



2023-2024 Annual Report



STANDARDS FOR
EXCELLENCE

HISTORY OF WCSI

- WCSI is a private non-profit 501(c) 3 Human Service Agency established in 1994 from a mandate of the Office of Developmental Programs (ODP) that intellectual and developmental disability case management services become “conflict free”. Westmoreland County Behavioral Health and Developmental Services office expanded on this mandate and established WCSI as a centralized Base Service Unit that provided “conflict free” service for all programs.
- WCSI has had various locations and moved to our current location at 134 Industrial Park Road, Suite 1700, Greensburg, PA in 2023. The New Kensington office has been operational since 1998, currently located at 301 7th Street, New Kensington, PA. We also have a location at 766 East Pittsburgh Street, Greenburg, PA.
- In 2024, WCSI remains a strong, credible leader in the human service non-profit community. We are **241 employees strong, serving 5,532 clients.**
- WCSI's core services of **Targeted Case Management, Intellectual and Developmental Disabilities and Autism Supports Coordination, and Early Intervention Service Coordination** remain today, with the Base Service Unit moving to the county as of June 30, 2023.
- In addition, WCSI provides **Peer Support Services, Student Assistance Program Liaison and Criminal Justice Liaison services.** WCSI has established many community partnerships that support individuals in the community, enhance recovery, and support an everyday life with positive approaches and the identification of developmental issues early in a child's development.
- WCSI is an organization that is ever changing to meet the needs of our regulatory bodies but most importantly the individuals and community we serve. It is not an agency that stands still but proactively responds to the needs of a growing community. Facing the future will always be met with optimism and a solid commitment to our mission, quality services, continued growth, and consumer satisfaction.

We look forward to being a vibrant force in our community and in the lives of those we serve for another 30 years!



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 will be the leader in integrating people into the community through Recovery, Wellness, and Positive Approaches to live a full and renewed life.

WCSI's CORE VALUES

COMMITMENT

We have passion for our work. We encourage creativity and innovation that will benefit the organization and our clients/consumers.

QUALITY

We are committed to greatness and desire to be the best. We recognize that change is constant, as we embrace continuous improvement.

INTEGRITY

We uphold the ethical principles of WCSI in every action and decision.

ACCOUNTABILITY

We accept individual responsibility to meet our job duties and strive for personal development, which results in continued positive outcomes to our consumers/clients, our employees and the organization.

RESPECT

We help each other grow. We strive to make a positive contribution to a vibrant and diverse internal and external community. We recognize dignity to be a biproduct of mutual respect.



BEHAVIORAL HEALTH DEPARTMENT

In FY 2023-2024, the following services were available:

- **Targeted Case Management (TCM):** TCMs assist individuals and families with a serious behavioral health disorder to identify and access community resources, build, and strengthen relationships, and problem solve barriers to recovery. TCM serves 1,500 individuals per year.
- **Certified Peer Services (CPS):** A person-centered, recovery-oriented service for individuals provided by trained peer specialists sharing their own lived experience of recovery, serving 75 individuals per year.
- **Student Assistance Program (SAP):** Assists school staff in identifying issues including Behavioral Health needs and/or drug and alcohol issues which pose barriers to a student's success and assist students in meeting their goals.
- **Criminal Justice Liaisons (CJL):** Services that intercept individuals from entering or further moving into the criminal justice system, as appropriate. CJLs served 830 individuals in FY 23/24.
- **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. **This program was transferred on June 30, 2024 under the function of Westmoreland County Department of Human Services-Behavioral Health and Developmental 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. **This program went on hiatus as of June 30, 2024, while it is being revitalized to better serve our clients.*

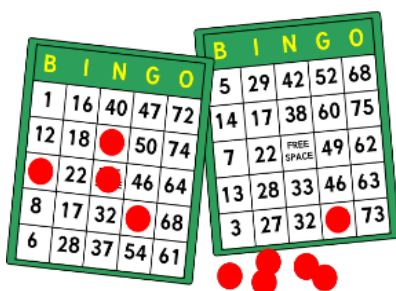
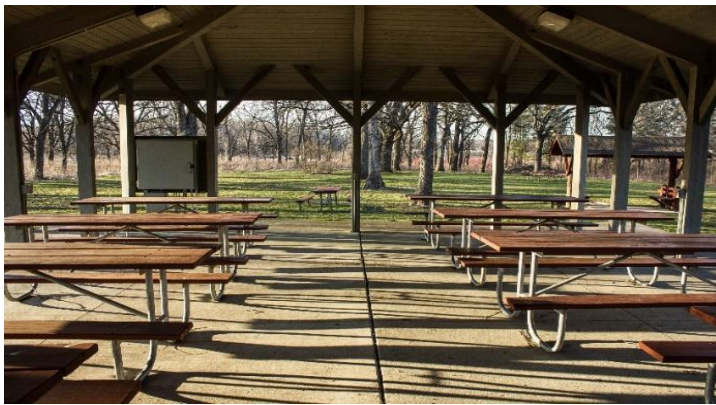
WCSI Behavioral Health Client Social: “Movement: Moving More for Your Mental Health”

