2019-2020
ANNUAL REPORT

TRY TO BE A RAINBOW IN SOMEONE’S CLOUD.
Maya Angelou
WCSI Mission
We are dedicated to working in partnership with all individuals impacted by intellectual/developmental disabilities and behavioral health challenges through their connection to essential services, personal empowerment, and promotion of wellness.

WCSI Vision
WCSI will be a leader in integrating people into the community through Recovery, Wellness, and Positive Approaches to live a full and renewed life.
2019-2020 has been a year like no other. It began normally enough and then in March 2020, the Coronavirus Pandemic turned the world upside down. But all through this COVID-19 crisis, WCSI’s focus was clear: to continue to assist individuals to be empowered, achieve optimal health, and live a full and renewed life. Our means of delivering services may have changed, with services being provided mainly via telehealth and with staff working remotely since March 2020, but the dedication of our 267 employees, serving 7,370 clients never wavered.

WCSI VALUES

➢ COMMITMENT

➢ QUALITY

➢ INTEGRITY

➢ ACCOUNTABILITY

➢ RESPECT
WCSI provides specialized case management to children and adults in need of Behavioral Health Case Management Services, Intellectual and Developmental Disabilities Supports Coordination, and Early Intervention Service Coordination. WCSI assists clients in accessing services and provides on-going service coordination, monitoring, and support.

**Behavioral Health Department Services:**

- **Intake:** A personalized service recommendation is provided to each person based on their strengths and needs. Recommended services may include case management, treatment services and/or community resources.

- **Administrative Case Management (AM):** Case Management services for individuals with less complicated needs or who are stepping down from more intensive services. The AM Department further specializes in State and Community Hospital Liaisons, Criminal Justice Liaisons, Juvenile Detention Center Liaison, and Behavioral Health Rehabilitation Services (BHRS) transitioning to Intensive Behavioral Health Services (IBHS) in late 2020.
- **Targeted Case Management (TCM):** TCM is a program through the Pennsylvania Department of Human Services, Office of Mental Health and Substance Abuse Services, created to serve children and adults diagnosed with a serious behavioral health disorder and have complex needs. TCMs assist individuals and families to identify and access community resources, build and strengthen relationships, and problem solve barriers to recovery.

- **Certified Peer Services:** A person-centered, recovery-oriented service for individuals designed to promote empowerment, self-determination, understanding, coping skills and resilience from trained peer specialists sharing their own lived experience of recovery.

- **Prison Treatment Program:** Provides individual therapy and psychoeducational groups to individuals who have a behavioral health diagnosis and who are incarcerated in the Westmoreland County Prison. The goal of the program is to promote a seamless re-entry into the community while reducing symptoms during incarceration.

- **Student Assistance Program (SAP):** A school district-based program for school age children and adolescents intended to provide a connection to services in their home school district and community. The WCSI SAP Liaison Program encourages partnering with parents, working to eliminate barriers to learning and school success, and makes referrals to appropriate types of community based and/or case management services.
- **WCSI LINK:** A transportation program to address the growing transportation needs of our clients. The WCSI Link assists individuals to access basic living resources such as grocery stores, food banks, thrift shops, laundromats, and additional resources as needed.


Behavioral Health Children’s Department Picnic

August 2019
Supports Coordination services are designed to support consumers of all ages with an Intellectual Disability or Autism Diagnosis. Your Supports Coordinator will help you develop and manage an Individual Support Plan, assistance with linking, arranging for and obtaining services specified in this plan. They can also provide ongoing monitoring to ensure that you are getting the supports you need and when you need them to see improvements in your life. We value what is important to people with disabilities and their families, who are striving for an everyday life. An everyday life is about opportunities, relationships, rights, and responsibilities. It is about being a member of the community, having a valued role, contributing to society, and having one’s rights as a citizen fully respected. This is the vision that you can work towards with your Supports Coordinator.
Early Intervention Service Coordination services are designed to assist families with infants and toddlers from birth to three years of age who have developmental delays or disabilities. If you are concerned about your child’s development, call for an intake and multi-disciplinary evaluation, at no cost, to determine eligibility for the Early Intervention program. If your child is determined eligible, the Service Coordinator develops an Individualized Family Service Plan (IFSP) with you for services. Our goal is to develop an effective strategy of care through resources and therapeutic providers to enhance the natural learning that occurs in your child’s early years.
On August 15, 2019, WCSI employees participated in the 7th Annual Kickball Tournament in Irwin, Pa. The Tournament was started in 2013 and has raised over $65,000 for local families and charities. This year’s event benefited Tony Cook, an amazing 13-year-old who is battling Neurofibromatosis. Of the 20 teams that participated, WCSI’s team made it to the finals, but unfortunately lost 1-0 in the last inning of their 8th game of the day.

