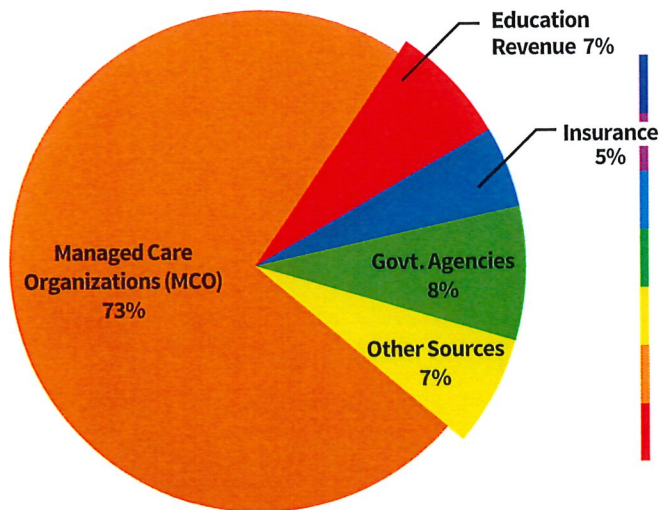
Audited FY 2020 Revenue



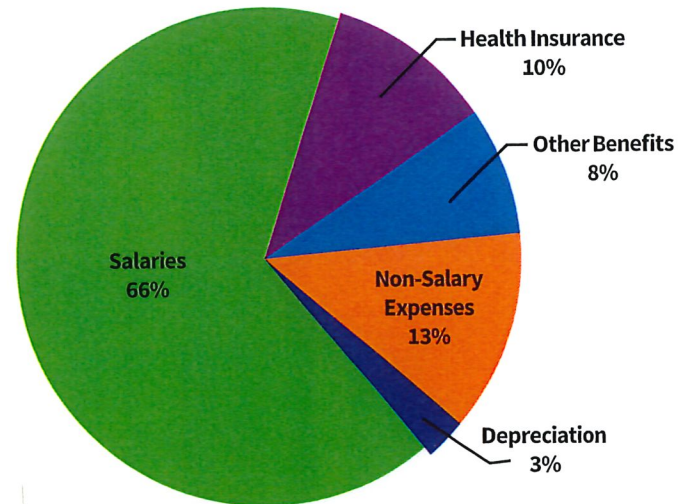
Audited FY 2020 Expenses



Audited FY 2019 Revenue



Audited FY 2019 Expenses



SCHOOL DISTRICTS

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



2019

Total Revenue:
\$24,405,875

Total Expenses:
\$24,360,809

WE THANK YOU

Kate Adams
AllOne Foundation & Charities
American Finance
America's Choice Cars & Credit
Anonymous
Anzalone Law Offices, LLC
Arnold Foundation
Assured Partners of Northeastern Pennsylvania
Back Mountain Dental
Joseph B. & Virginia H. Banks Foundation
Stephen Barrouk
Martha Bennet Trust
Black Horse Foundation Inc.
Blue Ridge Country Club
Bombas
Borton Lawson
Bridgewater Church
The Children's Home Foundation
Chill Grill
Choice Cars
Cintas Fire Protection
Cassandra Coleman
Edward & Mary Claire Coleman
George Conyngham, Jr.
Deborah Cornelius
George Cosgrove
Dallas United Methodist Church
CSC-Joe DeVizia Fund
of the Luzerne Foundation
Colleen Doyle, Esq.
First English Baptist Church
FNCB
Fox Hill Country Club
Fund For Shared Insight
Gerrity's Supermarkets
Grotto Pizza
Gary Groves
The Hart Medical Center PC
Susan Hennemuth
John P. Henry
Highmark
Mike Hopkins & Leslie Cadden
Robert Hopkins, Jr.
Robert Hopkins, Sr. †
Huntsville Golf Club
InterMetro Industries
It'll Do Foundation

Jolie Beauty Academy
Carolanne Jones-Leco
Melanie Maslow Kern
Mr. & Mrs. Allan Kluger
Chip & Kim Koehl
Mary Kopinski
Dr. Michael Koury
Michael & Tish Last
The Lefkowitz Family Fund
of the Luzerne Foundation
Lollipopsh Clothing & Gifts
Luzerne County Charitable Foundation
The Luzerne Foundation
The Luzerne Foundation -- Wyoming Valley
Benefits Fund
Luzerne Intermediate Unit
Luzerne Optical Laboratories
The M&T Charitable Foundation
Main Hardware
Theresa Martini
Armand Mascioli
Maslow Family Foundation, Inc.
Maslow Lumia Bartorillo Advertising
McDermott Real Estate Appraisals, Inc.
Ronald McDonald House Charities
of NEPA, Inc.
William G. McGowan Charitable Fund
Memco Realty Co. Ltd.
Meyers High School Key Club
Michael Mootz Candies
Dr. George Moses All Star Committee
John Moses, Esq.
Moses Taylor Foundation
John Musto
NEPA Fund Collaborative
New Shoe Store
Norm's Pizzeria
Northeastern Pennsylvania
Health Care Foundation
One Point
Joseph & Erma Paglianite
Charitable Foundation
R Mark & Leslie Patterson
Pennsylvania American Water
Pennsylvania Paper & Supply Co.
Peoples Security Charitable Foundation
Pepperjam

