WCSI
Westmoreland Casemanagement and Supports, Inc.

Annual Report | Fiscal Year 2025–2026

Our Philosophy

At Westmoreland Casemanagement and Supports, Inc. (WCSI), our philosophy begins with partnership.

Our work is person-centered, family-focused, and grounded in dignity and mutual respect. Across targeted case management, supports coordination, early intervention, peer support, criminal justice liaisons, and the student assistance program, we listen first, build on individual strengths, reduce barriers, and connect individuals with resources that support their goals. We regard lived experience, self-advocacy, community inclusion, and collaboration as essential to lasting outcomes.

The pages that follow reflect this philosophy in action during Fiscal Year 2025–2026: dedicated staff working alongside individuals, families, community partners, and oversight organizations to promote recovery, wellness, positive approaches, inclusion, and sustainable, high-quality supports throughout Westmoreland County.

Partnership. Empowerment. Wellness. Community.

Pennsylvania Association of Nonprofit Organizations (PANO)

Standards for Excellence · ACCREDITED

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, person 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.

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.



HOW CAN WCSI HELP YOU?

- **Targeted Case Management (TCM):** ***Guiding you toward recovery, wellness, and hope***.
  - Personalized support to help you set goals and access the services needed to thrive.
  - Our case managers meet with you to assist in identifying treatment plan goals, provide advocacy, resources, and referrals.
  - TCM serves approximately 1,400 individuals per year.

- **Peer Support Services:** ***Using lived experience to inspire hope, build connection, and empower others on ther recovery journey.***
  - A Certified Peer Specialist (CPS) is someone who brings the power of lived experience to their work, having faced mental health challenges and moved forward through resilience and recovery.
  - Peer Support Services provide connection, encouragement, and understanding from someone who has truly "been there," helping individuals build confidence on their path to wellness.
  - Specially trained, CPS professionals offer a unique perspective that compliments traditional clinical services, rather than replacing them.
  - Serving approximately 83 individuals in FY 25/26.

- ***Criminal Justice Liaisons (CJL):** ***Helping individuals navigate the justice system with compasion and connection.***
  - Lisisons work directly with the magisterial offices across Westmoreland County.
  - CJLs provide you with support during hearings, connction with community services, and offer diversion options to work toward recovery instead of repeat incarceration, as appropriate.
  - CJLs served 525 individuals in FY 25/26.

- ***Student Assistance Program (SAP)**: ***Breaking down barriers so students can succeed in school and life.***
  - SAP Liaisons partner with schools in 17 school districts and 3 Career and Technology Centers in Westmoreland County to help students overcome challenges creating barriers to learning.
  - Services include social skills groups, linking to behavioral health or drug and alcohol services, and connections to community resources.
  - Conducted 954 assessments for the 2025/2026 school year.

***Fully funded by Westmoreland County Department of Human Services, Behavioral Health and Developmental Services (BH/DS) Program.

- **Supports Coordination (SC):** ***Empowering every individual to live fully, with dignity and inclusion.***
  - Supports Coordination services help 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.
  - Supports Coordinators assist with locating, coordinating, and monitoring services as per the Office of Developmental Program regulations.
  - Serving 1,840 individuals.

- **Early Intervention (EI):** ***Supporting your child's growth and development from the very beginning.***
  - Helping families of infants and toddlers under the age of 3 with developmental delays or disabilities.
  - Through no cost evaluations and individualized family service plans, we connect you with resources and therapeutic providers to support your child's learning.
  - Serving over 1,500 children in FY 25/26.



PUTTING CLIENT EXPERIENCE AT THE CENTER OF OUR WORK

Targeted Case Management Client Satisfaction Surveys

The annual TCM Client Satisfaction Survey continues to reflect strong engagement and meaningful support within the program, highlighting both progress and opportunities for improvement in service delivery.