The Local Interagency Coordinating Council of Westmoreland County (LICC) hosted their Fall Event on September 28th, 2019: Family Day at Pittsburgh Zoo and Aquarium. This was a free event for families whose children are in Early Intervention and Preschool Services. There were 150 total children in attendance including 49 infant/toddler and 29 preschool children, as well as 172 adults and 75 total families. A free book to enjoy, “Good Night Gorilla,” was provided by Early Intervention. The event received wonderful response as the weather was perfect and all the animals were out and about as the children looked on to enjoy.
During FY 19-20, the SCO Department began a socialization group for Individuals with Intellectual Disabilities and/or Autism. The goal for WCSI Café (Conversation and Friendship Everyday) is to increase social circles and to make new friends with the same interests, in hopes they will connect in their community to participate in similar events on their own.

On October 24, 2019 Karaoke Night was born! Supports Coordinators and Supervisors danced and sang along with some of the most eager consumers who were brave enough to join in.
On October 25, 2019, the Local Interagency Coordinating Council of Westmoreland County had a table available at the Westmoreland Mall Trick or Treat event to promote Early Intervention Awareness. An Early Intervention Supervisor from WCSI, WIU Early Intervention and Evaluation Specialist, Early Intervention Program Director for accessAbilities, and Westmoreland County EI Coordinator were present. Information regarding Early Intervention services, books (donated by United Way), and candy were handed out to families. Each person present was able to personally discuss services with families while everyone enjoyed the Halloween costumes.
The idea for the event came from roundtable discussions with employees asking for better ways to learn about supports and services in our community.

This event allowed for education and ideas on new ways to support our consumers.
The quantity of food distributed during Operation Fresh Express was staggering (16,400 pounds). In the end, WCSI helped feed 47 children, 93 adults, and 84 senior citizens. Individuals were able to receive nutritious food that they may not have been able to afford in a grocery store.

WCSI sponsored an Operation Fresh Express on December 9, 2019 in partnership with the Westmoreland County Food Bank. 25 employees volunteered to help distribute nutritious food for individuals and their families, waiting patiently on this cold and rainy day.
WCSI CAFÉ ART NIGHT

On February 20, 2020, WCSI Café hosted an Art Night where consumers made beautiful art projects together. We look forward to the time when we can hopefully get together again to see the fun yet to be had!
WCSI is committed to the safety of all employees, our clients, and the community.

WCSI partnered with the **ALICE Training Institute** to train 3 WCSI staff as certified ALICE Instructors and all staff completed the Basic ALICE Certification online. A Violent Intruder Drill was held for all interested staff on October 7, 2019 and in January and February 2020, tabletop exercises were offered so that employees could practice the ALICE strategies learned during the hands-on training.
THE COMMUNITY ADVOCACY CONSORTIUM
OF WESTMORELAND CASE MANAGEMENT AND SUPPORTS, INC.
IN PARTNERSHIP WITH WESTMORELAND DIVERSITY COALITION

INVITES YOU TO ATTEND A PRESENTATION ON

IMPPLICIT BIAS
By Ryan Wynett

WHEN? FRIDAY, October 25, 2019
10 AM—12 PM OR
1—3 PM
WHERE?
WCSI CONFERENCE CENTER
770 East Pittsburgh street
Greensburg, PA 15601

The study of implicit bias (the attitudes or stereotypes that effect our understanding, actions and decisions in an unconscious manner) is not about finger-pointing or judging, but about understanding how the brain works and how. While the brain does a phenomenal job of navigating the world most of the time, it can still occasionally get things completely wrong. What has been pretty uniform across age, gender, race and ethnicity demographics is the enthusiastic reaction to how we connect “Implicit Bias” with the science of the brain and how the brain is hardwired to spot differences but limited in its ability to be fair and ‘equal’ in its treatment of others.

