2020-2021
ANNUAL REPORT

“STICK TO YOUR VISION, BUT ADAPT YOUR PLAN.”
-BRIAN MAGGI
The COVID-19 Pandemic continued as we began FY 2020-2021. WCSI focused on the health and safety of our clients, employees, and the community at large, while balancing the requirements of our regulatory, contractual and employee work support that was necessary to fulfill the Mission of WCSI.

The COVID situation and guidance from our regulatory bodies often changed daily and as such, required adjustments and actions to the overall operation of WCSI and the work practices of our employees.

WCSI Leadership met weekly and communicated weekly to staff, so that we could keep moving forward in serving our clients in whatever way was permissible and safe in that moment.

WE STUCK TO OUR VISION
BUT ADAPTED OUR PLAN

WCSI MISSION
We are dedicated to working in partnership with all individuals impacted by Intellectual and Developmental Disabilities and Behavioral Health Challenges through their connection to essential services, personal empowerment, and promotion of wellness.

WCSI VISION
WCSI will be the leader in integrating people into the community through Recovery, Wellness, and Positive Approaches to live a full and renewed life.
HOW THE PLAN WAS ADAPTED TO FULFILL OUR MISSION AND VISION: CONTINUING TO PROVIDE THESE ESSENTIAL SERVICES

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.

As an organization, guidance and monitoring of the status of COVID-19 was obtained through the:

- Office of the Governor of Pennsylvania
- Pennsylvania Department of Health
- Centers for Disease Control
- Johns Hopkins University
- Westmoreland County Department of Public Safety

In addition, each Department followed the guidance of their regulatory bodies.
Behavioral Health Department
Regulatory Bodies:
✓ Office of Mental Health and Substance Abuse Services (OMHSAS)
✓ Beacon Health Options
✓ Community Care Behavioral Health
✓ Westmoreland County Behavioral Health and Developmental Services

Services in the Behavioral Health Department were provided via telehealth at the start of the pandemic unless there was an emergent need for an in-person contact. As COVID cases declined and restrictions began to lift, a client survey was created to provide insight into the needs of clients receiving targeted case management and peer support services. The survey measured how to best meet clients’ needs while providing a safe environment for everyone involved. From 7/6/2020 - 7/20/2020, 1,045 clients were asked to complete the survey with 973 clients responding. 72% of clients had access to a device to allow for video meetings, 76% were willing to meet with case managers in their home, 60% in an outdoor setting, 35% in a local business and 24% at the WCSI office. Only 17% were unwilling to meet in person at that time. 47% of the clients that wanted to meet in a community location were able to independently get to the community location, while 25% did not have the means available to accomplish that. 97% of clients were willing to answer a health screening prior to a visit and 83% were favorable to wearing a mask and social distancing. 99% of clients were agreeable to contacting their case manager regarding a possible COVID-19
exposure. **81%** of clients felt that they were most impacted by missing the personal connection with their case manager or peer specialist.

In person services resumed in late summer 2020 in community settings with health and safety precautions in place for both employees and clients. As COVID cases spiked in November 2020, the PA Department of Heath again declared telework mandatory unless impossible, thus telehealth resumed as the primary mode of service again until the spring of 2021. As of June 30, 2021, behavioral health clients are mostly receiving in-person services in their homes and community settings, however, clients have a choice to receive telehealth services as long as regulations permit.

Services typically provided by office-based staff, such as Administrative Case Management and Intake transitioned to telehealth and then to a combination of telehealth and in person services once permitted and as preferred by individuals receiving those services.

WCSI provides several services that occur at provider organizations, such as schools, Westmoreland County Prison, Westmoreland Juvenile Service Center, and Magistrate Offices. WCSI works in conjunction with those provider organizations to determine when in person services are safe to provide.

**Description of 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, Intensive Behavioral Health Services.

- **Targeted Case Management (TCM):** TCM is a program that serves 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, funded by WCSI and supported by the Board of Directors, 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.

Since the onset of the Pandemic, clients have not been transported on the WCSI LINK Vans, however the WCSI LINK continued to operate daily in an effort to continue to serve and meet the basic needs of our clients with food pantry and emergency food deliveries. Even though the WCSI LINK was never meant to be a “delivery service”, the program was modified to ensure our clients have one of the basic of all needs... Food. Below are the statistics for WCSI LINK:

WCSI is proud to help alleviate food insecurity among our clients.