Perkins -- Wilkes-Barre
Sharon Pisarcik
PNC
Cathy Podlaski
Price Chopper
Judy Rice
Brian Rinker
The Rite Aid Foundation KidCents
Rondano's Pizza
Sand Springs Country Club
Saxon Psychiatric Services PC
Scranton Area Community Foundation
Service1st
Dr. and Mrs. Art Sherwood
Paul J. Siegel
Sordoni Family Foundation
South Auburn Methodist Church
Jonathan Spohrer, Esq.
Thalenfeld Family Charitable Trust
John Thalenfeld
TJMaxx
Connie Tressler
Employees of Trion Industries
Lee & Kerry Turner
UNICO
United Way of Wyoming Valley
The John & Helen Villaume Foundation
Wegmans
The Harry and Jeanette Weinberg
Foundation, Inc.
Weis Markets Inc.
Westmoreland Club
Williams Pipeline
Carl & Mary Witkowski
Lisa Wright
Wyoming Valley Country Club
Carolanne Jones-Leco Group
David W. Yates
Young Lawyers Division of the Wilkes-Barre
Law & Library Association
The Yudichak Family Lighthouse Fund
of The Luzerne Foundation
Sally Yudichak for CSC Fund
of The Luzerne Foundation
Melissa Zambetti

On behalf of the children, adults, and families we serve, a very special thank you to the staff of the Children's
Holiday Giving Tree, The Best Thanksgiving Ever, Annual Golf Outing, Holiday Food Drives, Lunch for a Cause

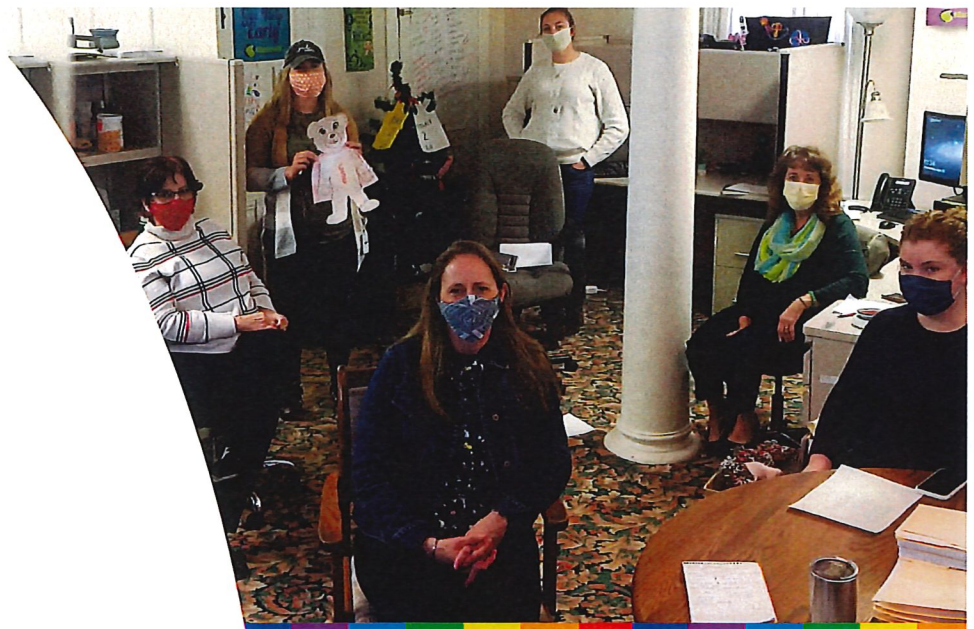
2020-2021 BOARD OF DIRECTORS

Edward Coleman Chair
Colleen Doyle, Esq. Vice Chair
Gary Groves Secretary
Charles W. Koehl III Treasurer

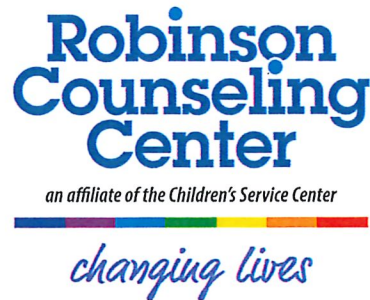
Mary Anzalone
Stephen Barrouk
Cassandra Coleman
George Conyngham
George Cosgrove
Brian Costello, Ph.D.
John P. Henry
Judy Rice
Matthew Shaffer
Paul J. Siegel
Jonathan Spohrer, Esq.
John Thalenfeld

DIRECTORS EMERITI

Mary Casale
Connie Tressler



Service Center and Robinson Counseling Center who continually donate so generously to the following:
Back to School Supplies, and to so many causes and clients they cherish.



www.cscwv.org |    

Wilkes-Barre – CSC Main Office

335 South Franklin Street
Wilkes-Barre, PA 18702
(570) 825-6425

Robinson Counseling Center

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

Tunkhannock Office

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

Nanticoke Office

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

Hazleton Office

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

Danville Office

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

Honesdale Office

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