2025 TCM Client Satisfaction Survey – At a Glance

- Overall satisfaction: 99.24% (↑ 1.72% from 2024).
- Client strengths identified:
  - Strong, supportive relationships with Targeted Case Managers.
  - Effective assistance with goal achievement and accessing community resources.
  - Multiple TCMs praised by name.
- Areas for improvement:
  - Increased transportation options.
  - More flexible scheduling and staffing.
  - More goal-driven appointments.
- Quality Improvement Notes
  - Adult satisfaction: 97.41% (2024) → 99.24% (2025).
  - Child satisfaction: 98.81% (2024) → 99.19% (2025).
  - Overall score trend: Slight increase from 97.52% (2024) to 99.24% (2025).

Criminal Justice Liaison Satisfaction Surveys

The CJL Satisfaction Survey provides insight into how effectively the program supports court partners and individuals involved in the justice system, with this year's results showing consistently strong performance and targeted areas for refinement.

2025 Criminal Justice Liaison (CJL) Satisfaction Survey – At a Glance

- Overall favorability: 96.00%.
- MDJ satisfaction: 100.00% (all responses "Agree" or higher).
- ADA/PD/Other satisfaction: 90.00% (All comments positive or neutral. No comments provided for "disagree" responses; none appeared tied to program dissatisfaction.)
- Strengths Identified
  - Respondents emphasized the knowledge, resource access, and expertise of the liaisons.
  - District Justices and attorneys consistently described the liaisons as integral to court proceedings.
  - Magistrates noted reliance on liaisons to advocate for clients' mental health needs.
- Quality Improvement Notes
  - Recommendation to add an "N/A" option and revise question wording for the 2026 survey to reduce misinterpretation as "Disagree" responses may reflect lack of direct contact rather than dissatisfaction.
  - Despite two lower-scoring items, related questions about overall CJL program offerings received 100% agreement, suggesting contradictory responses.

MHA Consumer/Family Satisfaction Surveys

MHA CFST feedback offers a direct look at client experiences within the TCM program, capturing both the positive impact of services and the challenges clients continue to face.

Quarters 3 and 4 (Calendar Year 2025) and Quarter 1 (Calendar Year 2026) Consumer/Family Satisfaction Team Results – At a Glance

- Positive Themes
  - Clients consistently described staff as compassionate, respectful, encouraging, and easy to talk to.
  - Services were viewed as individualized and responsive, with staff adapting schedules, meeting clients in the community, and including clients and families in planning.
  - Respondents valued staff knowledge, practical problem-solving, and strong connections to community resources.
  - Ongoing relationships with consistent staff were especially valued and were associated with trust, communication, and effective family collaboration.
- Examples of Reported Impact
  - "They've kept me from being homeless."
  - "She helps keep me grounded and helps keep suicidal thoughts away."
  - They helped me get employed, adapt to things around the house, and become better a a person in general."
- Areas of Concern
  - Staff turnover and case manager changes
  - Transportation and funding barriers
  - Staffing capacity/need for more frequent contact

TRAUMA-INFORMED CARE TRAINING SERIES

The Trauma-Informed Care training initiative is part of a broader organizational commitment to strengthening staff skills and embedding trauma-responsive practices across all service areas.

Trauma-Informed Care Training Series – At a Glance

Trauma-Informed Care is a strengths-based framework that shifts the focus from "what's wrong with you" to "what happened to you," emphasizing safety, trust, empowerment, and the prevention of re-traumatization.

Training for all Behavioral Health staff occurred between January and June, and will remain ongoing for the onboarding of new BH staff.

Training Session Topics

Emotional Regulation
The Impact of Trauma
Safety and Trustworthiness
Peer Support and Collaboration
Empowerment and Choice
Cultural, Historical, and Gender Issues
Vicarious Trauma and Self-Care

Purpose and Impact

Trauma-Informed Care is essential in nonprofit case management because many clients have experienced significant trauma that affects their behavior, engagement, and ability to trust systems meant to help them. By recognizing the widespread impact of trauma and prioritizing safety, choice, collaboration, empowerment, and cultural humility, case managers can build stronger, more respectful relationships with clients and reduce the risk of re-traumatization. This approach improves client engagement, supports more accurate assessments and goal setting, and leads to better, more sustainable outcomes. Ultimately, Trauma-Informed Care strengthens service effectiveness while honoring clients' dignity, resilience, and lived experiences.

