

**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

**Conyngham**
PRIMARY HEALTH CARE CENTER

Helping Children, Preserving Families

ANNUAL REPORT 2022







FROM OUR **PRESIDENT**

Dear Friends and Supporters,

The 160th anniversary year at Children's Service Center has been a tremendously gratifying one for all who support its mission to provide quality services with care and compassion for people with primary care and mental health needs, substance use and autism spectrum disorders. We are indebted to our Board of Directors and our 550 employees, as well as the nearly 200 foundations, businesses, community organizations, and individuals who have given generously to support expansion projects, programs, and services in 2022.

Growth and expansion in 2022 included a record 12,000 clients served, and for the first time a year when CSC served more adults than children, in collaboration with its adult care affiliate, Robinson Counseling Center.

After a year of implementing CSC's designation as a Certified Community Behavioral Health Clinic (CCBHC) in Luzerne and Wyoming counties, CSC has expanded access to care and integrated mental and physical health services to improve outcomes for clients of all ages. A key milestone was the October 2022 opening of the Conyngham Primary Health Care Center in Wilkes-Barre, where individuals and families can now receive family/internal medicine services, mental health care and pharmacy services under the same roof. Research on this model of care shows that combined mental/physical care improves outcomes and overall health status better than if either primary care or mental health care is received alone. We also expanded Crisis Intervention Services, outreach to address the stigma of substance use disorder, and programs for individuals with chronic mental illness, and fetal alcohol and autism spectrum disorders.

Other developments at CSC included certification as a Great Place to Work® for 2022-2023 and being named the Not-for-Profit Organization of the Year by the Scranton Area Chamber of Commerce, recognizing our workplace culture and service excellence, respectively.

As an employer dedicated to learning and career development, CSC also advanced its educational partnerships, which now include 33 colleges and universities. CSC provides undergraduate and graduate internships for students in nursing, physician assistant, medicine, nutrition, psychology and counseling studies – maintaining a team of 30 interns throughout the year.

Finally, CSC finished the year in a good financial position. We used a great deal of resources to directly support our staff including \$3.3 million in retention bonuses and covering employee insurance premiums for the last year+. We also have a robust tuition reimbursement and loan forgiveness program that dozens of staff use to help defray the cost of education for improving their lives, and those of their families and the individuals we serve.

Despite the work of many people and organizations in our community, needs are escalating around the social determinants of health. Risk factors related to housing, employment, food security, access to health care, poverty and low income, social exclusion and isolation, and adverse early life experiences make mental health and mental illness challenges more likely to occur.

We are prepared to lead the way for helping children and families with a dedicated team who always answers calls for help. We are grateful to you, our friends and supporters, for your generosity to ensure that our programs and professionals have the resources they need to make a difference for every client who enters our doors.

Thank you, on behalf of those we serve and the caring professionals who deliver care and compassion to them every day.

Mike Hopkins
President and Chief Executive Officer

Our expert teams provide care in office locations, at home and in many schools across the region.



Leading behavioral health and primary care for children, adults and families

Children's Service Center, Robinson Counseling Center, and Conyngham Primary Health Care 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 services to individuals and families. 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.

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
- Substance Use Disorder

Specialized Programs

- Adult Autism Testing
- Cognitive Behavioral Therapy
- Dialectical Behavioral Therapy Skills Training
- Eye Movement Desensitization Reprocessing Therapy (EMDR)
- Family Peer Support and Peer Specialists
- Fetal Alcohol Spectrum Disorder
- Motivational Interviewing
- Outpatient LGBTQ+ Group Therapy
- Outpatient Group Therapy in Schools
- Parent-Child Interaction Therapy
- Milford E Barnes, Jr Therapeutic Educational Program
- Trauma Certified Providers & Therapies
- Wellness Nurses

**ACCREDITED BY THE JOINT COMMISSION
DESIGNATED AS A CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC**

ADDRESSING THE RISK OF

Mental Health

Early in its 160-year history, the founders of the Children's Service Center recognized the need for mental health care among the young residents of its original Home for Friendless Children. The disparities faced by these children in terms of poverty, housing, food insecurity, and other social determinants of mental health increased their risk for behavioral challenges and poor mental health. This initial recognition of negative impacts on children spawned more than a century of evolving programs at CSC and Robinson Counseling Center (RCC) that today deliver a full complement of therapy and intervention to serve 12,000 clients annually – from pre-school age children to adults of all ages.