<table>
<thead>
<tr>
<th>FISCAL YEAR</th>
<th>TOTAL TRIPS</th>
<th>TOTAL CLIENTS ASSISTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>JULY 1, 2020-JUNE 30, 2021</td>
<td>206</td>
<td>1509</td>
</tr>
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</table>

**IN RECOVERY, PEOPLE RECLAIM THEIR SENSE OF SELF, THEIR CONNECTEDNESS TO OTHERS, THEIR POWER OVER THEIR OWN LIVES, THE ROLES THEY VALUE, THEIR HOPE FOR THEMSELVES.**

- *William Anthony*
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 (ISP), 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.

Services were provided remotely at the start of the pandemic. In July 2020, Support Coordinators were tasked with surveying individuals to gauge the need for in home visits. ODP provided guidance that Supports Coordinators could see individuals face to face when there was an identified health and safety need and when remote monitoring was deemed to be unsuccessful. 1,275 individuals responded to the survey with 2% requesting a face-to-face contact. Staff then narrowed down those individuals with emergent needs to begin face to face appointments at first in the community, with
outdoor spaces utilized whenever possible.

In-office visits began with SCO Director approval October 1, 2020. Guidance on safely hosting meetings for health and safety checks and when remote technology was unavailable or unsuccessful was communicated to all staff. Ongoing, ODP directed that Supports Coordinators should continue to use remote means (telephone or video conferencing solutions) for most individual monitoring and meetings. Face-to-face monitoring should be conducted when the Supports Coordinator has been unable to effectively conduct wellness checks and monitoring. Another consideration is if the participant or family indicates a preference for face-to-face monitoring or team meetings and all appropriate precautions can be taken. During face-to-face contact, all instructions for screening for COVID-19 and mask use must be followed.
Early Intervention Services Regulatory Bodies:
✓ Office of Child Development and Early Learning (OCDEL)
✓ Westmoreland County Behavioral Health and Developmental Services

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.

Early Intervention Services transitioned to tele-intervention in March 2020. Beginning August 24, 2020, OCDEL determined that face to face contact could occur for purposes of obtaining signatures on identified paperwork. In April 2021, OCDEL communicated that tele-intervention could continue to be used as a safe and effective service delivery strategy when it best meets the needs for children and their families. OCDEL also indicated that families may request to resume in-home (in-person) services if they are willing to abide by the universal mask order and screening protocols. All families were asked about how they prefer to receive their services and their teams problem solved how to support the family’s request. When there was
an identified need for in-person Early Intervention Services, families were contacted prior to every in-person service to ask the screening questions on the COVID-19 Screening for Families participating in Early Intervention Services screening tool created by OCDEL. If the response was yes to any of the three screening questions, a tele-intervention meeting would occur instead of an in-person meeting.
How the Plan was Adapted to Insure Overall Organizational Operations

➢ Maintenance sanitizes touch areas twice daily.
➢ Continued expectation of each staff member cleaning/sanitizing their own work area with cleaning supplies located in each department.
➢ Continued assessment, adjustments, and development of current and proposed protocols.
➢ Continued assessment of health and safety needs of employees.
➢ Ongoing sanitize cleaning scheduled by outside vendor.
➢ Arrangements for increase in scheduled filtration maintenance in ventilation systems with office landlords and WCSI owned building in New Kensington.
➢ Continued purchase of ongoing COVID supplies with weekly list provided to Directors.
➢ Staff reminded of the availability of supplies: (hand sanitizer, masks, cleaning supplies).
➢ Emphasis is provided on the requirement of basic safety precautions for all employees: Daily Self-Assessment; Washing Hands, Social Distancing, Wearing a Mask.
➢ Protocols for reporting exposure/potential exposure or positive COVID test and employee contact tracing.
➢ Information provided regarding vaccine availability for employees and clients.
➢ Weekly communication to staff from Human Resources to keep them informed of the changing environment and regulatory updates.
On October 14, 2020 – WCSI Café (Conversation and Friendship Every Day) put on a virtual talent show for individuals and their families. The talent show was a huge success and contained comedy reenactments, singing, dancing, among other talents. The WCSI Café is a group of Support Coordinators and SC Supervisors who want to expand connections in the community for consumers.