TCM OMHSAS AND COUNTY MONITORING

The TCM program successfully completed OMHSAS and County audits in June with outstanding results. Auditors identified no findings, recommendations, or corrective action requirements. This outcome reflects the program's strong compliance practices, quality service delivery, thorough documentation, and ongoing commitment to excellence in serving individuals and families.

STRENGTHENING LEADERSHIP

Behavioral Health supervisors completed a leadership workshop designed to strengthen service delivery oversight, client engagement strategies, documentation quality, and accountability practices. The training emphasized proactive supervision, consistent performance monitoring, and implementation of standardized tools to support quality services, compliance, and positive client outcomes.

CERTIFIED PEER SUPPORT (CPS) OMHSAS AND COUNTY MONITORING

The Certified Peer Support (CPS) Program underwent an Office of Mental Health and Substance Abuse Services (OMHSAS) and County monitoring visit on April 15, 2026. The program achieved another outstanding audit outcome and received a full license renewal.

This accomplishment reflects the dedication, professionalism, and commitment to excellence demonstrated by the CPS team. Auditors recognized the strength of the program, the quality of services provided, and the meaningful impact those services have on the individuals served.

The continued success of the Certified Peer Support Program is a testament to the team's unwavering commitment to recovery-oriented care and service excellence.

The Value of a Peer Support Program

A Certified Peer Support Program connects individuals with trained peer support specialists who have personal experience navigating mental health or substance use challenges. By combining lived experience with formal training, certified peer specialists offer practical guidance, encouragement, and a credible example that recovery and meaningful change are possible.

- **Hope and motivation:** Individuals can see recovery modeled by someone who understands the challenges firsthand.
- **Trust and connection:** Shared experience can reduce isolation, stigma, and fear of judgment, making it easier for clients to engage openly.
- **Practical support:** Peer supporters can help individuals build coping skills, navigate services, identify community resources, and work toward personal goals.
- **Self-advocacy and empowerment:** Individuals receive support in expressing their needs, making informed choices, and taking an active role in their recovery.
- **Stronger engagement:** Consistent peer contact can help individuals stay connected to treatment and other supports, especially during transitions or setbacks.
- **Whole-person recovery:** Peer support can address social connection, wellness, daily routines, housing, employment, education, and other factors that contribute to stability and quality of life.

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. Any 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. The cumulative quality percentage scores are on the following pages for reference.

WESTMORELAND CASEMANAGEMENT AND SUPPORTS, INC

CPS MONTHLY PERFORMANCE STANDARDS FY 2025-2026 QC

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
96.84%

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
86.56%

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
87.76%

4. TIMELINESS OF SERVICE PLAN (ISP) STANDARD: 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 4
98.72%

5. 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 5
100%

6. TIMELINESS OF RECOVERY ASSESSMENT SCALE (RAS) 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 6
97.18%

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

Average Quality Percentage 7
98.72%

8. RELEASES OF INFORMATION STANDARD: All releases of information are up to date according to their specific due dates.

Average Quality Percentage 8
93.36%

9. 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 9
100.00%

10. CPS OPENING PROCESS: CPS has accurately completed the 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, and returned the Referral Disposition to the CPS Supervisor.

Average Quality Percentage 10
97.22%

11. 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 14-day Follow-Up Reports, as per BH Manual.

Average Quality Percentage 11	Average Compliance Percentage 11
NaN%	**NaN%**

12. TRAINING STANDARD: Supervisor has ensured that all cumulative mandatory agency and regulatory trainings for this employee are current through the month of review.