The presentation will be real-world examples and practical demonstrations of implicit bias, as well as riddles, optical illusions and mind-teasers, to help appreciate the 3-pound wonder that is the human brain.

Ryan Wynett is the Exhibit Manager of “Open Your Mind”, an exhibit and learning lab devoted to articulating the concept of implicit bias to the general public at the National Underground Railroad Freedom Center in Cincinnati, Ohio.

LET US KNOW YOU ARE COMING!

Register on www.wcsi.org
by October 21, 2019

Questions? Call...
Michel Keller (724) 257-1403 or
michelkeller@wcsi.org

IMPLICIT BIAS TRAINING IN PARTNERHIP WITH THE WESTMORELAND DIVERSITY COALITION WAS HELD ON OCTOBER 21, 2019.
WCSI has navigated this crisis by adhering to the guidance of our regulatory bodies, including, but not limited to:

- The Centers for Disease Control
- Pennsylvania Department of Health
- Office of Mental Health and Substance Abuse Services
- Office of Developmental Programs
- Office of Child Development and Early Learning
- Beacon Health Options
- Community Care Behavioral Health
- Westmoreland County

WCSI remained focused on the well-being of our employees and their families and the fulfillment of the WCSI Mission to those we serve.
Behavioral Health Services During the Pandemic

One of the greatest attributes of the Behavioral Health Department has always been its employees and the relationship they have with the individuals they are dedicated to serve. WCSI Case Managers, Certified Peers, Community Liaisons, Treatment Specialists and Link services were experiencing an above average year providing services. Targeted Case Managers were exceeding service expectations, Student Assistance Liaisons had provided service to 1000+ students and their families. The WCSI Link had made 260 trips and had over 1250 riders from June 2019 thru February 2020.

The strength of the department was greatly compromised in March 2020, when the pandemic first began to impact the department’s ability to meet with clients. Given the Centers for Disease Control and Prevention’s (CDC) recommendations related to quarantine and isolation, both self-imposed and mandatory, the Office of Mental Health and Substance Abuse Services (OMHSAS) announced a preference for use of telehealth as a delivery method for medically necessary behavioral health services that can be delivered effectively when an individual is quarantined, self-quarantined, or self-isolated due to exposure or possible risk of exposure to the COVID-19 virus. While in quarantine the Behavioral Health Department quickly had to adjust; employees who once provided services in person were now limited to speaking with clients by telephone or video conferencing.
Attention moved from identifying recovery goals to ensuring individuals were safe, had the ability to communicate with family and service providers, and had enough food for themselves and their families. The stresses of being in a pandemic and the lack of face to face contact was a challenge for clients. A client survey was developed to identify what was most impacting clients during the pandemic. Results revealed that 81% of clients indicated they were most impacted by the loss of personal connection with their case manager. As restrictions begin to lift the department will follow agency protocols and begin to carefully map out plans to provide individuals what they need most, to have face to face contact with their WCSI worker.

Perry Davis, Behavioral Health Adult Targeted Case Manager, continues to connect with clients via telehealth from his remote work site.
The Deputy Secretary of the Office of Developmental Programs (ODP) reported the work of a Supports Coordinator (SC) is deemed essential. Our population of consumers with Intellectual Disabilities and Autism are some of the most at risk population for the Coronavirus. So many of our consumers have compromised immune systems, have co-morbid diagnoses, and are medically fragile. When researching how many of our approximate 1,300 consumers met high risk categories of 60 years of age or above, living alone, homeless, unstable living situations, living with elderly caregivers, having an emergent need previously identified, or having serious medical or behavioral health needs, our results showed us an astounding 450 people who would ultimately need even more assistance than usual. Our plan during this time to ensure the health and safety of all has been successful to date. Our SCs have been given resources and direction on contacting families weekly to provide assistance. They continue to provide telecommunication for monitoring visits, Individualized Support Plan (ISP) meetings, and other necessary team discussions by way of phone or video conferencing. Support Coordination was granted the ability from ODP to conduct face meetings for anyone in health and safety crisis if deemed that remote monitoring was unsuccessful.  