The TCM Program held their Annual Client Picnic for TCM clients in New Kensington on June 21, 2024, at Memorial Park and in Greensburg on June 27, 2024, at Hempfield Park.

This year’s theme was “Movement: Moving More for Your Mental Health.” Most of the recovery activities of the day were centered around movement and exercising.

We also had the most popular and client favorite activity, BINGO, with prizes for the winners.

These two events were well attended, and everyone had a great time, getting to know new people, eating good food, and having fun together.



Leadership in Recovery Award -2023 Westmoreland County Recipient



Congratulations to Trinity, a TCM client, who was nominated by her TCM, Zack Hough, for the *Leadership in Recovery Award* sponsored by Carelon. She received her award at their Regional Forum on Wednesday, August 23, 2023.

WCSI began serving Trinity in 2017, when she was 13 years old. She faced many challenges and struggles over the years but never stopped trying – and would never give up. She knew she had something to live for and worked diligently to stay focused on and discover exactly what that was.

Trinity has been her own biggest advocate. She worked with her TCM to identify essential services to help her overcome the obstacles in her path. She approached everything with an open mind and never shied away from trying something new. Trinity was able to find effective services that assisted in her recovery journey. Experiences in life made it hard for her to make friends and relate to others, but again, she never stopped trying. She entered college, and during her freshman year, Trinity became involved with many clubs and activities and was able to form meaningful friendships. She is now heading into her sophomore year at University of Pittsburgh: Greensburg Campus. And, she has found happiness in a healthy, committed relationship with someone.

In addition, Trinity was recently awarded a grant that will pay for the rest of her college education. With the help of her support system, she has begun to acknowledge and accept her own self-worth more and more each day. She still meets with challenges in her recovery journey, but she still never gives up and has continued to rely upon the positive people in her life to help her overcome those trying times. Her resilience is amazing, and she continues to grow as a person, pushing forward towards the goals that she wants to achieve for herself. Trinity's journey is truly inspirational. She has a good heart, is there for anyone in need, and is truly deserving of being the Recovery Award Winner for Westmoreland County!

Certified Peer Specialist Program Receives Full License Renewal

The Certified Peer Program had their Office of Mental Health and Substance Abuse Services (OMHSAS) and County monitoring visit on March 26, 2024, and was provided with 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:

- Recommended that the program ensure that trainings are relevant to recovery/peer focused topics.
 - Staff Development has been trained on running quarterly training reports to provide to the program to monitor peer-specific trainings are occurring regularly.
- Recommended that the discharge form be updated to identify an aftercare plan and more rationale for the reason for discharge.
 - WCSI is the process of transitioning to a new electronic medical record system. As part of this transition, the program will be working with IT to enhance the existing form to assist the end-user in providing more detail regarding the recommended elements above.
- Recommended adding an employee signature and acknowledgement of supervision notes.
 - WCSI's current system requires employees to log in with their unique username and password which serves as their electronic signature. The employee then acknowledges review of the supervision note within the system.

Certified Peer Specialist Internal Audit Outcomes

Certified Peer Supports – Performance Standards

Certified Peer Support Supervisors conduct a monthly review of each of their staff on programmatic regulatory and agency standard questions. These questions are established each fiscal year in collaboration with Quality and Compliance.

Results are tabulated and trended to ensure standards are within agency guidelines to determine if additional training/mentoring is needed in a particular area. Quality and Compliance forward consolidated quarterly results to the Compliance Officers and Program. All quarterly standard percentages that fall below 80% for the quarter require a program action plan. Program team meetings to review regulatory and documentation standards are scheduled regularly.