Average Quality Percentage 12	Average Compliance Percentage 12
100.00%	**100.00%**

Certified Peer Supports Internal Audit

Service Documentation

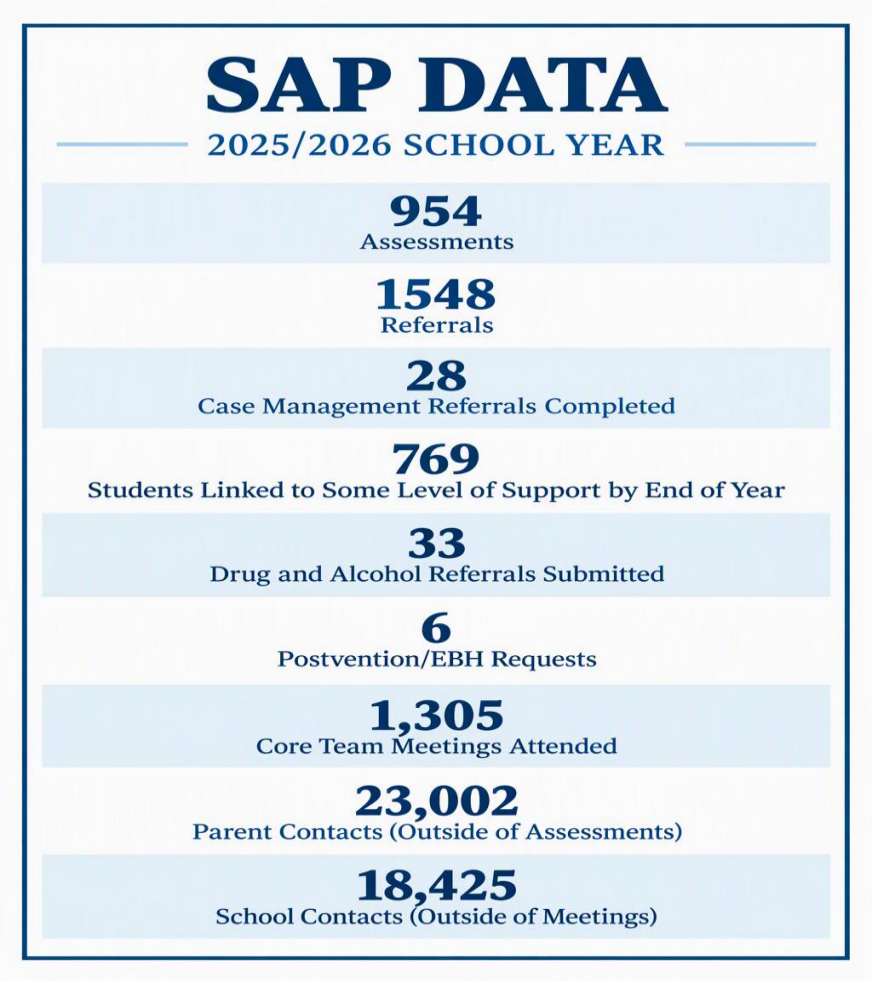
Per WCSI annual Quality/Compliance Plan internal risk analysis, Q/C continues to conduct a service documentation internal audit for the Certified Peer Supports program based on feedback from external auditors in prior years. Q/C reviewed a sample size for the months of October, November and December of 2025 to review service documentation standards.

Monthly and Consolidated Sample Size/Compliance Rating:

Month/Year	Compliance Sample Size	Compliance %age
October 2025	151	98.00%
November 2025	104	93.00%
December 2025	135	97.00%
Average	390	96.00%

As the results of the compliance percentages were not under 85%, a compliance action plan was not required; however, the Program conducted service documentation training in January of 2026. Additional quality recommendations/trends were also discussed with the program to provide staff with mentoring and support.

STUDENT ASSISTANCE PROGRAM (SAP)



The SAP Liaisons are available to their assigned school district to provide **Consultation Services**-and resources and to their assigned SAP core team for student specific SAP referrals; **Assessment Services-**with student and/or parent/guardian consent, the SAP assessment is completed with the student and at least one parent/family member/guardian; Provide the student/family and SAP core team with the **Recommendations Following the Assessment; Refer and Link** the student to the recommended services from the assessment; **Follow the Student/Family** until the recommended services have started**; Provide Relevant Trainings and Provide Co-Facilitation with School Faculty for Psycho Education and/or Support Group Services** to students, parents, and/or school faculty (as requested by school and/or with county approval) and **Provide Emergency Behavioral Health services to schools/communities experiencing a mental health school wide and/or community event involving a student, family and/or school faculty member.**