(Below is the at-home office of Casey Bevan, Supports Coordinator)
Early Intervention Services During the Pandemic

On March 13, 2020 Early Intervention (EI) received the first communication from the Office of Child Development and Early Learning (OCDEL) with operational recommendations which included guidance on keeping our employees safe while providing the needed services to infants/toddlers. On March 17, 2020 OCDEL suspended all face-to-face services for Early Intervention. EI staff took that first week to reach out to each of our 600 families, providing wellness checks and offering needed resources as all therapies in the home had stopped. On March 20, 2020 EI services were limited to current children already in services using tele-intervention. EI was directed to take intake calls but let families know services would be delayed as assessment teams were not operational. On April 2, 2020 EI received additional communications from OCDEL advising that initial evaluations could occur if that county’s assessment team was operational. Since both Westmoreland County assessment teams were going to be operational and with additional guidance on moving forward with managing intakes, individual/family support plans (IFSPs), tracking services and transitional plans, the EI team was back providing the needed services to infants and toddlers in Westmoreland County. Service Coordinators worked remotely from home with all interactions by phone or video conferencing. All EI therapy services per OCDEL are being delivered by tele-intervention. During these challenging times WCSI’s Service Coordinators are working hard and dedicated to support children in need in Westmoreland County. The EI program promises to ensure continuity of services for all young children in need.

“A child must know that he is a miracle, that since the beginning of the world there hasn’t been, and until the end of the world there will not be, another child like him.” ~ Pablo Casals
One of the Early Intervention Teams staying positive and navigating new ways to meet and deliver services during this challenging time.

From left: Service Coordinators: Aubrey Matthews, Jennifer Bowen, Lauren Cottom, Marta Kolb, Melissa Dobransky and Supervisor Bo Strayer.

“Tell Me and I Forget

Teach Me and I Remember

Involve Me and I Learn”

~Benjamin Franklin
WCSI wishes to thank the generosity of Staunton Farm Foundation and the Pittsburgh Foundation for supporting the community during this difficult time.

WCSI received a $27,500 grant from Staunton Farm to provide smartphones to clients to enable them to keep in touch with vital supports and for basic needs, such as food boxes and hygiene and cleaning products.

The Pittsburgh Foundation provided a $25,000 grant to assist clients with life sustaining needs, such as rent, utilities and food.
WCSI employees volunteered to help deliver emergency pantry items through the Staunton Farm Foundation Grant to the clients and families that we serve.

Through the work of over 68 WCSI employees, the Staunton Farm Grant, “Continued Support to Our Community Through COVID-19”, was a successful collaboration, including writing the grant, receiving the grant award, identifying clients in need, purchasing, organizing, tracking, distributing and delivering Pantry Food Items and Cell Phones, all through the challenge of COVID. As of June 30, 2020, 134 clients received assistance through the Food Pantry with food, cleaning supplies, toiletries, hygiene items, diapers, and baby formula, while 125 clients received Cell Phones/Cell Phone Service for a six (6) month period of time.
The Staunton Farm Grant grant extends for one year which means more individuals and families will benefit from Staunton Farm’s commitment to our community.

As of June 30, 2020, The Pittsburgh Foundation Grant for Emergent Funding benefited 114 clients. In the area of housing: 10 clients received mortgage payment assistance; 35 clients received help with rent assistance and 5 with rent deposits.

30 clients received help with their electric bills, 9 with gas bills, 2 with phone bills, 3 with sewage bills and 2 with water bills. Other categories of need that the Pittsburgh Foundation Grant was able to help with were auto repairs, birth certificates, photo IDs and bus passes.