Addressing risk and building resilience are at the heart of mental health services at CSC/RCC, where experts address behavioral challenges through assessment, treatment, referral and crisis intervention.

Whether a first-time client experiencing anxiety or depression or an individual living with chronic mental illness, CSC/RCC provides services in five office locations, as well as home and school settings to build a stronger, more resilient community.



Mental Health Programs

Adoption

Community & School-Based Behavioral Health

Crisis Intervention

Family-Based Services

HOPE (Helping to Overcome Psychosis Early)

Intensive Behavioral Health Services

Outpatient Therapy

Partial Hospitalization/Therapeutic Education Program

Psychiatric Rehabilitation

Individuals, families and groups have access to focused care by trauma-certified professionals and trauma-informed environments, along with case management and care coordination experts who help clients navigate the sometimes-complicated array of available community services.

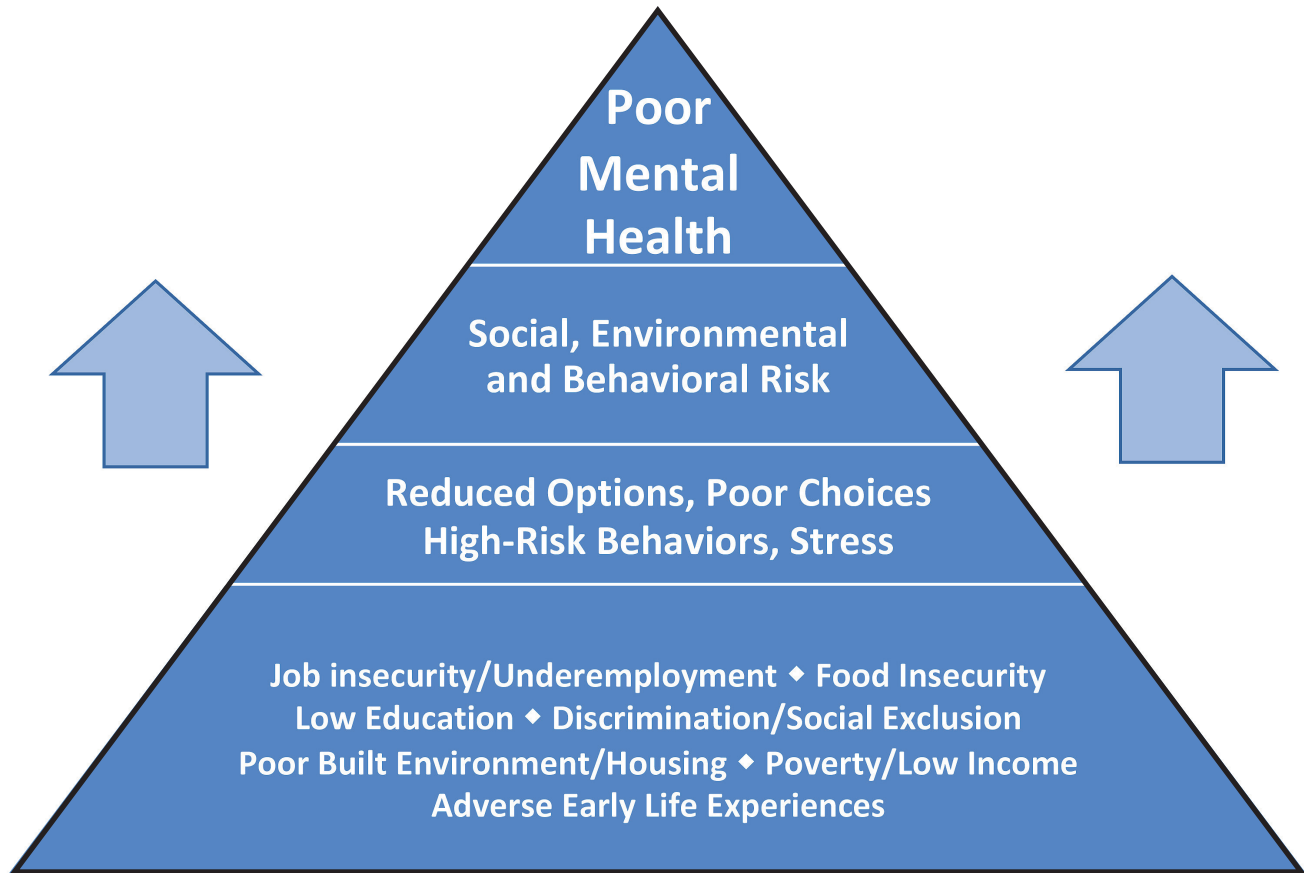
As societal issues have grown more complex, Children's Service Center has remained steadfast in its commitment to addressing mental health challenges brought on by social disparities, and addressing the unique needs of children, adolescents, and adults to help keep families together.