1. DATE OF SERVICE STANDARD – CPS service documentation notes are completed on the date the service was rendered, as per the BH Manual, with no more than four (4) late docs for the month.

Average Quality Percentage 1
93.74%

2. SERVICE DOCUMENTATION NARRATIVE QUALITY STANDARD: CPS service doc narrative meets documentation requirements, as per CPS regulations and/or BH Manual, with no more than one (1) error for the month, including the documentation of the purpose of contact, ISP goal(s), names and relationships of involved individuals, date and focus of next client meeting, and reason for telehealth contact.

Average Quality Percentage 2
87.33%

3. SERVICE DOCUMENTATION COMPLETENESS/ACCURACY STANDARD: Service docs met the documentation requirements as per CPS regulations and/or BH Manual, with no more than one (1) error for the month. Documentation requirements/errors may include CPS location, client location, contact type/s and activity type/s, applicable signatures and/or approved signature notation, credentials, signature dates, and/or any errors that may result in a SDCN and/or billing payback

Average Quality Percentage 3
92.32%

4. TIMELINESS OF SERVICE PLAN (ISP) AND RECOVERY ASSESSMENT SCALE (RAS) STANDARD:

4a. ISP: Service Plans and Six-Month reviews have been completed within the required timeframe as per CPS Regulations; or, if not completed on time, service documentation reflects the reason why it was not completed on time.

Average Quality Percentage 4a
93.33%

4b. ISP BILLING: CPS completed non-billable service documentation notes for contacts if service plan or six-month was out of compliance, with the extenuating circumstances discussed with CPS supervisor.

Average Quality Percentage 4b
100.00%

4c. RAS: Recovery Assessment Scales have been completed within the required timeframe, as per CPS Regulations; or, if not completed on time, service documentation reflects the reason why it was not completed on time.

Average Quality Percentage 4c
77.44%

5. DOCUMENTATION OF SERVICE PLANNING STANDARD: The completion of the Service Plan of Six-Month Review was documented in the body of the service documentation note for the day it was completed.

Average Quality Percentage 5
100.00%



WESTMORELAND CASEMANAGEMENT AND SUPPORTS, INC

CPS MONTHLY PERFORMANCE STANDARDS FY 2023-2024 QC

6. RELEASE OF INFORMATION STANDARD: All releases of information are up-to-date according to their specific due dates.

Average Quality Percentage 6

80.32%

7. CONSENT FOR SERVICES STANDARD: CPS Consents for services have been completed on the date of opening, including applicable signatures or signature verification, as per current regulations.

Average Quality Percentage 7

100.00%

8. CPS OPENING PROCESS: CPS has accurately completed opening process to CPS services, including completion of primary CPS assignment, CPS service line, client 9-digit zip code, client email address (or 'N/A') in the system.

Average Quality Percentage 8

90.00%

9. COUNTY INCIDENT/DEATH REPORTS STANDARD: CPS has completed County Incident/Death Report(s) within 24 business hours of occurrence or notification of the incident, and any applicable 5-day Follow-Up Reports, as per BH Division expectations.

Average Quality Percentage 9

100.00%



Certified Peer Supports Internal Audit

Service Documentation

Per WCSI annual Quality/Compliance Plan internal risk analysis, Q/C identified a service documentation internal audit for the Certified Peer Supports program based on feedback from external auditors the year prior. Q/C reviewed a sample size the months of January through April of 2024 to review service documentation standards.

Monthly and Consolidated Sample Size/Compliance Rating:

Month/Year	Compliance Sample Size	Compliance %age
January 2024	154	98.70%
February 2024	189	94.65%
March 2024	175	99.43%
April 2024	175	90.86%
Consolidated	693	95.91%

As the results of the audit were not under 85%, an action plan was not required; however, the Program conducted service documentation training in June of 2024. Additional quality recommendations/trends were also discussed with the program to provide staff with mentoring and support.



Student Assistance Program

The Student Assistance Program (SAP) aims to identify and address barriers to student success through a multidisciplinary approach.

In 2016, SAP was rebranded and expanded from a pilot phase to a robust system involving multiple stakeholders, including school personnel, mental health service providers, and community agencies. During this time SAP transitioned from a screening model to a comprehensive assessment model, with adaptations during the COVID-19 pandemic, and post-pandemic recovery strategies.