The grant continues until July 31, 2020 and there is no doubt that the funding will be expended as we work together to meet the needs of our clients.
WCSI LINK

WCSI LINK drivers jumped into action to assure clients had basic needs during this crisis. They provided Westmoreland County Food Bank and Food Pantry deliveries, WCSI Food Pantry and Emergency Food Distributions to individuals and families across Westmoreland County.

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Individuals Assisted</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2020</td>
<td>112</td>
</tr>
<tr>
<td>April 2020</td>
<td>121</td>
</tr>
<tr>
<td>May 2020</td>
<td>114</td>
</tr>
<tr>
<td>June 2020</td>
<td>116</td>
</tr>
</tbody>
</table>
COVID-19 MITIGATION EFFORTS

- Face masks, face shields, disposable gloves, hand sanitizer and alcohol wipes purchased for use by employees
- Ongoing purchase of COVID supplies with a weekly list provided to leadership
- Maintenance staff sanitizing daily touch areas
- Staff members supplied with cleaning supplies to clean/sanitize their own work area
- Cleaning supplies located in each Office/Department area
- Leadership continually providing assessment, adjustments, and development of current and proposed protocols
- Continued assessment of health and safety needs of employees with weekly updates to employees
- Contracted with outside vendor to clean and sanitize buildings
- Arrangements for increase in scheduled filtration maintenance in ventilation systems with office landlords and WCSI owned building in New Kensington
The purpose of the **C.A.R.E. Committee**, comprised of employees from every WCSI department, during “normal times” is to enhance the work experience of employees. Once the Pandemic hit, the goal became **Keeping Employees Connected** by:

- Emailing weekly word scramble/searches for a chance to win a gift card
- Providing a list for a safe **Neighborhood Scavenger Hunt**
- **Easter Scavenger Hunt**
- **Bear Hunt** - a national movement to help stave off boredom by looking for stuffed bears placed in neighbors’ windows
- **Pictures of employees’** and their kids’ at home workstations
- **Get to Know Me Kids** - employees interviewed their kids based on questions provided. The often hilarious and touching results were sent back with beautiful pictures of employees’ children, allowing us to get to know our co-worker’s children better.
- **Get to Know Me Pets** - just as popular, employees sent in pictures and bios of their pets
- **What I am Thankful for** - employees told us what they are thankful for in these challenging times
- **Adopt a High School Graduate** - employees shared their high school graduates’ pictures and accomplishments so that co-workers could send a card of congratulations since many missed out on a graduation ceremony and party
- **Other Milestone graduates** - employees also “adopted” those employees’ children who graduated from pre-school, kindergarten, elementary or middle school, as they missed out on special ceremonies as well
COVID-19 had an impact on everyone. Pictured is Capri, daughter of Kaylyn Wojnarowski, Early Intervention Service Coordinator, making the best of challenging times.

Jessica Clark, BH Juvenile Detention Center Liaison’s daughter Sylvia did not find any bears in their neighborhood during their “Bear Hunt”. But when they got home, she found this guy in their window. #Mental Health First Aid
Employees were challenged to continue their mission while balancing work and family and shared workspaces with children and pets.

Becky Revitsky, SCO Administrative Assistant and her daughter Cassie demonstrate how vital it is to maintain a sense of humor as parents and children had to navigate work and homework side by side. Snacks help too!

Jennifer Lindquist, BH Peer Supervisor’s “co-worker” Murphy

Molly Matthews, Early Intervention Service Coordinator has a cute helper, Cooper Morpheus.
Active working relationship and partnership with all Programs/Departments within the agency to promote integrity, compliance, and accountability.