April 2021, WCSI Café virtual event with the topic of hobbies.
Pictured here was the high energy, fun filled, and very loud Virtual Holiday Sing–A-Long hosted by the SCO’s WCSI Café on December 9, 2020.

In April, the SCO purchased 20 pre-made art kits from Miss Gabi’s Art is Good Studio as a way for individuals to keep busy without leaving home. Miss Gabi created canvases with pencil drawn designs, printed step by step instructions, and provided paint/brush supplies for every kit. Support Coordinators distributed the art kits with contact free deliveries and pick-ups. See this website for more info on Miss Gabi’s Art studio: https://missgabisartstudio.com/
WCSI’s SCO was highlighted at the Every Day Lives Conference – hosted by the Office of Developmental Programs (ODP).

**Chris Eicher, a Supports Coordinator** worked on creating a video to show the positive outcomes Life Course Framework tools have had on two of his “**ROCK STAR**” Consumers.

The video highlights who these “**ROCK STAR**” Consumers are and in their own words tell us their hopes and dreams for their best life!

The video has been a hit and is also on the WCSI Website on the newly added Lifecourse Framework Page:

[wcsi.org/programs/intellectual-disabilities/lifecourse](http://wcsi.org/programs/intellectual-disabilities/lifecourse)
Behavioral Health Department Client Picnic

Everyone was glad to be able to gather again.

The Cornhole Tournament was a big success.

WCSI’s Behavioral Health Department faced numerous challenges planning this year’s Client Picnics due to COVID-19. Prior to the picnic, preparations were put in place to ensure both client and staff safety. Some safety measures were screening questions, masks and sanitizer as well as requesting social distancing. With attendance restrictions in place, there were approximately 225 clients and staff members in attendance at the New Kensington and Greensburg picnics. Positive feedback was received. The theme for the day was Family Reunion, very fitting given the circumstances of the past year. Morning activities included a kickball game or cornhole tournament. A picnic lunch was enjoyed by all. With great anticipation, the annual Recovery Bingo returned for the afternoon. The day concluded with smiling faces and excitement for the next recovery focused client event.
WCSI was a sponsor for the Blackburn Centers 2021 Walk a Mile in Her Shoes event. This year the walk was held virtually. This however did not deter employees, friends, and family members from supporting the Blackburn Centers mission to End Rape, Sexual Assault & Gender-Based Violence. This year WCSI had 40 employees participate.
NEW PARTNERSHIPS AND OPPORTUNITIES PROVIDED TO EARLY INTERVENTION DEPARTMENT AND THE FAMILIES THEY SERVE

WCSI had the amazing opportunity to participate in the Beverly’s Birthday Spring Apparel Clothing Event and was able to receive boxes of new spring and summer clothing items for distribution. WCSI staff identified children in need and arranged for distribution of the clothing.

Service Coordinators in Early Intervention are able to refer families to Beverly’s Birthdays First Year Cheer Initiative through a grant with the United Way of Southwestern Pennsylvania. First Year Cheer Essentials can be provided to families four times in a baby’s first year. Items that are available to families include diapers, wipes, formula, baby food, clothes, hygiene items, and developmental toys. Families are also encouraged to request other developmental and safety items based on need.
Staunton Farms Foundation Grant
“Continued Support to our Community through COVID-19”.

The $27,500 grant that WCSI received from Staunton Farm continued into FY 2020-2021. 226 clients received assistance through the Food Pantry, while 125 clients received Cell Phones/Cell Phone Service for a six (6) month period of time.

**Reasons Clients needed Food Pantry Items:**
- ✓ 12% General Financial Need and 88% COVID Related Issues/Concerns.

**Reasons Clients needed Cell Phones/Service:**
- ✓ 100% Did not have cell phone/service. All expressed the need for wanting a cell phone/service to be able to connect/communicate to essential services, related to their specific life needs.

