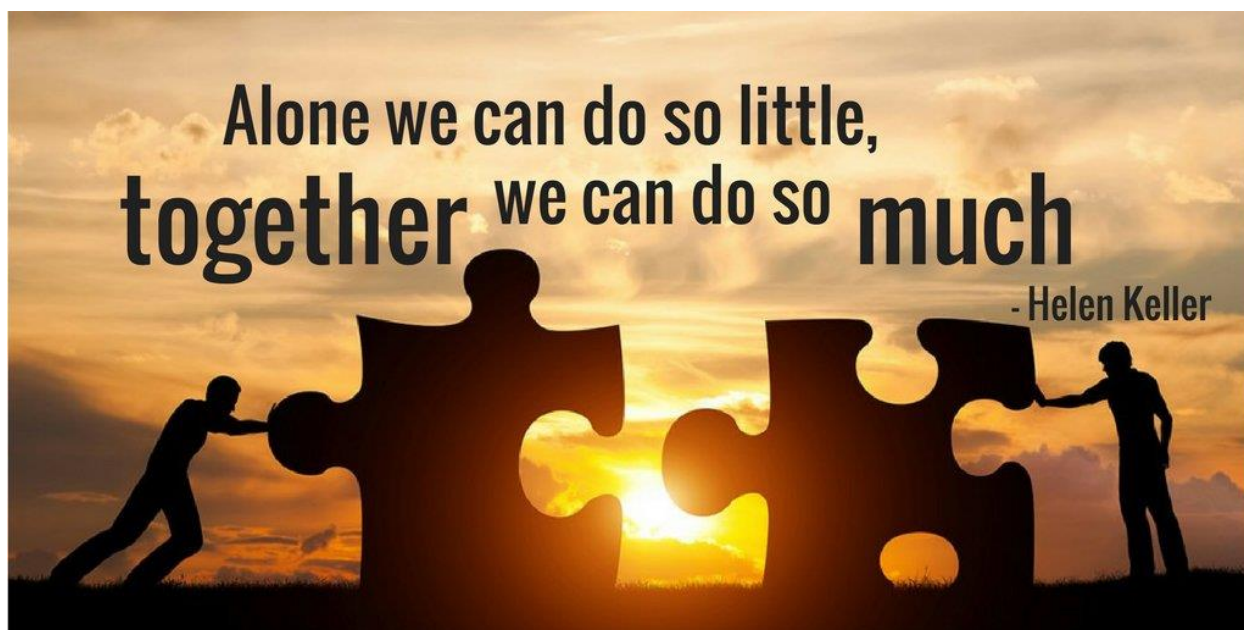




2021-2022 Annual Report



Commitment to our Mission and Vision

WCSI has maintained operation without pause, laser focused on service to our clients and the community, even as the COVID-19 Pandemic still loomed large in FY 2021-2022.

WCSI constantly reviewed and implemented guidance from our regulatory bodies, adjusting service delivery department by department.

With unwavering diligence, COVID-19 requirements were monitored, and organizational operations revised to ensure the health and safety of our employees, clients, and the community.

**Together with WCSI
Leadership, Employees,
Our Clients, and the
Community**

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.



BEHAVIORAL HEALTH DEPARTMENT

Serving 5,500 Clients Annually

- **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 and Criminal Justice Liaisons.
- **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 (CPS):** 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.
- **Child and Family Resource Center (CFRC):** Service Navigators are available to assist families in identifying services, resources and supports to meet their child's individual needs. The family may also request an Individual Planning Meeting (IPM) to bring together team members to problem-solve and set goals unique to each child.
- **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.

- **Prison Treatment Program (PTP):** Based in the Westmoreland County Prison, the PTP offers individual therapy and/or psychoeducational groups with the goal of reducing behavioral health symptoms during incarceration, promoting successful re-entry into the community, and reducing the risk of recidivism.
- **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. A total of 244 trips were completed for FY 21/22 serving 1028 riders.