Prison Treatment Program and Administrative Management, Adult and Child Programs were originally Scheduled in March and April of 2020. These monitors were postponed by Westmoreland County due to COVID-19. Pending rescheduling.
BOARD OF DIRECTORS

Sherry Anderson, President
Marco Sylvania, Vice President
Patricia Morhack, Treasurer
Susan Hois, Secretary
Richard Caruso
Donald O’Brien
Thomas Kenney
Anthony Waltos
Gary Ciarimboli
David Sivak
Barrie Rohrbacher
Mark DiAndreth
Richard Yaksic

LEADERSHIP TEAM

Lynnette Emerick, Chief Executive Officer
James Fey, Chief Financial Officer
Magdalene Hurst, Chief Administrative Officer
Beverly Toomey, Intellectual and Developmental Disabilities Division Director
Scott Brown, Behavioral Health Division Director
Jamie Overman, Supports Coordination Organization Program Director
2019-2020
UNAUDITED EXPENSES AND REVENUE

- Wages, $10,249,902
- Employee Benefits, $3,571,075
- Misc. Personnel, $292,833
- Rent & Utilities, $525,138
- Communications, $261,120
- Office…
- Travel & Vehicles, $326,960
- FSS Services, $170,956
- Miscellaneous, $108,433
- Fixed Assets, $2,319
- Repair of Assets, $642

- Contributions and Grants, $4,077,559
- Investment Income, $51,917
- Program Service Revenue, $12,625,898
- PPP Loan Revenue, $1,956,286
- Other Revenue, $79,370
# BALANCE SHEET

## ASSETS

<table>
<thead>
<tr>
<th>Item</th>
<th>2019-2020</th>
<th>2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash and Cash Equivalents</strong></td>
<td>6,238,685</td>
<td>3,123,439</td>
</tr>
<tr>
<td><strong>Certificate(s) of Deposit</strong></td>
<td>957,208</td>
<td>951,761</td>
</tr>
<tr>
<td><strong>Accounts Receivable:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Assistance</td>
<td>530,294</td>
<td>536,045</td>
</tr>
<tr>
<td>Managed Care</td>
<td>431,171</td>
<td>327,948</td>
</tr>
<tr>
<td>Training</td>
<td>7,363</td>
<td>6,398</td>
</tr>
<tr>
<td>Employee Receivables</td>
<td>5,714</td>
<td>6,419</td>
</tr>
<tr>
<td><strong>Grants Receivable:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Westmoreland BH/DS Program</td>
<td>765,977</td>
<td>966,050</td>
</tr>
<tr>
<td>Workforce Investment Board</td>
<td>-</td>
<td>13,839</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>135,573</td>
<td>94,866</td>
</tr>
<tr>
<td>Deposits on Leased Property</td>
<td>6,192</td>
<td>6,301</td>
</tr>
<tr>
<td>Building</td>
<td>211,913</td>
<td>128,929</td>
</tr>
<tr>
<td><strong>Fixed Assets less Depreciation</strong></td>
<td>60,789</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>9,350,880</td>
<td>6,161,994</td>
</tr>
</tbody>
</table>

## LIABILITIES & EQUITY

### LIABILITIES

<table>
<thead>
<tr>
<th>Item</th>
<th>2019-2020</th>
<th>2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>110,303</td>
<td>137,873</td>
</tr>
<tr>
<td>Payroll Liabilities Payable</td>
<td>477,105</td>
<td>399,199</td>
</tr>
<tr>
<td>Other Current Liabilities</td>
<td>620,878</td>
<td>-</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>603,872</td>
<td>459,041</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>1,812,158</td>
<td>996,113</td>
</tr>
</tbody>
</table>

### FUND BALANCE

<table>
<thead>
<tr>
<th>Item</th>
<th>2019-2020</th>
<th>2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retained Earnings</td>
<td>7,538,722</td>
<td>5,165,881</td>
</tr>
<tr>
<td><strong>TOTAL EQUITY</strong></td>
<td>7,538,722</td>
<td>5,165,881</td>
</tr>
</tbody>
</table>

**TOTAL LIABILITIES & EQUITY**

<table>
<thead>
<tr>
<th></th>
<th>2019-2020</th>
<th>2018-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL LIABILITIES &amp; EQUITY</strong></td>
<td>9,350,880</td>
<td>6,161,994</td>
</tr>
</tbody>
</table>
Just like moons and just like suns
    With the certainty of tides,
Just like hopes springing high,
    Still, I'll rise   ~Maya Angelou