Within these programs, individuals, families, and groups have access to focused care.

MENTAL ILLNESS

Social Determinants of Mental Health



Adapted from *The Social Determinants of Mental Health*, Compton, Michael T., MD, MPH, and Shim, Ruth S., MD, MPH, Clinical Synthesis, focus.psychiatryonline.org, 2015.



CSC remains steadfast in its commitment to addressing mental health challenges.

BREAKING THE CYCLE



Substance Use Disorder

The Substance Use Disorders Program at Children's Service Center (CSC) and Robinson Counseling Center (RCC) has experienced a steady increase in volume – serving 5,000 individuals since its inception in 2018. Annual unduplicated clients exceeded 1,100 for each of the last three years. Specific to the opioid crisis, Opioid Use Disorder diagnoses increased by 75 percent between 2018 and 2022, with overall drug and alcohol programming seeing a large influx during pandemic restrictions in 2020-2021.

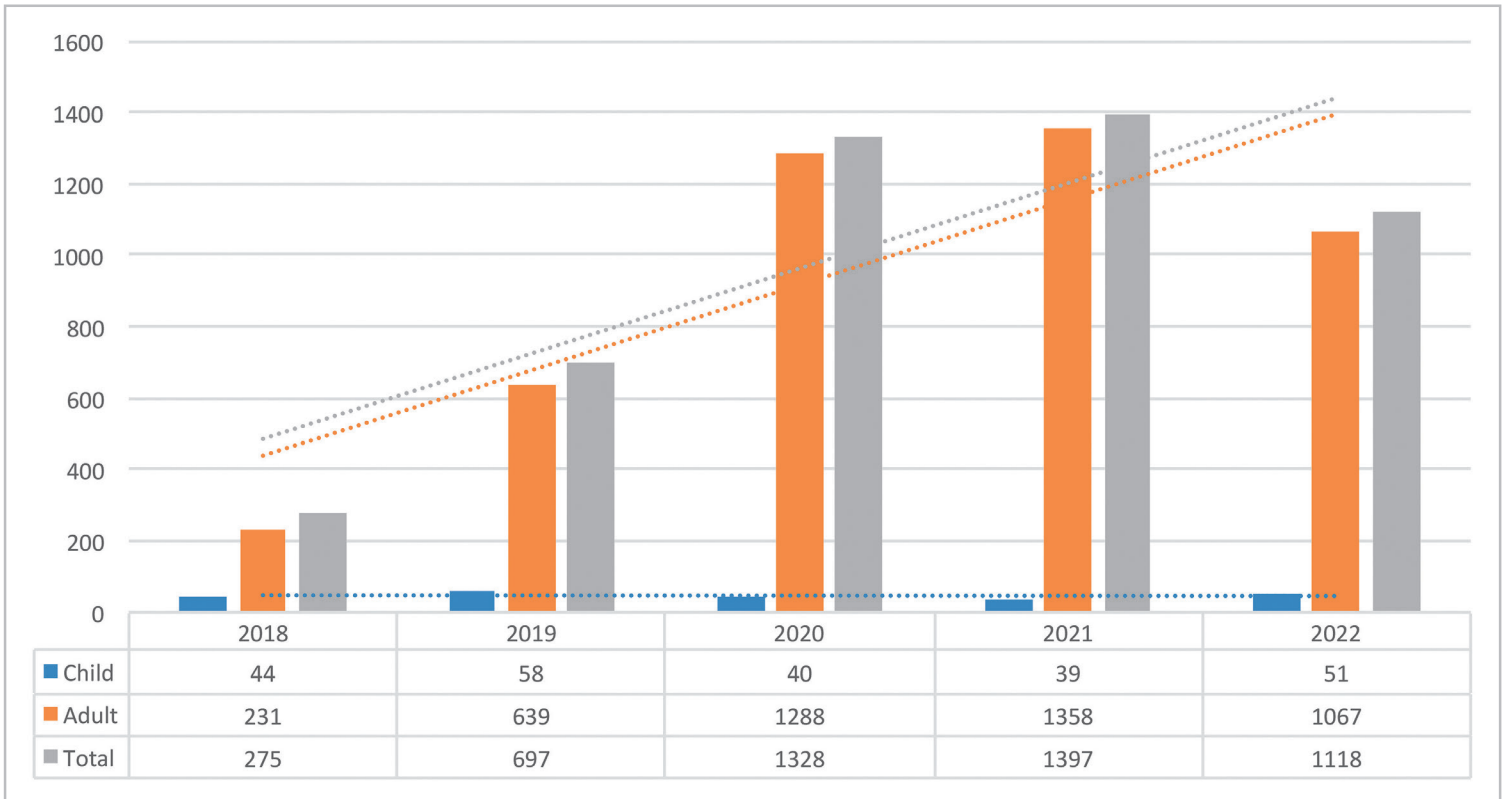
With a growing emphasis on breaking the cycle of substance use disorder within families, CSC/RCC have increased efforts for reducing the stigma of addiction through prevention and outreach. Priorities include students and families at school and community engagements, and those with substance use problems who may face barriers to seeking treatment.