Key Enhancements Initiated in 2023:

- Formation of a community task force, and implementation of task force recommendations to improve assessment processes, liaison hiring and retention, data management, and follow-up procedures.
- These improvements aim to ensure that all students in Westmoreland County have access to the support needed for academic and social success, leveraging best practices from the Behavioral Health Team model to enhance collaboration, data-informed decision-making, and comprehensive support structures.

Data/Outcomes

For the 23/24 school year the SAP program completed:

- 1146 Assessments
- 1754 Referrals
- 50 Case Management Referrals
- 799 Students linked to a level of care (70%)
- 17 Drug and Alcohol Referrals submitted
- 8 Postvention/Emergency Behavioral Health requests
- 1453 Core team meetings were attended by SAP liaisons
- 24,690 Parent Contacts were completed outside of assessments
- 16,891 School Contacts were completed outside of SAP Core meetings



INTELLECTUAL AND DEVELOPMENTAL DISABILITIES DEPARTMENT

WHAT IS SUPPORTS COORDINATION?

- ✓ **Supports coordination is a case management service to assist individuals who possess an intellectual disability and/or a diagnosis of Autism, or medically complex conditions to live a healthy and safe everyday life by identifying community resources and benefits to meet their needs.**
- ✓ **The department includes a team of approximately eighty staff who can assist with locating, coordinating, and monitoring services as per the Office of Developmental Program regulations.**
- ✓ **We recognize the need to support individuals with specific diagnostic needs and have specialized Supports Coordinators within the department. Specialized Supports Coordinators include:**
 - **Dual Diagnosis and Crisis Intervention (DDCI)– support those with dual needs in Behavioral Health and Intellectual Disability.**
 - **Autism – support for those with an Autism only diagnosis.**
 - **Transitional Age – support for those under 21 years of age, medically complex conditions, and those transitioning from insurance benefits.**
 - **Base Case Managers – team that focuses on monitoring individuals in specialized settings and individuals eligible for Supports Coordination, but not eligible for Medical Assistance.**





Supports Coordination Spotlight on *Joseph Hnath*



Joe Hnath is 24 years old and is on the autism spectrum. His definition of success includes being able to have a job while still getting to do the things that he loves, such as acting and singing.

Previously, Joe struggled, especially in his high school years. Joe ended up doing a combination of online and in-person classes to finish out his high school education. Joe considers this his “low point,” but it was during this time

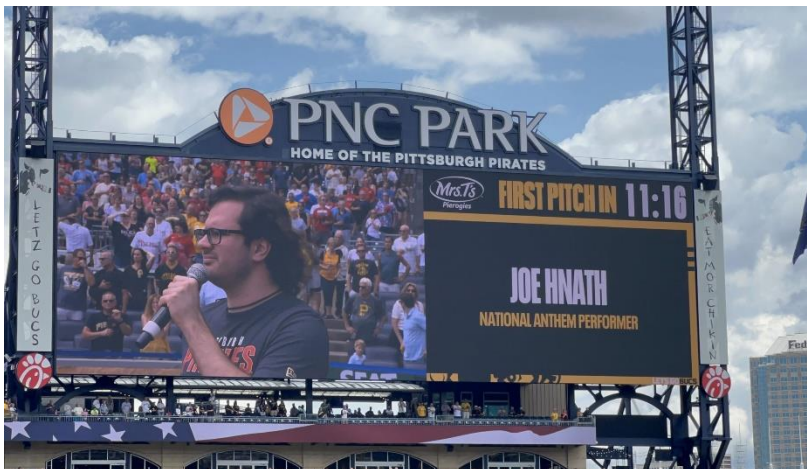
that he was able to embrace his true passion of performing arts. He was given the opportunity to attend the Joey Travolta Film Camp for ESY, where he was able to perform in front of a camera which was something new for him and allowed him to make connections with other local organizations that he is still active in. Following high school, Joe attended Forbes Road Career and Technology Center where he received a certificate for multi-media and learned about using the Adobe Suite for digital art and film. He also took online classes for acting, dance, and musical theater during the Covid 19 Pandemic through Stage Right. Joe also participated in the LEND program at the University of Pittsburgh where he spent the school year learning about different types of disabilities and how to advocate for them.