WCSI LINK TRANSPORTATION SERVICES



INTELLECTUAL AND DEVELOPMENTAL DISABILITIES DEPARTMENT

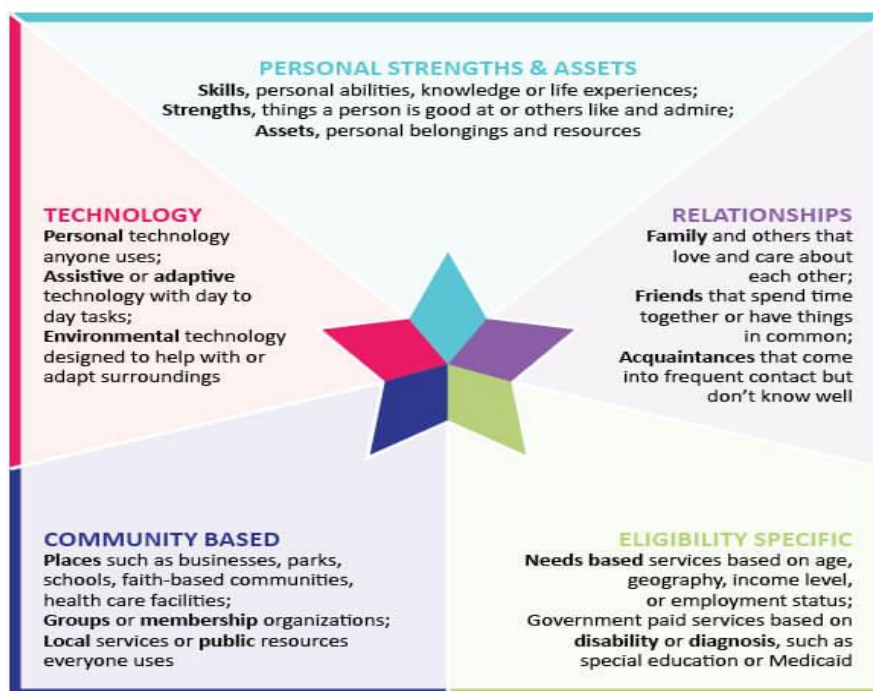
Serving 1,400 Clients Annually

Supports Coordination services are designed to support consumers of all ages with an Intellectual Disability or Autism Diagnosis.

- The Supports Coordinator will be your advocate and the primary contact person at WCSI. Your Supports Coordinator will be responsible for locating, coordinating and monitoring all of the services and supports available.
- Your Supports Coordinator will be able to provide the following services:
 - Educate on service options
 - Develop Individual Support Plans (ISP)
 - Locate both informal and formal supports and services
 - Coordinate supports and services
 - Monitor services to ensure satisfaction, health and safety, and that the individual receives appropriate and continuous care

Your SC Can Help You Find Your “Best Life”!

LifeCourse Tools : one of the tools used to learn more about an individual



Early Intervention Services Serving 1,225 Clients Annually

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.



TOGETHER WITH OUR REGULATORY BODIES:

External Monitoring Results Show High Level of Service to Clients Has Continued

Behavioral Health Department Monitoring

In October 2021, the Behavioral Health Division's **Targeted Case Management (TCM)** and **Administrative Case Management (AM)** programs celebrated successful monitoring visits from the state and county offices.

Following the visit from the Office of Mental Health and Substance Abuse Services (OMHSAS) and the County Behavioral Health and Developmental Services (BH/DS) office, the TCM program was awarded full state approval and licensure for the next year. In accordance with multiple changes to state regulations throughout the COVID-19 pandemic, the TCM program had adapted with adjustments to caseload sizes, documentation processes, and the provision of telehealth services. During the monitoring visit, the program was commended for exceeding regulatory timelines for completing client service plans, even during the suspension of state regulations and the challenges faced while providing services throughout the pandemic. The program received valuable feedback from auditors regarding how to enhance our service plan process, documentation of services, and adherence to telehealth guidelines moving forward.

During the AM program's County BH/DS monitoring visit, the auditors recognized the effectiveness of the AM service determination process, which was implemented in March 2020. This process has increased case managers' regular client contacts to assess client needs, use of services, and appropriate level of service. Auditors acknowledged that the program has consistently adhered to the new process, which has led to a significant decrease in AM caseload sizes and has helped focus on those clients who would benefit most from AM level case management. The program was also commended for its detailed service documentation and regular collaboration with other service providers. County auditors provided suggestions to further improve documentation practices and ensure that clients are continually assessed and offered referrals to the appropriate level of service. The BH Division will continue to partner with County BH/DS to discuss and implement any further enhancements to the AM program and its service to WCSI's clients.

Certified Peer Specialist Program Receives Full License Renewal

The Certified Peer Program had their OMHSAS and County monitoring visit on April 19, 2022 and was provided a full license renewal.

The program had no findings or corrective actions needed, only suggestions to further enhance an already great recovery program at WCSI.