Additionally, the Community Warm Handoff Program responds quickly to individuals experiencing substance-induced medical emergencies – providing comfort and support to facilitate treatment, minimize stigma, and encourage long-term follow-up focused on recovery.

CSC/RCC have increased efforts for reducing the stigma of addiction targeting

OF ADDICTION

Children's Service Center and Robinson Counseling Center Substance Use Disorder Unduplicated Clients



both at-risk individuals and the community to improve access to services.

CREATING A SPECIAL PLACE

Autism Spectrum Disorder

The Centers for Disease Control estimates that one in 44 children are now diagnosed with Autism Spectrum Disorder (ASD), a complex neuro-developmental condition with a large range of symptoms and behaviors. From the young, non-verbal child to the adult professional managing a career with ASD, there remains a wide gap in understanding and resources to help individuals and families manage their lives with clarity and the right resources to function at their fullest.

Children's Service Center began its work with ASD in 1992 by offering Behavioral Health Rehabilitation Services and became a regional leader in autism assessment, diagnosis, and treatment in Northeastern Pennsylvania. As standards of care and legislation evolved, CSC embraced Applied Behavior Analysis (ABA) and transitioned to Intensive Behavioral Health Services. CSC's highly credentialed team includes psychologists, behavioral analysts and consultants, and behavioral health technicians who deliver community-based ABA services, along with a network of outpatient therapists who specialize



in autism. Beyond clinical care, CSC became a member of the Autism Collaborative Centers of Excellence (ACCE) in 2018 and opened the Autism Family Support Hub in Hazleton in 2019. ACCE was formed under the leadership of AllOne Foundation to enhance service delivery and minimize gaps for individuals with ASD and their families in Northeastern Pennsylvania.

ACCE brings together clinical providers, social service agencies, and community groups to offer programs and activities to enrich the daily lives of people with autism.

Specifically at CSC, AllOne Foundation funded the creation of the Autism Family Support Hub, which offers information and referrals for treatment, recreation, community services and events, as well as a Therapeutic Lending Library and training for community inclusion. In addition, AllOne Foundation supported the expansion of CSC's autism services with an Adult Testing Clinic, innovative training for professionals including a Therapeutic Tabletop Role Playing Group, therapeutic board games, and other approaches in clinical therapy.