Joe is still involved with Stage Right where he recently earned a role in Jersey Boys. He has performed on stage at the Palace Theater in Greensburg and The Lamp in Irwin. He has also been very involved with Band Together Pittsburgh for the past 7 years. He has performed at the Blues and Roots Festival for the past several years. He has done several short films, student films, and now has his own team for the 48 hour film challenge after participating for the past few years as part of another team. He has done extra work for a couple Netflix shows that were filming in the area and has a production company in LA who is interested in him for a docuseries. Joe was selected to sing the National Anthem at a sold-out Pittsburgh Pirates baseball game in the summer of 2023. He also performed on stage at the Benedum for A Very Yinzer Christmas Concert in 2023 and will perform there again in 2024.

Joe was previously working at Spectro Dolce Confectionery. Recently, he saw that Tropical Smoothie had a sign that they were hiring and took it upon himself to apply for a job there. Joe interviewed and was hired at Tropical Smoothie, where he still currently works. Joe's dream is to be a full-time

actor but feels like he is successful doing what he is doing now while working towards his ultimate goal.

Joe's favorite quote is, "If you can dream it, you can do it" by Walt Disney. Joe would want to tell others, "Don't ever let your fears, or a diagnosis, or a label, or someone else's opinion of you ever make you settle for anything less than what you want. You need to get out there and show the world what you are made of, and above all, ALWAYS believe in yourself!"



Early Intervention Department – Service Coordination

Early Intervention at WCSI is designed to assist families with infants and toddlers, from birth to age three, who have developmental delays or disabilities based on eligibility.

Service Coordination served over 1,300 children with over 1,100 referrals to the department.

What Is the Role of a Service Coordinator?

The Early Intervention Service Coordinator is the link in assisting families in obtaining services. Some Service Coordinator activities may include:

- Helping families identify and clarify their goals for their children
- Assisting families in finding the resources, services, and supports necessary to meet family goals
- Providing families with available services and resources in their communities
- Monitoring services and evaluating if they are meeting the family's goals
- Advocating on behalf of individual children and their families
- Facilitating the transition process to the Department of Education preschool service for eligible children
- Ensuring that all family rights and procedural safeguards are protected



How Early Intervention Can Make a Difference

Partnering with Local Library Allows Early Intervention Staff to Guide Families to Play with their Children.



Early Intervention and the Local Interagency Coordinating Council held their first “Stay and Play” event at the Greensburg Hempfield Area Library on April 8, 2024. There was a morning session from 10am until noon, and an afternoon session from 3pm until 5pm. There were four developmental play areas: Infant/Baby Corner, Kitchen/Dollhouse, Blocks/Manipulatives, and a Gross Motor Area. In each play area, Early Intervention staff were present to guide families to play with their children. They were also able to explain developmental skills that children learn from each play activity. We had an Early Intervention Service Coordinator at each session available to complete developmental screenings with the Ages and Stages Questionnaire, taking Early Intervention referrals if requested. Twenty-five families registered and attended the event. Early Intervention Service Coordinators completed twelve developmental screenings. Westmoreland Community Action offered vision screenings for the children also. Resource tables were set up to share information from local agencies. Once families gathered all the information, they were encouraged to “stay and play” in the Children’s Library.

Making a Difference:

From a Service Coordinator's Perspective

I met with a mother of a 2-year-old boy, Alex, who was not really talking or focusing on his toys. Mom was concerned and was very fearful of what the evaluation results would bring. She was brought to tears when Alex qualified for Early Intervention services. Mom quickly blamed herself for going back to work and was sure this is why her son was showing a developmental delay. The evaluation team and I put her at ease that this was not her fault, but simply just how her child was developing.

Once services began, mom felt more comfortable with helping Alex work on things such as messy play and communication skills. About halfway through the program, some more red flags came up and mom then took Alex to a developmental pediatrician where he was diagnosed with Autism. Mom was devastated. Through the help of the early intervention professionals, mom was able to receive support and reassurance that she would be ok. Mom used a communication board to help get Alex's needs met throughout the day and put him on a special diet to decrease some unfavorable behaviors. Mom was very grateful to already have a team of Early Intervention services in place in the home when Alex was diagnosed with Autism.

As the transition process occurred close to Alex's third birthday, services were finishing up and mom was very appreciative of all she learned and the support she received. Mom found a poem on the Autism Awareness website and translated it into a specific poem from Alex for his therapists. Mom gave this to the therapists on their last session to show gratitude for all they had done. This is one example of the way Early Intervention helped a family in need obtain support and skills to assist their child. The program is designed to give families a hands-on approach in translating skills into everyday routines to enhance their children's development. I know Alex's mom was very grateful for all the support and information she received from Early Intervention services.