OMHSAS recommendations were as follows:

- Cross reference Certified Peer Service Description to current 2019 OMHSAS Certified Peer Bulletin to ensure all changes in language are present and accounted for
 - Updated service description reviewed by County on 7/26/22 and approved on 8/5/22
- Update attestation wording to ensure disclosures match current WCSI Human Resources process
 - Updated disclosure statement effective as of 7/1/22
- Ensure six-month summaries are comprehensive
 - Staff provided with updated training on 8/1/22
- In addition to the check box in the functional impairment section of the referral form, include space for written recommendations
 - Form updated on 5/25/22
- Ensure billing occurs after ISP completion
 - A payback review and any applicable follow up was conducted in May 2022



Look for More Great Things to Come from the Certified Peer Program!

- ❖ The Certified Peers currently serve more than 85 clients throughout Westmoreland County.
- ❖ Out-reach to Community prescribers has been a focus, in addition to, growing the team. Letters, referrals, and brochures were sent to more than 160 providers in the County and the Certified Peer Supervisors have been promoting the program by speaking at various venues throughout the county.
- ❖ CPS Supervisors visited each Behavioral Health team in the last quarter of 2021 and shared information about Certified Peer Services and how a client could obtain services.
- ❖ Information was also provided about becoming a Certified Peer for clients seeking employment and doing well in their own recovery.



Some of the Certified Peer Specialist Staff:

April Fabery, Nina D'Antonio, and Valerie Stone

Success for the Supports Coordination Organization

Quality Assistance and Improvement Annual Audit

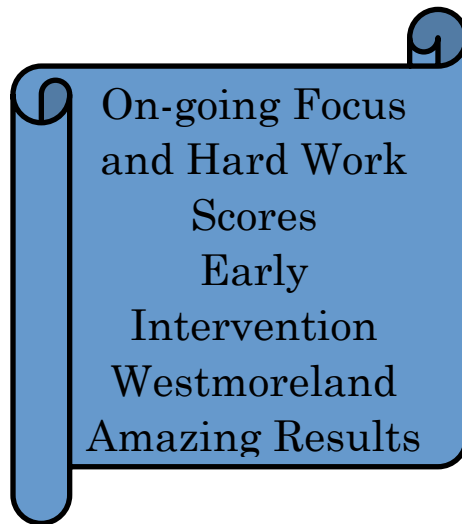
Annually, the Office of Developmental Programs (ODP) requires every qualified provider to complete an audit titled QA/I or Quality Assistance and Improvement. The audits are done in a three-year cycle; two of the three years are done by means of a self-audit and one of the three years is done by way of an on-site audit. The last audit was done in FY 18/19. ODP lifted the annual requirement in 19/20 due to COVID-19. This year's WCSI's on-site audit began in August 2021 and concluded with final results on February 8, 2022.

The results equaled success: WCSI's SCO scored 100% in Policy and Procedure Review and 97.71% in Record Review. ODP was highly complementary of the quality of work reviewed.

The SCO success was a team effort collaborating with WCSI's Quality and Compliance Department as well as the Training Department to ensure a successful audit of the 20/21 Fiscal year.

Supports Coordination Organization STATS at a GLANCE:

- ✓ WCSI's SCO has a total of 77 employees, including 53 Supports Coordinators and 9 Supervisors
- ✓ Intakes to the SCO for 2021 equaled 68 new individuals
- ✓ On average, 60% of the intakes were children and adults with autism and 40% were children and adults with intellectual disability
- ✓ The SCO created a team of Supports Coordinators to specialize in the autism diagnosis as it is anticipated intakes will continue to rise and resource knowledge is the key to success in supporting individuals with autism



In January 2022, the Early Intervention Program in Westmoreland County received the highest scores of Meets Requirements in all outcome areas for the Federal Office of Special Education Program's (OSEP) state determination process for FY 20-21. OSEP requires that each state measure and report program performance based on key indicators that are in the "Individuals with Disabilities Education Act" (IDEA). This program performance determination process ensures that all children and families in Pennsylvania who may need Early Intervention are fully protected and served in a timely, effective manner.

Each year in January the following outcome areas are reviewed:

- ✓ Strengthening Partnerships: Family Engagement
- ✓ Strengthening Partnerships: Community Partnerships
- ✓ Shared Leadership: Compliance
- ✓ Shared Leadership: Data Quality
- ✓ Shared Leadership: Program Leadership
- ✓ Systemic Implementation of Evidence Based Practices: Child Progress
- ✓ Systemic Implementation of Evidence Based Practices: Support in Early Childhood Programs/Natural Environment