SAP ANNUAL REPORT

SUMMER OF SUPPORT

This summer, the SAP Liaisons made a meaningful impact through a series of community-centered initiatives. They hosted three wellness events across different locations Cedar Creek, Twin Lakes and Northmoreland, each featuring local vendors, interactive activities, and resources designed to promote physical and mental well-being. In addition, four clothing drive sites (Hempfield, Mt. Pleasant, New Kensington and Belle Vernon) were set up to provide free clothing to families in need—an effort that was met with overwhelming success and heartfelt gratitude from the community. These events exemplify the SAP Liaisons' commitment to fostering wellness and connection throughout the region.









NEW SCHOOL YEAR SNAPSHOT

As we move through the school year, our team has already made a meaningful impact. We've processed 234 referrals and completed 89 assessments, ensuring students receive the support they need. n moments of loss, we've stood alongside schools through two EBH calls, offering compassion and care.

We're also thrilled to launch our pilot of Check and Connect—a proactive initiative where SAP Liaisons help students build coping skills like breathing and grounding, while providing a consistent, safe adult to check in with. Six schools are currently participating, and the momentum is growing.

SCO Performance Based Contracting

n 2023, the Commonwealth of Pennsylvania's Department of Human Services (Department), Office of Developmental Programs (ODP) engaged in system change to improve the quality and sustainability of services.

- ✓ ODP uses a statewide 1915(b)(4) Selective Contracting waiver for residential services, including Residential Habilitation, Supported Living, and Life Sharing, which are currently offered in the Consolidated and Community Living 1915(c) Waiver programs. This change in residential services was implemented in January 2025.

- ✓ ODP implemented changes to Supports Coordination services in the Consolidated, Community Living, and Person/Family Directed Support Waivers in January 2026.

- ✓ Performance-Based Contracting establishes performance standards for residential providers and Supports Coordination Organizations with the goals of **service sustainability**, **quality improvement**, **improving clinical capacity** to serve individuals and families with complex needs, and implementing strategies to **support the workforce**.

Continuous Quality improvement Supports both Individual and Systems Outcomes

- ✓ Continuous quality improvement requires tracking, understanding, and using data to identify and act on quality improvement opportunities, as well as to measure progress on quality improvement projects. Adjustments to standards will occur in the future.

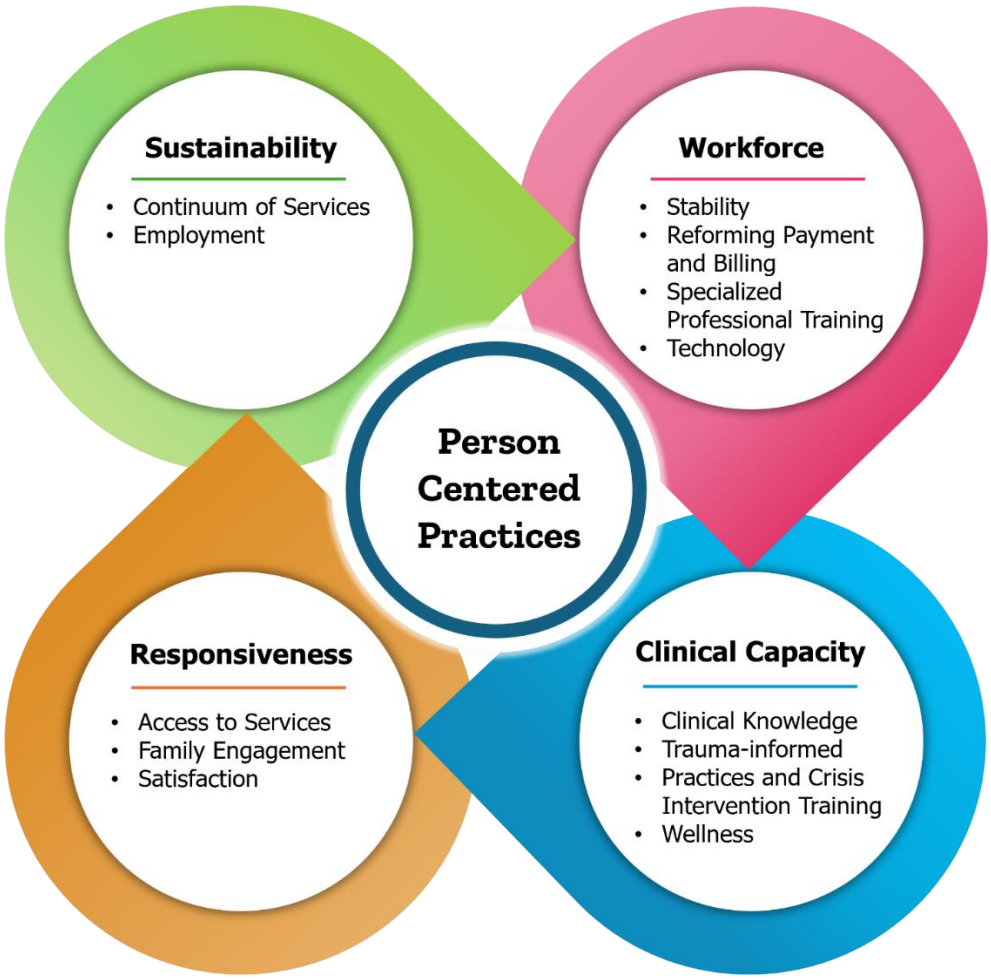
Performance-based Contracting Includes Quality Measures and a Payment Structure that Supports the Sustainability and Long-Term Vision for the Supports Coordination System.