"Helping a child is the best investment you can make in the future"-Anonymous

CLIENT SATISFACTION SURVEY RESULTS SHOW HIGH SATISFACTION WITH SERVICES

WE WANT TO HEAR FROM YOU!

WCSI conducts yearly Client Satisfaction Surveys so we can determine what benefits you most from our services and how we can serve you better.

July 2023 - June 2024				
	Total Surveys Turned In	Total Surveys Sent out	Percent of Participation	Overall Satisfaction Rate
CPS	34	71	47.89%	98.2%
TCM (Adult and Child)	405	831	48.74%	98.6%
Intake	172	406	42.36%	97.5%
SAP**	55	145	37.93%	98.0%
IDD	304	1481	20.53%	97.1%
CFRC	21	200	10.50%	97.96%

** SAP Survey was for School Districts.



Office Of Administrative Management Quality and Compliance Department

Active working relationship and partnership with Programs/Departments within the agency to promote integrity, compliance, and accountability.



Quality Compliance Unit: What We Do

- ✓ Incident management, review, and reporting.
- ✓ Hotline/Complaint review and reporting. **HOTLINE 724-689-1270**
- ✓ 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.
- ✓ Client Satisfaction review and analysis.
- ✓ New Employee Orientation/education/awareness.
- ✓ Measurable Outcomes – data analysis/identify trends to support Program.
- ✓ Compliance Committee.
 - Education/Training Sub-Committee
 - Focus on Employee and Agency Awareness
 - Adhering to regulatory training requirements for Fraud, Waste and Abuse.
 - Quality/Integrity Sub-Committee
 - Reviews Case Scenarios/Projects/Quality and Compliance data reviews
 - Recommends internal audits to Programs based on data analysis.



Programmatic Oversight Entity Audit Results 2023-2024	
County-BCM Monitor - July 2024	98.25%
OMHSAS and County BCM State Licensure - Sept 2023	96.06%
OMHSAS-BCM State Licensure - May 2024	100%
OMHSAS - CPS State Licensure - March 2024	100%
County Monitor On-site - SAP - Dec 2023	96.12%
County Monitor On-site - CFRC - Sept 2023	100%
County Monitor - EI Annual (Desk Audit) - June 2024	100%
ODP County DS Self-Assessment Audit - Aug 2024	98.79%

WCSI Compliance Officers:

Lynnette A. Emerick, Chief Executive Officer

Mag Hurst, Chief Administrative Officer

James Fey, Chief Financial Officer

Office of Administrative Management

Client Records Unit: What We Do

- ✓ Maintaining the integrity of the client record.
- ✓ Process client records requests.
- ✓ HIPAA breach reviews and reporting.
- ✓ NEO and HIPAA agency education/awareness.
- ✓ Subpoenas/Order of Court requests.
- ✓ Client Records Help Desk requests.
- ✓ Client Records spot audits and programmatic reporting.
- ✓ Oversees County access to shared records.
- ✓ Responsible for the infrastructure of the OnBASE system.
- ✓ Creates OnBASE document types, keyword strings, filing, security, roles, and scopes.
- ✓ Creates custom queries for Audit User groups.
 - Provides Auditor with temporary access for oversight and monitoring.
- ✓ Creates custom queries to support the Program in electronic tracking of systems.
- ✓ Working in collaboration with Program Development/Management in transitioning to a new electronic client record.
 - Will be responsible for the infrastructure of that system.
- ✓ Develop a records purge system in conjunction with the new system.



GRANTS *Space*

Grants awarded in FY 2023 – 2024

- ✓ Awarded \$50,000 from Eden Hall Foundation for E-System project
- ✓ Awarded \$2889 from Rachel-James Armstrong Trust (First Commonwealth Advisors) to be used at our discretion. Money has been used toward Build Your Own Resources for a Better Life client/consumer workshops
- ✓ Awarded \$10,000 from Community Foundation of Westmoreland County for the Build Your Own Resources for a Better Life client/consumer workshops
- ✓ Awarded \$5000 from the Snee-Reinhardt Charitable Foundation for cribs and safety items for clients and consumers
- ✓ Awarded \$625 from Walmart – Greensburg for the Build Your Own Resources for a Better Life client/consumer workshops



WCSI participated in 46 outreach events between 8/1/23 and 6/30/24. Outreach was done all over the county, including: Rostraver, Monessen, Youngwood, Greensburg, Hempfield, Mt. Pleasant, Southmoreland, Derry, Latrobe, Irwin, Apollo, New Kensington, Arnold, Lower Burrell, Murrysville, and even out of county in Pittsburgh, Monroeville, and Johnstown!