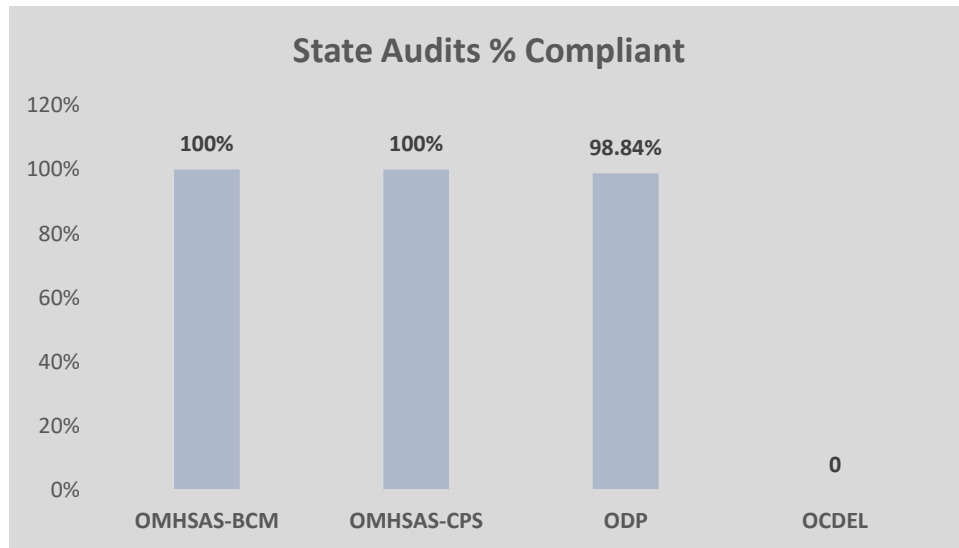
Each outcome area in the summary will receive one of the following determination levels:

- " Meets requirements
- " Needs assistance
- " Needs intervention
- " Needs substantial intervention

A determination level below "meets requirements" in an outcome area, results in a quality improvement activity being developed as part of the Quality Enhancement Plan.

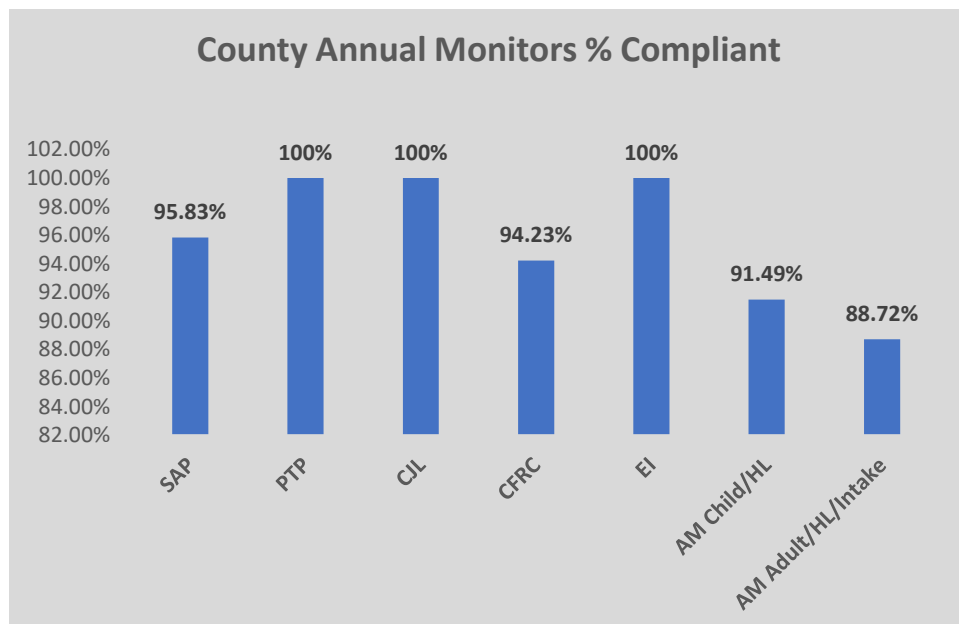
Based on the scores received by Westmoreland County this will not be necessary as the **program received "meets requirements" in all outcome areas. These scores are evidence of on-going focus and hard work within the program to ensure that all children and families are served based on the key required indicators.**

WCSI Year End Statistics-External Audits



(OCDEL is scheduled every 4 years and was not audited in FY 20-21)

Office of Developmental Programs – ODP	Early Intervention-EI
Office of Mental Health and Substance Abuse – OMHSAS	Prison Treatment Program-PTP
Office of Child Development and Early Learning – OCDEL	Hospital Liaison-HL
Family Support Services – FSS	Administrative Management-AM
Student Assistance Program – SAP	Criminal Justice Liaison-CJL
Certified Peer Specialist-CPS	Early Intervention-EI
Child and Family Resource Center-CFRC	Blended Casemanagement-BCM



Westmoreland County Behavioral Health and Developmental Services findings percentage compliant based on current service description at time of the review.

