WCSI’S 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

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.
Westmoreland Casemanagement and Supports, Inc. (WCSI) is a non-profit base service unit for Westmoreland County, leading the way in helping to integrate people with behavioral health or intellectual disabilities into our community. Our dedicated, understanding, and caring caseworkers help guide each person to the services appropriate for them, promoting their optimal level of wellness and recovery. We are here to help you and the people you love live a full and renewed life.

Pictured left are the memberships that WCSI is proud to belong to.
WCSI Board of Directors

- Kathy Wohlgemuth - President
- Irma Hutchinson - Vice President
- Kimberly Kenney-Ciarimboli - Treasure
- Patricia Morhack - Secretary
- Marco Sylvania
- Kathy Reeves
- Anthony Waltos
- Donald O’Brien
- Tom Kenney
- Kristin Malie
- Richard Stillwagon
- Monica Ritenour
- Susan Hois
- Richard Caruso

WCSI Senior Leaders

- Lynnette A. Emerick - Chief Executive Officer
- James Fey - Chief Financial Officer
- Magdalene Hurst - Chief Administrative Officer
- Scott Brown - Behavioral Health Division Director
- Bev Toomey - Intellectual Developmental Disabilities Director
- Jamie Overman - Supports Coordination Organization Program Director

Pictured left: WCSI Board Of Directors 2017-2018
In July 2017, WCSI fulfilled a strategic plan goal and established a sister organization. Regional Integrated Human Services (RIHS) was developed to fill in service gaps in Westmoreland County. Located at 766 East Pittsburgh Street in Greensburg, Westmoreland County, RIHS houses Developmental Services Support and the Workforce Development Board funded/WCSI Supported-Young Adult CareerSTEPS Program.
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**RIHS Mission Statement**
To partner with individuals and families who have identified needs and connect them to vital established services within the community.

**RIHS Vision**
To seek partnerships and collaboration, assessing human service gaps that may exist, working with providers; individuals and families, to assure access to services that promote self-sufficiency; a quality everyday life; and opportunities for recovery.

**RIHS Core Values**
• Access to Resources
• Accountability
• Compliance

Visit RIHS at [www.ontherihs.org](http://www.ontherihs.org)

Call Us-Toll Free: 1 (800) 267-7062- Office: (724) 836-6215-Fax: (724) 217-8086
Since 2001, this young adult case management service is funded by a grant through the Westmoreland-Fayette Workforce Investment Board (WIB). It is for eligible young adults between the ages of 16 and 24. The services are free of charge.

The CareerSTEPS Program works closely with the WIB and Pennsylvania CareerLink to provide young adult education and training. Our CareerSTEPS program focuses on Young Adults and the term “Out-of-School Young Adult” means:

• An eligible young adult who has dropped out of high school; or
• An eligible young adult who has received a secondary school diploma or its equivalent but is deficient in basic skills, unemployed or underemployed.
• An eligible young adult who has a barrier in one or more area

Our services are community-based and are provided free of charge to eligible young adults between the ages of 16 and 24 who reside in Westmoreland and Fayette counties. Our CareerSTEPS Program focuses not only on education and employment, but also housing, financial, medical, behavioral health, socialization, support and goals.

Call 724-(724) 858-5768 if interested in this amazing program.

Pictured left: Andy graduated from the CareerSTEPS Program with a GED and employment!
WCSI’s quality and compliance department is a sub-set of the Office of Administrative Management and is currently comprised of WCSI’s Compliance Officers, the Quality Compliance Resources Specialist and the Compliance, Development and Resource Manager. We have an active working relationship and partnership with all Programs within the agency to promote integrity, compliance, and accountability. We also report to the Board of Directors as needed and annually to ensure transparency throughout the organization. This department focuses primarily on the following to adhere to quality and compliance standards throughout the agency:

WCSI was recognized by the Program Integrity Department of Value Behavioral Health of PA (VBH-PA) during the 2017 Corporate Compliance and Ethics Week in November of 2017. Value Behavioral Health presented WCSI with an award at their Annual Provider Appreciation Breakfast on December 1, 2017. In addition to the award, WCSI was recognized in the January 2018 issue of the ValueAdded Newsletter as the Provider Spotlight Compliance Champion for WCSI’s continuous efforts to reduce, fraud, waste, and abuse. VBH-PA recognized WCSI’s extensive self-audit protocol, while also recognizing WCSI’s approach to compliance as a whole. The spotlight praised WCSI’s cross section of representation within the agency, the use of our expanded Compliance Committee, a thorough review of all claims and payback analysis, a transparent and comprehensive annual integrity plan, programmatic quality management plans, and a robust training and education program that focuses on compliance with a staff development and mentoring program.

The article stressed WCSI’s collective and team approach to compliance, education and training within the agency, while recognizing that WCSI’s quality and compliance department works in partnership with all Programs to promote a unified message. Through agency and programmatic efforts WCSI makes compliance and quality a forefront in the agency.
The Behavioral Health (BH) Department is the point of entry for clients to receive support services in Westmoreland County. Our case management program has been the foundation of the department's success for many years. Administrative and Targeted Case Managers strive to provide WCSI clients access to professional services and other resources in the community. The mission and goal of these programs has always been to provide clients choice regarding the services they choose to participate. Over the years, the department's programs have expanded to meet the ever-changing needs of our communities.

The first employee hired at WCSI in 1994, George Pholar, pictured center, retires in 2018.

The WCSI Link Program has aided clients and their families in 2017-2018 by transporting them on a record 393 trips, making this the most successful year for the program since its inception. The WCSI Link assisted 1,709 clients in travelling to and from fifteen different food banks each month. In December 2017, the WCSI Link welcomed a casual van driver to the team and was able to begin scheduling two trips for each day, consequently giving clients the ability to be linked to additional community resources and activities. Over the course of the year, the program has made great strides towards increasing ridership to promote stability and independence for WCSI clients in the community.

“Very, very helpful getting me to the food bank and shopping. The drivers are so nonjudgmental and always helpful and a joy to be around.”
“Quotes” from TCM Client Client Satisfaction Survey

“She always provides helpful info for various resources available in my area”

“He works around my busy schedule, is very informative and when we talk he, actually listens and cares about what I am saying”

“He helps me with reaching all my goals and helps me with being independent”

“My TCM provides emotional support, suggestions that can help me better raise my child”

“Quotes” from Certified Peer Clients regarding their service

“She has shown me I am not alone”

“She gives me encouragement and helps me figure out things, including introducing me to assistance programs I didn’t even know existed”

“My Certified Peer has been with me through all my anxiety and is there for me and it makes me feel better. It keeps me out of the hospital”

Friendly, supportive, inquisitive of my situations, thoughts, and feelings. Helps me troubleshoot and problem solve.

“My Certified Peer relates to what I go through with my mental health, she pushes me to achieve my goals, and she understands how important my recovery is!”

“Helps in all ways, especially with advocating”

“Quotes” from Westmoreland County Judges regarding the Criminal Justice Liaisons Program

“Love the services! Your program has helped so many people that are in need. Lindsey is wonderful! She interacts well with everyone and really tries to help people. If I can ever help with anything, just let me know.” ~ Judge Moore

“We utilize our liaison on a weekly basis and would be crippled without her.” ~ Judge Bilik

“The Criminal Justice Liaison is an essential part of the court system.” ~ Judge Buzcak

“I really do not know what I would do without my liaison who is the most dedicated and resourceful support I have. Becky is as Resourceful as the Lone Ranger.” ~ Judge Conway
Intellectual and Development Disabilities (IDD)

IDD at WCSI includes both the Early Intervention Service Coordination for babies birth to three years of age with Developmental Delays and Support Coordination Organization Services for anyone with an Intellectual Disability or Autism Spectrum Disorder.