OUTREACH/COLLABORATION/TRAINING



WCSI Consumers at the Crisis Preparedness and Outreach Opportunities for ID/A Community Members event on 8/9/23.



Participants in the 17th Annual Ray of Hope Walk held on 9/9/23.

SCO Staff presenting at the Youth Transition Conference on 3/12/24.





SCO staff and their families at the ID/A Awareness Event “Inclusion Express” on 4/13/24.



SAP Liaisons at the Wildcat Wellness Event on 5/9/24

“Build Your Own Resources for a Better Life” Workshops were held in April, June, and scheduled for September 2024.

WCSI’s own staff presented various topics, including:

- Budgeting/Financial Planning/Sound Financial Decision Making
 - Resume Writing/Interview Skills
 - Homemade Cleaning Products,
 - Indoor Gardening
 - Basic Sewing and Repair
 - Creating Healthy Meals on a Budget
 - Positive Affirmations and Self-Talk.

Clients and Consumers took home a large “tool kit” with items to sustain the skills learned during each session of the workshop at home. The tool kits were funded in part through grants from the Community Foundation of Westmoreland County and Walmart.



WCSI staff and clients participate in a cooking demonstration at the Build Your Own Resources for a Better Life workshop on 4/25/24.

WCSI staff and clients participate in the Budgeting/Financial Planning/Sound Financial Decisions session at the Build Your Own Resources for a Better Life Workshop on 6/26/24.



A special thank you to the WCSI staff who served as presenters and shared their talents and knowledge of the topic areas to educate the participants. Their presentations made the event successful and kept the clients and consumers engaged and asking questions throughout the day.

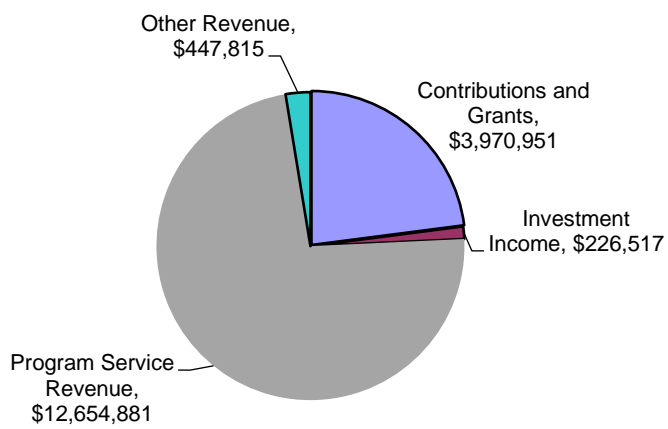
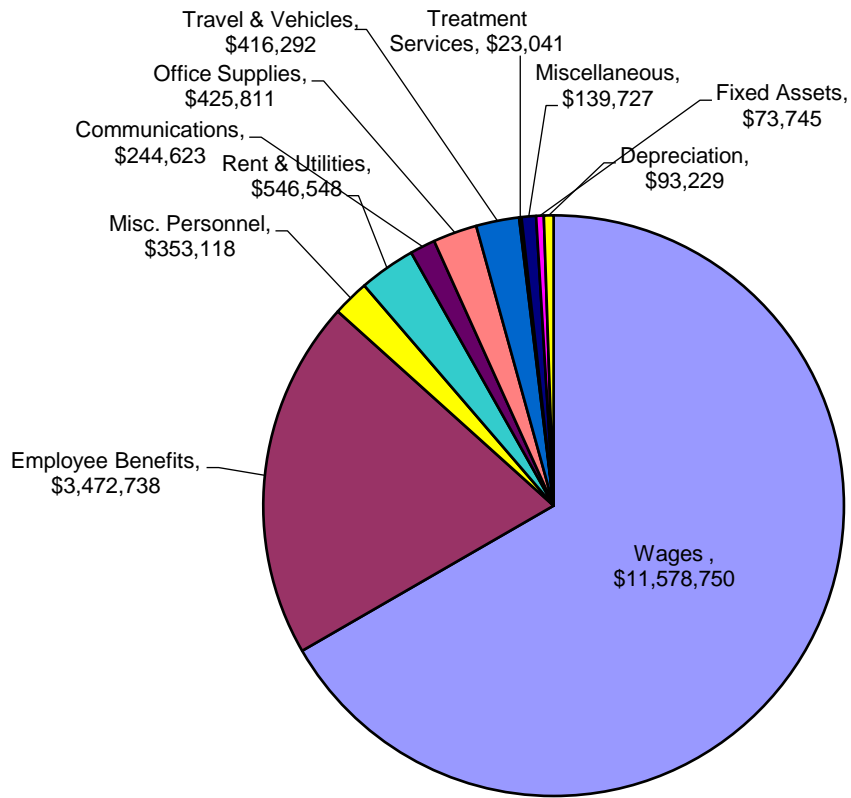
Special thanks to all support staff who spent time ordering and ensuring all the tool kit items were delivered on time and had any involvement in making the workshops a success.