CSC remains committed to helping those living with ASD by keeping the conversation open, addressing service gaps, and educating the community to promote understanding and inclusion for ASD throughout NEPA.



For every client with ASD served by CSC, multiple others are waiting to start care.

FOR EVERYONE

Primary Care

In Fall of 2022, Children's Service Center opened the Conyngham Primary Health Care Center, fulfilling a key goal to help integrate behavioral health and medical care on its main campus in Wilkes-Barre, where more than 90 percent of clients receive services. By combining physical and mental health services under one roof, the new facility supports stronger outcomes based on research that shows people with mental health challenges fare better with a cohesive approach to mental and physical health care.

The 12,500 square foot addition to CSC's outpatient building was funded by a capital campaign that



drew major support from AllOne Foundation, the Harry & Jeanette Weinberg Foundation, Moses Taylor Foundation, PNC Foundation, M&T Charitable Foundation, the McCole Foundation, the Black Horse Foundation, Martha Bennet Trust, Honesdale National Bank Foundation, the Children's Home Foundation, and Children's Service Center, as well as contributions from corporate and private donors.

Led by Medical Director Renata Meyer, MD, the Conyngham Center provides preventive and treatment services in family medicine and internal medicine, including physical exams, immunizations, disease diagnosis and management, and onsite laboratory and pharmacy for all ages.



Receiving both psychological and physical health care improves outcomes.