“It’s not about celebrating disabilities, it’s about celebrating abilities.”
- NDSS Goodwill Ambassador, Chris Burke
Support Coordination is a critical service that involves the primary function of locating, coordinating and monitoring needed services and supports for participants; with Autism Spectrum Disorder or Intellectual Disabilities. We recognize each consumer has their own unique needs, their own dreams, and their own goals. Our Supports Coordinators take the time and effort to listen to each consumer’s wants and how best to support them. After considering wants and needs we can develop outcomes that work towards improved self-sufficiently and independence.
“Quotes” from SCO Consumer Satisfaction Surveys

- She helped me find a new home and I love my new home.
- My son does not respond or “connect” with many people. Over the years, he has built up an extremely hard shell around his heart. Lisa, however, found her way in on the first visit. She spoke with him about music that he likes, and that was it! He looked forward to every visit with her after that. She is one of the most kind people we have ever met, not just in this field, but everywhere.
- She found me a volunteer position working to teach children how to use my augmentative communication device!
- Amy is absolutely awesome. The respect she shows for both our family and Jennifer is over the top! She is always there, and gives me the information I request in a timely manner. I feel as if she cares for my daughter as much as we do.
- Our SC has been there for us always. Her support and guidance has made this process/journey understandable, manageable, and productive for our daughter and our family.
- Our SC does an outstanding job informing us of various programs that will help our son. The most recent being the PA Yellow Dot Program. She does an outstanding job supporting our family.
- She has helped with transitioning from school to adult services. This has been an extremely hard time for my daughter and is changing all the time. She has contacted many providers and made countless appointments and we have made so many tours of facilities. This has been a big help knowing that she is on our daughter’s side.
- She explains in words I can understand what is happening with funding.
- Jennifer is always available to answer questions and give me any information I need to make informed decisions. She also talks me through any difficulties I may be experiencing and gives me options and additional info.
- She advises me when I am at risk of losing any of my benefits. She tells me anything I can do to be sure I keep them. She has been in contact with my family during a very long illness.
- Helped me find a grant to help pay for a trip to Washington D.C.!
Early Intervention (EI)

Service Coordination is provided to infants and toddlers from birth to age three who have special needs due to developmental delays or disabilities. Early Intervention Program assists families to develop an effective strategy of care through community resources, therapeutic providers, family education and supports. These support services enhance daily opportunities for learning that are provided in settings in the child’s natural environment. It also provides families independence and competencies while respecting their strengths, values and diversity.

Early Intervention services in Westmoreland County have been transitioning over the last four years to a coaching model to help caregivers of children with developmental delays and disabilities from birth to age three. All therapists have been trained to provide coaching to caregivers to help develop their abilities to interact with their children to support development. Coaching is used during family routines and may be provided during services that occur in a child’s natural environment such as in the child’s home, day care center, play group, grocery store, and community events. A therapist (or coach) works with the caregiver to identify what is most important to the caregiver for the child’s development and learning. The therapist then works with the caregiver to development new strategies to facilitate learning and model new activities. The caregiver then works on the strategies during their daily routines. In the next therapy sessions, the caregiver reflects on their interactions with the child and discusses successes and problem-solving challenges. The therapist will guide the caregiver through new activities and provide supportive feedback. Early Intervention Service Coordinators (SC’s) have been a vital part of this transition to coaching from the beginning. SC’s are instrumental in explaining Early Intervention and coaching to the caregiver at the initial phone call and meeting. SC’s facilitate writing the initial plan and strategies for the caregiver to build upon the learning opportunities that occur within the child and family’s daily routines. SC’s continuously work with the caregiver and therapist to modify strategies and activities to help the child learn and develop in natural environments.
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“We live in a world in which we need to share responsibility. It's easy to say "It's not my child, not my community, not my world, not my problem." Then there are those who see the need and respond. I consider those people my heroes.”

— Fred Rogers