SCOs are evaluated in the following performance areas. Performance Areas include three complementary domains.

- ✓ Service Experience addresses how individuals access and experience services across the service continuum, including employment, person-centered practices, wellness, resource navigation, and technology.
- ✓ Operations cover the workforce, administration, and quality capabilities including data integrity needed for consistent delivery.
- ✓ Governance provides oversight through risk management and quality improvement. Together, the domains show how coordinated operations and governance enable person-centered service delivery. Performance measures are published annually in ODP Bulletin 00-25-03.

Over the past several months the SCO has been working to ensure compliance with the performance-based contracting standards and measures. The SCO has worked closely with E-Systems to develop tracking forms and reports that will provide needed data to support the implementation.

The SCO has also engaged in process reviews and updates to meet expectations for the changes in the billing system. The SCO will move from a 15-minute billable unit to a monthly case rate based on the waiver or TSM funding type in January 2027.



Annual Report 2026 SCO Board Report

Prepared by :

Sandie Craig —SCO Program Director

WCSI's Support Coordination Organization

WCSI Cafe A Year in Review



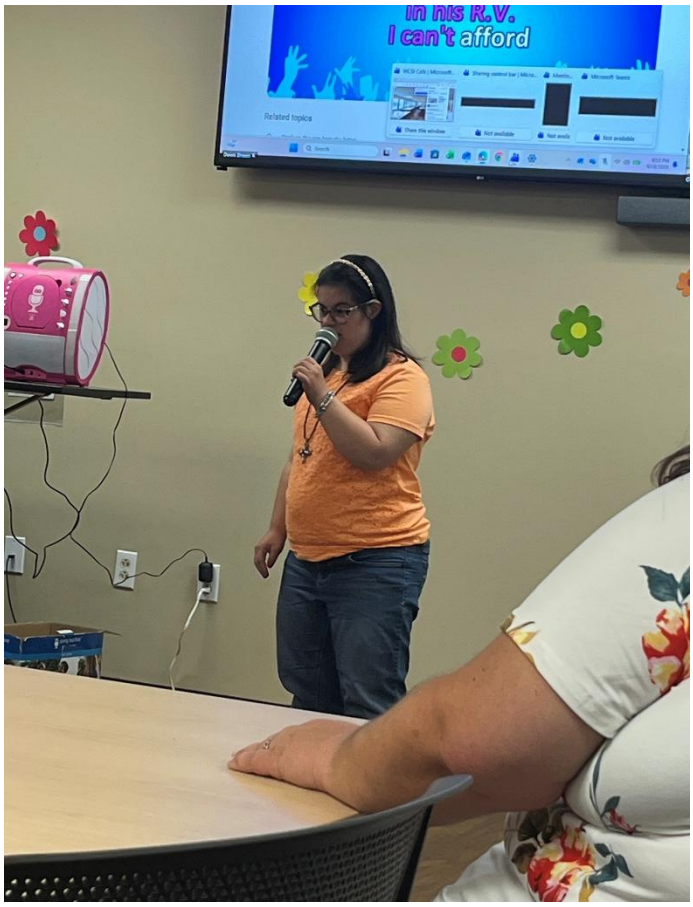
The WCSI Café continued with another successful year of bringing individuals together. The Café was established several years ago and is based on the principles of Conversation and Friendship for Everyone! Over this past year the Café has provided individuals with a chance to showcase their talents, engage in activities such as crafts and game night.