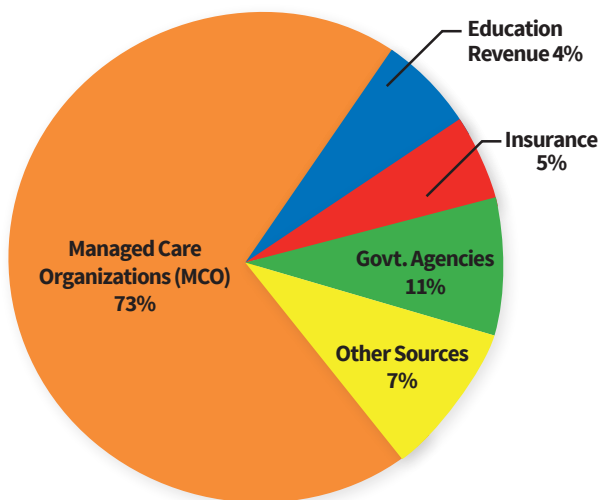
ACHIEVING POSITIVE

Fiscal year July 1, 2021 through June 30, 2022

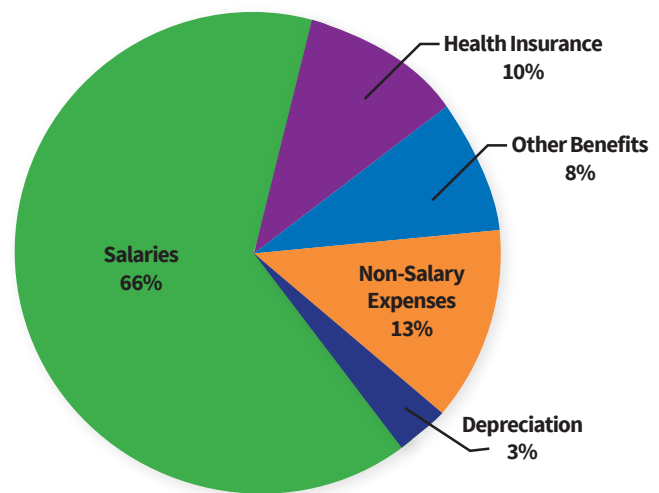
Total Revenue:
\$38,012,000

Total Expenses:
\$33,130,000

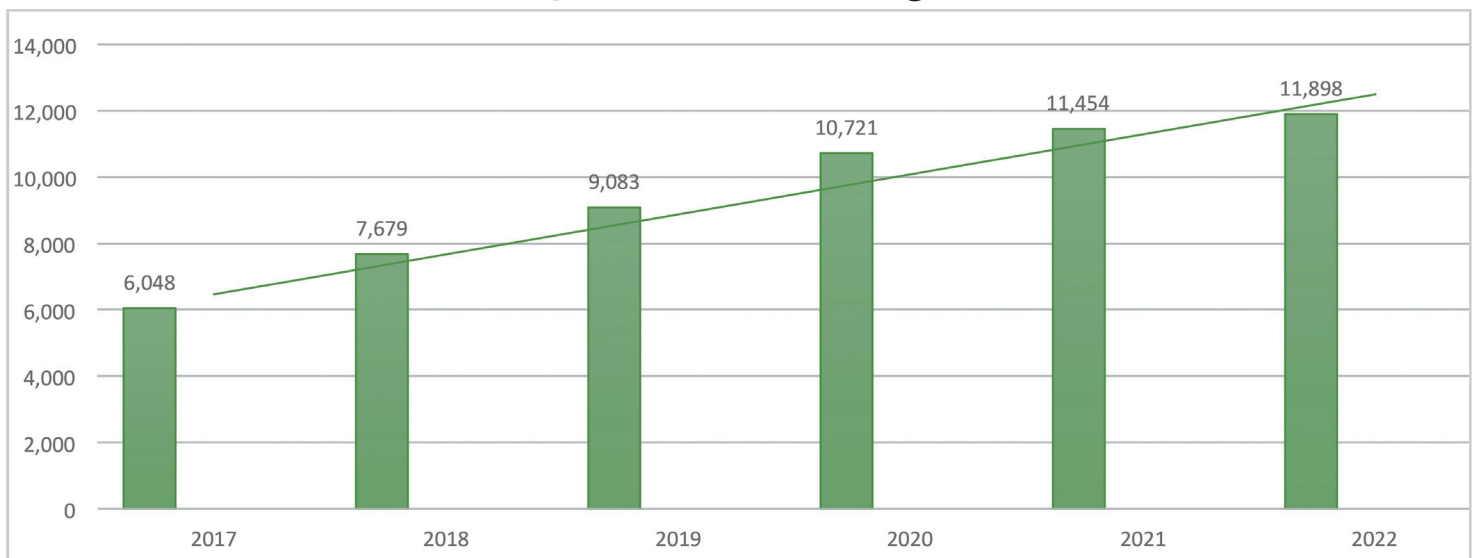
Audited FY 2022 Revenue



Audited FY 2022 Expenses



**Children's Service Center and Robinson Counseling Center
Unduplicated Clients/All Programs**



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

OUTCOMES

SUPPORTING THE EDUCATION OF YOUTH AND TEENS

CSC collaborates with the following school districts through its Partial Hospitalization, Therapeutic Education, and Community and School-Based Behavioral Health programs.

- | | |
|-------------------------------|-----------------------|
| Abington Heights | Mountain View |
| Berwick Area | North Pocono |
| Carbondale Area | North Schuylkill |
| Central Columbia | Northwest Area |
| Crestwood | Old Forge |
| Dallas | Pine Grove Area |
| Danville Area | Pittston Area |
| Dunmore | Pocono Mountain |
| Elk Lake | Pottsville Area |
| Forest City Regional | Schuylkill Haven Area |
| Greater Nanticoke Area | Scranton |
| Hanover Area | Shamokin Area |
| Hazleton Area | Shikellamy |
| Howard Gardner Charter School | Tamaqua |
| Jim Thorpe Area | Tunkhannock |
| Lackawanna Trail | Valley View |
| Lakeland Area | Wallenpaupack Area |
| Lake Lehman | Wayne Highlands |
| Line Mountain | Western Wayne |
| Mid Valley | Wilkes-Barre Area |
| Milton Area | Wyalusing Area |
| Minersville Area | Wyoming Area |
| Montrose | Wyoming Valley West |
| Mount Carmel | |

Counties Served

In fiscal year 2022, Children's Service Center and its adult care affiliate, Robinson Counseling Center, served nearly 12,000 clients across more than 35 counties in Pennsylvania. Approximately 85 percent of clients receive some form of public assistance.