**Demographic Breakdown on Clients Receiving Grant Assistance:**
- ✓ Behavioral Health 75%
- ✓ Intellectual and Developmental Disabilities 21%
- ✓ Early Intervention Services 4%
➢ Active Working Relationship with all Programs/Departments within the Agency to Promote Integrity, Compliance and Accountability
➢ Incident Management
➢ External and Internal Audit Review
➢ Agency Compliance Education
➢ Regulation and Process Review
➢ Oversight of Compliance Committee
➢ Data Collection and Analysis of Compliance and Quality Trends
➢ Defining Action Plans and Improving Agency Processes
➢ PANO Support

**Year-End Statistics**

**Client Satisfaction Results**

<table>
<thead>
<tr>
<th>2020-2021 Client Satisfaction Surveys</th>
<th>July 2020 - June 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total Surveys turned in</td>
</tr>
<tr>
<td>CPS</td>
<td>54</td>
</tr>
<tr>
<td>TCM (Adult and Child)</td>
<td>722</td>
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<tr>
<td>Intake*</td>
<td>331</td>
</tr>
<tr>
<td>Link*</td>
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<tr>
<td>SAP</td>
<td>87</td>
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<tr>
<td>IDD</td>
<td>609</td>
</tr>
<tr>
<td>PTP*</td>
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Client Satisfaction surveys were encouraged to be completed electronically using a survey link created in Survey Monkey via email when face to face interactions were not possible. Those that still preferred a paper survey, or a call were able to do so.

Overall, satisfaction in all programs that were able to participate in the survey remained very high. There was a consistent theme of clients who were looking forward to seeing their TCM/SCs in person but were overall satisfied with the Telehealth option.

* Were unable to participate in the client satisfaction survey as the program was put on hold due to COVID-19.
EXTERNAL AUDITS

External Audits were able to continue virtually during COVID-19 due to creating audit queries with limited secure access in OnBase and utilizing secure logins in Paychex Flex to view personnel and agency documents.

Currently, External audits are being held both virtually and in person, taking necessary pre-cautions for social distancing.

- **Licensure/Approval Audits**
- **External Audits**
- **County Monitors**

### Year-End Statistics

**External Audits**

- OCDEL is scheduled every 4 years and was not audited in FY 20-21.
- ODP Self-Assessment was postponed by ODP due to COVID-19.
- AM Adult, AM Child and HL are still open due to service descriptions not being approved at the County.
- Annual Pension – 2 findings from DB&Z not WCSI.
Alex recently received an award and had his picture posted in the lobby at the Community Participation Support Program as well as on their Facebook page! He was awarded the UniqueSource Achievement Award Winner for 2020. UniqueSource is a company that manufactures products by professionals with disabilities as well as providing employment opportunities for individuals with disabilities.

Congratulations to Alex!
How WCSI Made a Difference in the Lives of Early Intervention Families during the COVID-19 Pandemic Using Tele-Interventions

A child who was autoimmune compromised was receiving several therapies from Early Intervention. The family was concerned how these were going to continue during the pandemic. The mom was thrilled once she heard about teletherapy and that she could continue therapy for her child. She has utilized zoom video calls to demonstrate what the child is doing during the day and participates in sessions via video. She is coached on strategies to help her child eat, play, and start to talk. Mom reports her child actually does better during some teletherapy sessions due to less distractions from a visitor in the home. Mom would like to continue with teletherapy and is happy to have this option in a time of such uncertainty.
Jade Bothell felt the call to help others after her cousin passed away from a fire in 2017. Previously terrified of fires, her cousin’s death motivated Jade into joining the Oklahoma Volunteer Fire Department and taking every class available to her. At 20 years old, she is the youngest senior active member of the company. Her accomplishments have led her to be awarded the 2021 Firefighter Award by the Department of Pennsylvania Veterans of Foreign Wars. Jade says fighting fires helps her cope with her mental health. She says that one of the skills that she has learned while fighting fires is that she must keep her mind clear and focused. She will be starting EMT classes and would like to continue volunteering for Oklahoma Fire Department and eventually pursue a career as an EMT. Jade has been a client of WCSI since 2019 and has shown significant progress. Jade’s success, both within her personal life and her mental health, has made her who she is today.
Unaudited Revenue/Expenses