TOGETHER WITH THE INDIVIDUALS WE PROUDLY SERVE:

2021 2022 Client Satisfaction Surveys

Program	Total Surveys Turned In	Total Surveys Sent Out	Percent of Participation	Overall Satisfaction Rate
CPS	47	83	56.63%	99.08%
TCM (Adult and Child)	759	1355	56.01%	99.07%
Intake*	317	317	100%	87.74**
Link	38	52	73.08%	97.37%
SAP	29	407	7.13%	98.52%
SCO	585	1389	42.12%	99.58%
PTP***	18	18	100%	98.90%
CJL	29	32	90.63%	97.14%

*Intake surveys are completed in office or via telehealth

** Due to COVID-19, an N/A option was added to question for cleanliness of office as it appeared participants were answering no due to telehealth appointments. Added in April 2021. This skewed the data results.

***PTP 2nd Quarter

**YOUR VOICE
MATTERS**



HOW EARLY INTERVENTION CAN MAKE A DIFFERENCE: *From an Early Intervention Service Coordinator's Perspective*

The first evaluation that I ever did was one that has been so profound to me. As I was walking in the family's home, I saw this tiny little baby girl that was being held by her mother. The little girl was crying in pain from extreme eczema she had on her body due to medicine she was taking for a stroke on her left side at birth. I remember seeing mom's expression as the physical therapist was evaluating her little girl. Mom was so worried and just cried. My heart sank as I saw her tears roll down her face. I was impressed with the physical therapist evaluator. She was so calm and reassured the family that this little girl was in the best care.

She qualified for Early Intervention services in the motor domain. Mom was so concerned with her development and wanted to make sure she continued to not have any affects from the stroke. She was not yet holding her head up in various positions. The family wanted services to improve her overall strength and head control.

At a home visit, I observed the physical therapist to be gentle and kind. Mom looked calm and trusted the physical therapist explicitly. Mom would get her notebook out and would start documenting what the physical therapist was doing. This little girl made leaps and bounds with the physical therapy. After some time, mom contacted the Early Intervention Service Coordinator to discuss Occupational Therapy services for feeding. Every time I would join a home visit, I could see how well she was doing. She started to roll, then crawl, then take baby steps and now she is running and jumping everywhere. The family was so appreciative of the help they have received from everyone.

I know that she will be one tough cookie and be able to do anything she puts her mind to!

*Child grows leaps and bounds with Physical
Therapy*

...now she is running and jumping everywhere!

Our Clients' Success Is WCSI's Success

Meet Emma!



Emma was chosen as a model for American Eagle in July of 2021. American Eagle's campaign is to include all people. Emma went to Pittsburgh for a photo shoot and the American Eagle Campaign was shared nationwide. Here is a little about Emma. Emma is 24 years old and has participated in Special Olympics for 16 years, first as an athlete in her elementary school, and then joining the Allegheny County Bulldogs. She has competed in track and field, swimming, soccer, basketball, and bowling. Emma has participated in the state summer games at Penn State University in the swimming events. She has also attended Pennsylvania's multi-sports summer camp held in the Ligonier area for several years to hone her athletic skills. Emma has actively supported her county Special Olympics program, participating in the Polar Plunge® for Special Olympics and being a torch bearer at county tournaments. She was a member of the Steel City All Stars, a competitive cheer group for individuals with special needs. She also competed in the adaptive horseback riding program through 4H, having placed at the state level in Harrisburg. She participated in Buddy Up tennis program in Monroeville and plays baseball in the Miracle League in Western PA. Her latest venture is participation in the My Ground Strokes Tennis program at Franklin Regional High School.

Emma enjoys evening campfires, making smores, and telling camp stories. She was crowned Homecoming Queen her senior year. She was Westmoreland County YWCA Sportswoman of the Year in 2015. Emma participated in the Best Buddies program at Duquesne University and competed in the Miss Duquesne Pageant, where she was named Miss Congeniality. Congratulations to Emma for all her success!



JEREMIAH

Over the years, you may have seen Jeremiah around Greensburg. He is a cheeseburger connoisseur and loves to walk around local parks. He likes to take in the music at Summer Sounds at St. Clair Park. Jeremiah loves horses and gets great pleasure out of caring for them. He always has his signature headphones as he would not be caught without them unless he is in a swimming pool. Dance parties abound at Jeremiah's house!

Jeremiah attended high school at Franklin Regional and then attended the NHS (now Merakey) Herminie School and was part of the first graduating class! He has also attended various programs over the years like the Blind Association.