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

THANKING OUR SUPPORTERS

Aircon Service Company Inc.
AllOne Foundation and Charities
Allan Industries
Amazon Smile Foundation
America's Choice Cars & Credit Inc.
Assured Partners of
Northeastern Pennsylvania
Bank of America
Joseph B. & Virginia H. Banks Foundation
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of The Luzerne Foundation
Charles M. Barber Legacy Fund
of The Luzerne Foundation
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Stephen & Ellen Barrouk
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Bender Family Foundation Fund
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Canada Dry-Royal Crown of Scranton
James P. Carty
Alfred & Mary Casale
The Children's Home Foundation
Chubb Agribusiness
Citizens Charitable Foundation
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John P. Henry
Highmark
Hillman Security & Fire Technologies
The Honesdale National Bank Foundation
Mike Hopkins & Leslie Cadden
Kristin Huff
It'll Do Foundation
Lauren Kelly
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of The Luzerne Foundation
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Luzerne County Bar Association Charitable Fund Inc.
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Deanna Mazzotta

Memco Realty Company Ltd
Shari Menichello
Merrill Lynch
Marion D. Miller
Denise Namowicz
Joseph Nardone
New Shoe Store Plus
Dawn O'Donnell
One Point
The PNC Foundation
The P&G Fund of The Greater
Cincinnati Foundation
Joseph & Erma Paglianite
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Parlor Community Impact Fund
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Shedlauskas Insurance LLC
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Sordoni Family Foundation
Straub Metal
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of The Luzerne Foundation
TJX Foundation Inc.
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United Way of Wyoming Valley
USHydrations
Walmart Supercenter, Wilkes-Barre
The Wayne County Community Foundation
The Harry and Jeanette Weinberg
Foundation Inc.
David & Diana Wilson
Linda Wiseman
Carl J. Witkowski
The Wyoming Valley Benefits Fund
of The Luzerne Foundation
David W. Yates

In Memory of Jean Gries

Clifford J. Appel
Durrell D. Appel
George B. & Kathleen C. Appel
Patty Rose Babusko
Sharon A. Bayer
Thomas & Linda Casey
Maureen Chamberlain
Denise Jacono
Daniel & Priscilla Keating
Ed & Corinne Petyo
Diane Rabinowitz
Ann Marie Shultz
Maryann & Jack Wright
Burl W. Wylie & Family