Contributions and Grants, $3,623,425
Investment Income, $16,438
Program Service Revenue, $12,084,117
PPP Loan Revenue, $2,674,831
Other Revenue, $77,319

Wages, $10,300,248
Employee Benefits, $3,607,398
FSS Services, $126,248
Miscellaneous, $171,046
Fixed Assets, $89,058
Repair of Assets, $1,541
Misc. Personnel, $272,099
Rent & Utilities, $527,010
Communications, $237,812
Office Supplies, $580,023
Travel & Vehicles, $47,169
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<tr>
<th>Account</th>
<th>2020-2021</th>
<th>2019-2020</th>
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<tr>
<td><strong>Cash and Cash Equivalents</strong></td>
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<td>6,238,685</td>
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<td><strong>Certificate(s) of Deposit</strong></td>
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<td><strong>Accounts Receivable:</strong></td>
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<td>Medical Assistance</td>
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<td>Managed Care</td>
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<td>Training</td>
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<td><strong>Employee Receivables</strong></td>
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<td><strong>Grants Receivable:</strong></td>
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<td>Westmoreland MH/MR Program</td>
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<td>944,678</td>
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<td>Workforce Investment Board</td>
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<td><strong>Prepaid Expenses</strong></td>
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<td>135,573</td>
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<td><strong>Deposits on Leased Property</strong></td>
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<tr>
<td><strong>Building</strong></td>
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<td>211,913</td>
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<tr>
<td><strong>Fixed Assets less Depreciation</strong></td>
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<td>60,789</td>
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<td><strong>TOTAL LIABILITIES</strong></td>
<td>1,713,934</td>
<td>3,864,795</td>
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<td><strong>Payroll Liabilities Payable</strong></td>
<td>683,176</td>
<td>477,105</td>
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<td><strong>Other Current Liabilities</strong></td>
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<td>2,675,300</td>
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<td><strong>Accrued Expenses</strong></td>
<td>914,131</td>
<td>603,872</td>
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<td><strong>TOTAL EQUITY</strong></td>
<td>8,136,424</td>
<td>5,664,786</td>
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<td>9,850,358</td>
<td>9,529,581</td>
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SINCERE THANKS TO THE WCSI BOARD OF DIRECTORS FOR THEIR SUPPORT AND GUIDANCE THROUGHOUT THIS CHALLENGING YEAR.

WCSI’S BOARD OF DIRECTORS

❖ Sherry Anderson, - President
❖ Marco Sylvania, - Vice President
❖ Susan Hois, - Secretary
❖ Patricia Morhack, - Treasurer-Term ended 12/31/2020
❖ Richard Caruso, - Treasurer-Term began 1/1/2021
❖ Donald O’Brien
❖ Thomas Kenney - Resigned 2/26/2021
❖ Anthony Waltos
❖ Gary Ciarimboli
❖ Barrie Rohrbacher
❖ David Sivak
❖ Mark DiAndreth
❖ Richard Yaksic
❖ Kathy Wohlgemuth

RECOGNITION FOR WCSI LEADERSHIP FOR THEIR DILIGENCE IN STEERING THE ORGANIZATION. THEY CHANGED PLANS SOMETIMES DAILY BUT NEVER LOST SIGHT OF WCSI’S MISSION AND VISION - SERVICE TO OUR CLIENTS.

WCSI’S LEADERSHIP TEAM

❖ Lynnette Emerick - Chief Executive Officer
❖ Magdalene Hurst - Chief Administrative Officer
❖ James Fey-Chief – Chief Financial Officer
❖ Scott Brown - Behavioral Health Divisional Director
❖ Beverly Toomey - Intellectual and Developmental Disabilities Divisional Director
❖ Jamie Overman - Supports Coordination Organization Director
www.wcsi.org

OFFICE LOCATIONS

770 East Pittsburgh Street
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724-837-1808 or 800-353-6467

766 East Pittsburgh Street
Greensburg, PA 15601
and
301 7th Street
New Kensington, PA 15068
724-334-1774

“THE SECRET TO CHANGE IS TO FOCUS ALL OF YOUR ENERGY, NOT ON FIGHTING THE OLD, BUT BUILDING THE NEW.” - Socrates