Lately Jeremiah has taken on a mission to help his local community. With help from his family and support staff, he is gathering food supplies from local neighborhoods to contribute to the food pantries that are located at various places in Westmoreland County. He loves to be able to give back and is looking forward to expanding his service.

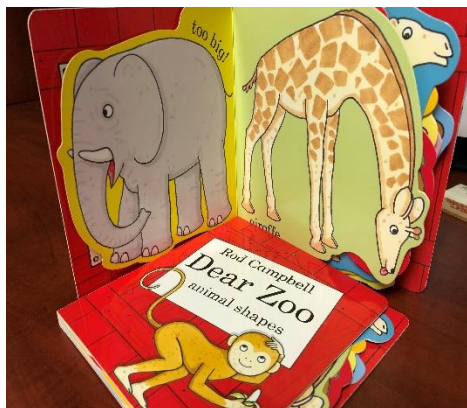
Jeremiah was even featured in a Triblive article for his contributions and generosity.



TOGETHER WITH OUR COMMUNITY PARTNERS



How Early Intervention's Partnerships Can Make a Difference in the Lives of Infants and Toddlers

The Local Interagency Coordinating Council (LICC) in partnership with WCSI, Westmoreland County BH/DS, IU7 and other Westmoreland County EI service providers held a ZOO Day on September 18, 2021. 83 families were in attendance with a total of 90 children ages birth to 5 years. Bags were distributed with books and resources. WCSI's Early Intervention Department donated a special "Zoo Book" to all families in attendance. Early Learning Resource Center donated all the snacks and drinks! Families had a wonderful day, the weather was perfect, the animals were out of their shelters, and the children were excited. WCSI's two Early Intervention Supervisors, Bo Fry and Katie Sapone as pictured below, attended, and assisted at the event. Families were so grateful to receive the free zoo tickets, snacks, and books provided.




On October 25, 2021, WCSI in Partnership with Western PA Diaper Bank held a drive thru diaper distribution for families with children in need of diapers in Westmoreland County. Due to the work of the WCSI employees pictured below, the event was a success serving a total of 54 children from 43 families traveling from 17 zip codes in Westmoreland County. A total of 2,706 products were distributed. Also pictured is a representative from the Mt Pleasant office of the Western Pa Diaper Bank, Anna along with her daughter.

Drive-Thru Diaper Distribution
Monday, October 25, 2021
3:30 pm - 5:00 pm
@




145 Pavilion Ln, Youngwood, PA 15697

*NO REGISTRATION REQUIRED
DIAPERS AVAILABLE WHILE SUPPLIES LAST



Western Pennsylvania
Diaper Bank



WCSI
Westmoreland
Casemanagement
and Supports, Inc.



WCSI's 11th Annual Clothing Drive

WCSI New Kensington had its 11th Annual Clothing Drive after a hiatus last year due to the pandemic. It was held at the United Presbyterian Church of New Kensington and made possible through the collection boxes placed at Valley Points YMCA, Penn State New Kensington and all WCSI offices. This event served the dual purpose of allowing our clients to select warm clothing for the winter and providing them an opportunity to volunteer in the community and work hand in hand with WCSI staff for the benefit of their community.



SAFETY COMMITTEE

Purpose: To develop and promote a safe environment for all employees and visitors to our facilities and within the community through the involvement of all individuals with regards to education, communication, and safe work practices.

Working to reduce the number of incidents/accidents.



(Willy the Safety Committee Mascot)

Each June for National Safety month, the Safety Committee sends out safety tips and articles on weekly topics such as:

- ✓ **Prevent Incidents Before They Start**
- ✓ **Address Ongoing COVID-19 Safety Concerns; What Workers Need to Know about COVID-19 Protections in the Workplace**
- ✓ **It's Vital to Feel Safe on the Job!**
- ✓ **4 Ways to Help Create Psychological Safety in the workplace**

The Safety Committee also educates staff with vital information for:

- ✓ **Back to School Safety**
- ✓ **Fall Health and Wellness Tips**
- ✓ **October is Fire Safety Month**
- ✓ **November is Child Safety Protection Month**
- ✓ **Winter Weather Safety Tips**
- ✓ **Intellectual and Developmental Disabilities Awareness Month**
- ✓ **Autism Awareness Month**
- ✓ **Mental Health Awareness Month**