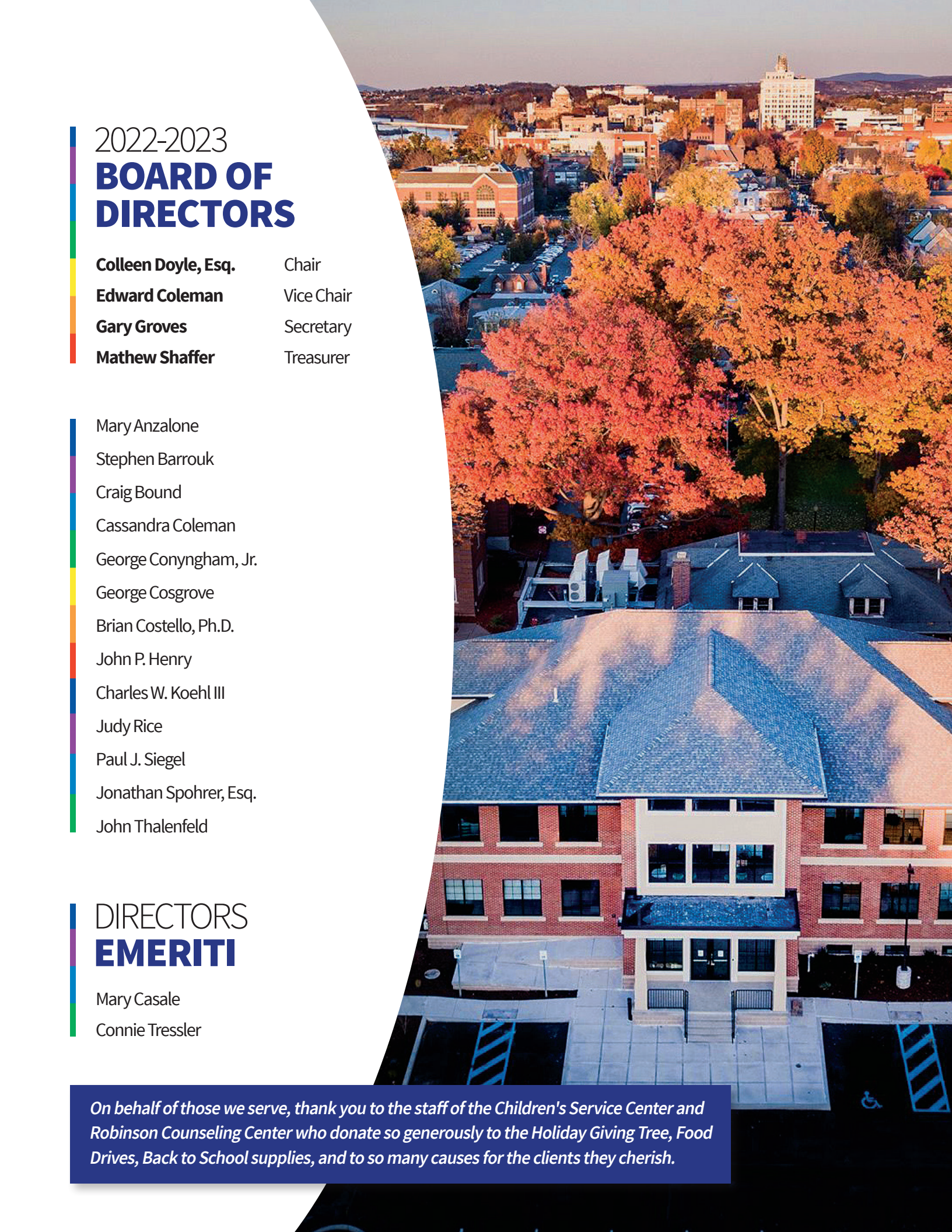
In Memory of Susan Mentrikoski

Nancy L. Frey
Richard G. & Michele Hojsack
Maryann Hubick & Michael Allen
Patricia H. Jones
Mary A. & Brian F. Josefowicz
Richard & Karen Kaufer
Edward Naperski
Maryann Petrenchak
Brian & Michelle Price
Jane M. Rutkoski
Alexandra & Daniel Zeroka & Family

In-Kind Support

These individuals and organizations provided generous non-monetary donations to benefit clients.

Employees of Assured Partners
Bakery Delite
Blue Ridge Trail Golf Club
Craig Bound
Allyce Brown
CSC Board of Directors
Employees of Children's Service Center
Dallas United Methodist Church
Nicole Delevan
Edgewood in the Pines Golf Course
Shane Fegely
Fox Hill Country Club
Good Shepherd Academy
General Federation of Women's Clubs, West Side
Employees of Hamilton Lane
Employees of Highmark
Huntsville Golf Club
Carolanne Jones-Leco
Kings College Baseball/Jerry Greeley
Summer Krochta
Lavelle Strategy Group
Rosemary Luksha
Jessy Miller
Denise Namowicz
Perkins Restaurant and Bakery
Sharon Pisarcik
Eric Pollick
Quinn Mariotti & Abod Orthodontists
A. Rifkin Co.
Barbara Roche
Saint John the Baptist Church
Sand Springs Golf Course
Social Security Administration WBD0C
StoneHedge Golf Course
Wendi Stuffick
Suraci's Italian Café
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Employees of Trion Industries
Wegmans
Westmoreland Club
Wet Paint Printing + Design
Dawn Whipple
Linda Wiseman
Wyoming Valley Seventh Day Adventist Church
The Young Lawyers Division, Wilkes-Barre
Law & Library Association



2022-2023

BOARD OF DIRECTORS

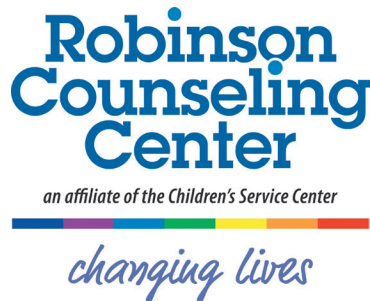
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Jonathan Spohrer, Esq.
John Thalenfeld




DIRECTORS EMERITI

Mary Casale
Connie Tressler

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 for the clients they cherish.



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

Hazleton Office

20 North Laurel Street | Suite 2E
Hazleton, 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

Honesdale Office

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