And to the WCSI staff that attended with your clients, thank you! Your support and engagement with the clients is what WCSI is all about!

There was a lot of learning and laughter that took place throughout the workshop days!

FISCAL YEAR 2023-2024

UNAUDITED EXPENSES/REVENUE



BALANCE SHEET

					2023-2024		2022-2023
ASSETS					<i>Unaudited</i>		
	Cash and Cash Equivalents				4,768,754		5,294,463
	Certificate(s) of Deposit				2,257,814		2,185,961
	Accounts Receivable:						
	Medical Assistance				514,091		736,625
	Managed Care				382,277		280,170
	Employee Receivables				3,927		3,927
	Grants Receivable:						
	Westmoreland MH/MR Program				935,203		942,548
	Prepaid Expenses				185,241		104,269
	Deposits on Leased Property				6,192		6,192
	Building				211,913		211,913
	Fixed Assets less Depreciation				1,523,464		1,616,693
TOTAL ASSETS					10,788,876		11,382,762
LIABILITIES & EQUITY							
LIABILITIES							
	Accounts Payable				48,423		109,801
	Payroll Liabilities Payable				361,941		341,092
	Other Current Liabilities				1,318,127		1,318,127
	Accrued Expenses				546,783		555,562
		TOTAL LIABILITIES			2,275,274		2,324,581
FUND BALANCE							
	Retained Earnings				8,513,602		9,058,181
		TOTAL EQUITY			8,513,602		9,058,181
TOTAL LIABILITIES & EQUITY					10,788,876		11,382,762



PANO

Pennsylvania Association of
Nonprofit Organizations



WCSI is an accredited member of the Pennsylvania Association of Non-Profit Organizations (PANO).

WCSI confirms its commitment to upholding the standards set forth by PANO. PANO is a leader in standards for excellence for non-profit agencies across the state. As stated in PANO's booklet, it is an ethics and accountability code for the non-profit sector. PANO's

mission is to raise the level of accountability, transparency, and effectiveness of all non-profit organizations. PANO provides a framework to achieve these standards.

Standards for Excellence

- Standards for Excellence® offers tools and resources to support organizations in meeting the highest standards, legal requirements, and regulatory compliance of nonprofit governance, management, and operations.
- Through the Standards, PANO offers an Accreditation and Recognition process, trainings, and educational resources.
- Accreditation is conducted every 5 years.
- Submission is reviewed by Staff and Peer Review through a 6-month process.
- Accreditation was last approved on 2/26/2020. WCSI will be submitting our application for reaccreditation by the deadline of 8/31/24 and looks forward to remaining a proud, accredited member of PANO.

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

Shannon Fagan

LOOKING FORWARD AND PLANNING FOR THE FUTURE

WCSI LEADERSHIP and BOARD OF DIRECTORS



WCSI Senior Leadership

Lynnette A. Emerick, Chief
Executive Officer

James Fey, Chief Financial Officer

Magdalene Hurst, Chief
Administrative Officer

Beverly Toomey, Intellectual and
Developmental Disabilities
Division Director (includes Early
Intervention Department)

Lynnette A. Emerick, Acting
Behavioral Health Division
Director

Sandie Craig- Supports
Coordination Organization
Program Director

FOR MORE INFORMATION VISIT OUR WEBSITE: www.wcsi.org

Don't forget to like and follow us on Facebook and Instagram for more information on valuable resources, community events, and the good work we do!

Social Media by the Numbers (between 9/16/23 and 6/20/24):

People Reached: 47,452

Post Engagement: 10,737