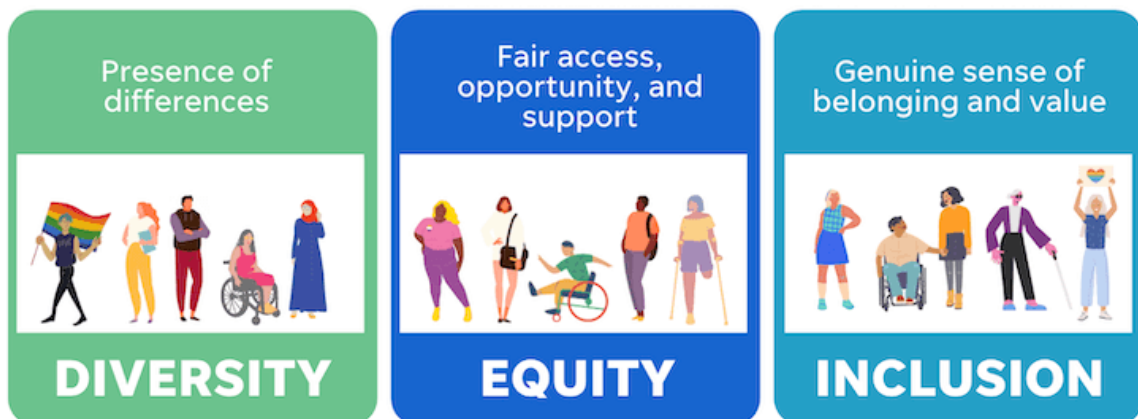
Cultural Competence Committee Introduced in 2021

What does the committee hope to accomplish?

- ✓ Encourage growth as individuals and as an organization in the areas of Diversity, Equity, and Inclusion
- ✓ Provide educational materials to staff related to cultural diversity
- ✓ Embrace differences between our clients, our co-workers, our friends, and family
- ✓ Give staff some tools in their toolbox around the topics of diversity and cultural competence
- ✓ Help to bring awareness and to alleviate unconscious bias

Examples of Cultural Competence Committee Activities:

- ✚ Each member of the committee chose a different topic to highlight for Black History Month including the history surrounding this month-long recognition, prominent Black Americans and their contributions, and recommendations for books, movies, and CDs to better understand Black culture and history
- ✚ Partnered with the IDD Department to distribute information about the Best Buddies Program that builds friendships between people with and without IDD, and empowers individuals with IDD to be leaders, public speakers, and advocates.
- ✚ All staff and Board members were required to participate and successfully pass online training, "Exploring Cultural Awareness, Sensitivity, and Competence."
- ✚ Information about Pride Month, the history, and facts about what PRIDE means to the LGBTQIA+ community.
- ✚ Tools provided for staff toolboxes regarding cultural sensitivity for older adults when working with them on making changes, especially regarding health and wellness goals.



WCSI was named 1st Place as the Healthiest Employer in the Small Employer Category in Western Pennsylvania! **This is an awards program created to honor people-first organizations that prioritize the well-being of their employees.**



We are honored to recognize
**Westmoreland
Casemanagement and
Supports, Inc.**

for their commitment to employee well-being
and exceptional health and wellness
programming.


Haley Elmore
Healthiest Employer
Program Coordinator

Some of the things WCSI was recognized for:

- Having nearly 60% of employees and spouses actively engaged in Taking a Healthy Step and having new employees attend wellness meetings and education sessions to provide them with the resources to take care of themselves
- Encouraging employees to receive flu shots and the COVID-19 vaccine and providing the appropriate resources to ensure employees felt safe and educated on the subject
- Adjusting to the “new normal” by holding a virtual blood drive and virtual lunch and learns that empowered employees to remain vigilant regarding their health, their families,’ and their clients’ health
- Wellness Committee joining with the C.A.R.E. Committee to promote emotional wellness with activities to increase camaraderie among staff
- Caring for employees by implementing electronic CARE cards to thank co-workers who go above and beyond
- Sharing important life events on WCSIPedia, such as engagements, weddings, graduations, new pets, and all sorts of accomplishments of staff, their families and even clients, with their permission.
- Recognizing employee birthdays and work anniversaries in the Morning Announcements
- Special recognition of milestone employee work anniversaries

WCSI Board of Directors

Sherry Anderson,
President

Marco Sylvania, Vice
President

Richard Caruso,
Treasurer

Susan Hois, Secretary

Donald O'Brien

Anthony Waltos

Gary Ciarimboli

David Sivak

Barrie Rohrbacher

Mark DiAndreth

Richard Yaksic

Kathy Wohlgemuth

Shannon Fagan

TOGETHER WITH WCSI LEADERSHIP AND THE BOARD OF DIRECTORS



WCSI Senior Leadership

Lynnette Emerick, Chief Executive Officer

James Fey, Chief Financial Officer

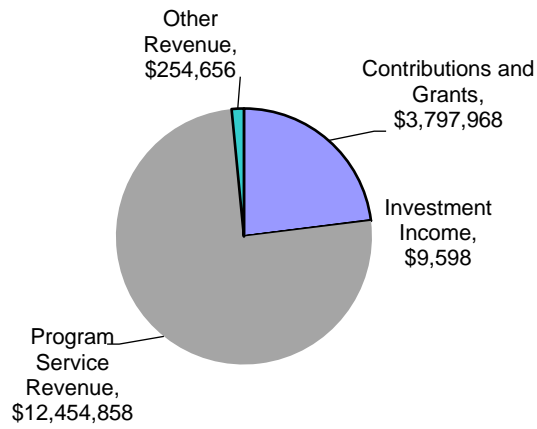
Magdalene Hurst, Chief Administrative
Officer

Beverly Toomey, Intellectual and
Developmental Disabilities Division
Director

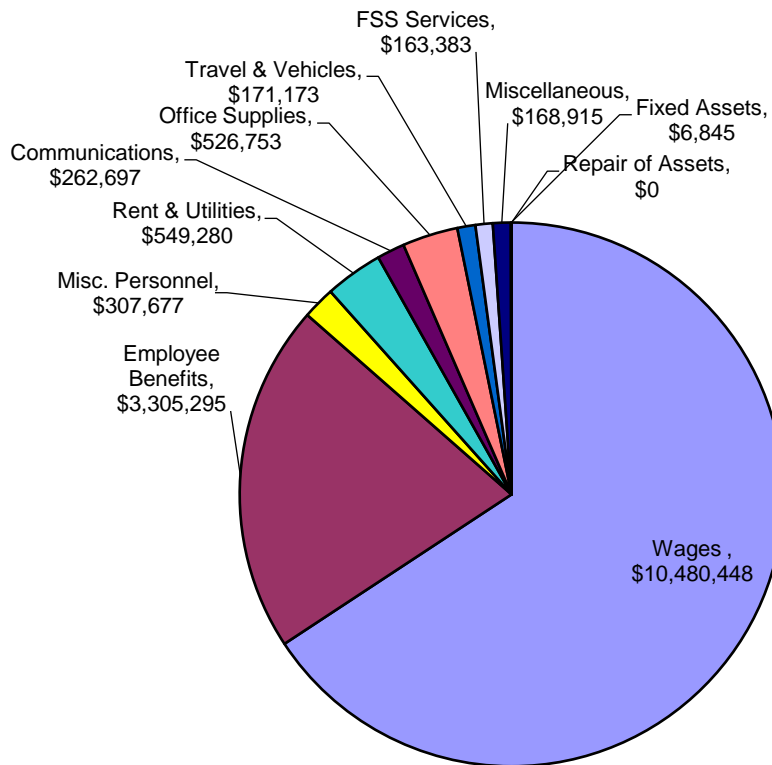
Scott Brown, Behavioral Health Division
Director

Jamie Overman, Supports Coordination
Organization Program Director

***"If your actions inspire others to
dream more, learn more, do more
and become more, you are a leader."
-John Quincy Adams***



Unaudited Revenue/Expenses



BALANCE SHEET

						2021-2022		2020-2021
	ASSETS					<i>Unaudited</i>		
		Cash and Cash Equivalents				7,510,950		6,851,875
		Certificate(s) of Deposit				971,469		966,971
		Accounts Receivable:						
		Medical Assistance				629,821		506,248
		Managed Care				220,391		312,350
		Employee Receivables				5,430		5,430
		Grants Receivable:						
		Westmoreland MH/MR Program				689,793		992,453
		Prepaid Expenses				151,409		127,313
		Deposits on Leased Property				6,192		6,192
		Building				211,913		211,913
		Fixed Assets less Depreciation				70,548		107,215
	TOTAL ASSETS					10,467,915		10,087,961
	LIABILITIES & EQUITY							
	LIABILITIES							
		Accounts Payable				141,267		116,627
		Payroll Liabilities Payable				304,600		683,176
		Other Current Liabilities				762		762
		Accrued Expenses				1,110,074		914,131
		TOTAL LIABILITIES				1,556,703		1,714,696
	FUND BALANCE							
		Retained Earnings				8911212.16		8,373,265
		TOTAL EQUITY				8,911,212		8,373,265
	TOTAL LIABILITIES & EQUITY					10,467,915		10,087,961



www.wcsi.org

OFFICE LOCATIONS

*770 East Pittsburgh Street
Greensburg, PA 15601
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*

Teamwork

Coming together is a beginning

Keeping together is progress

Working together is success

– Henry Ford