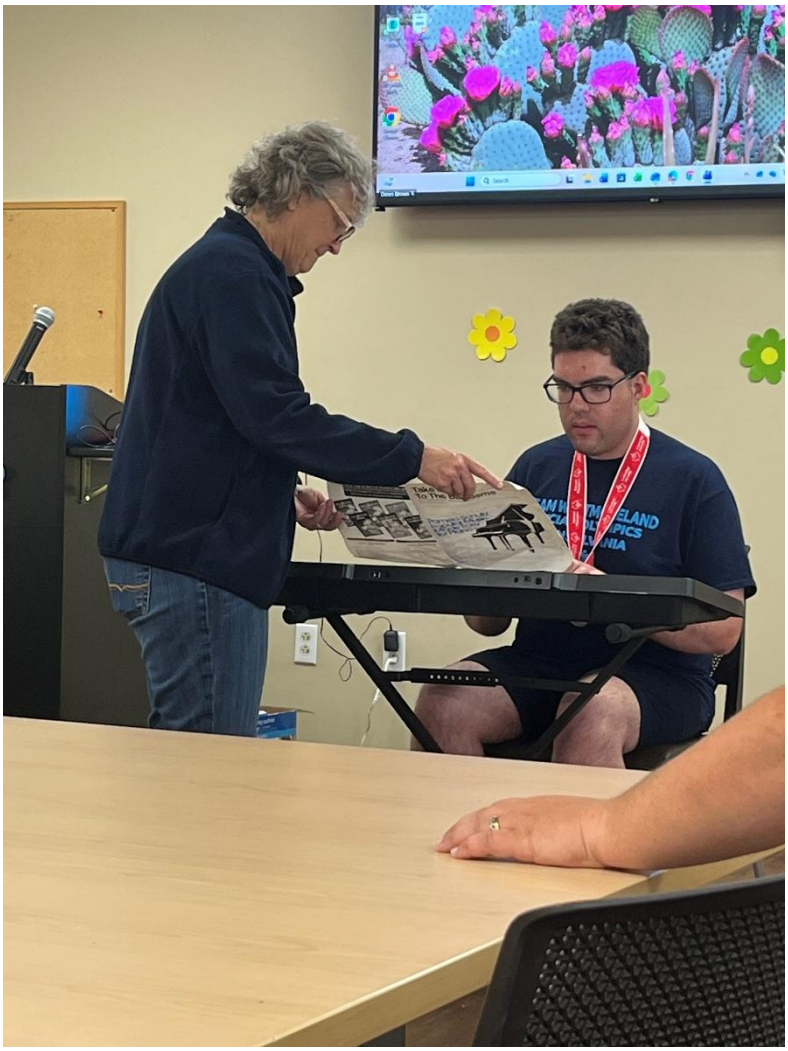







FIRE


In his R.V.
I can't afford





Early Intervention Department – Service Coordination

Early Intervention (EI) at WCSI is designed to assist families with infants and toddlers under the age of three, who have developmental delays or disabilities based on eligibility.

Service Coordination served over 1,500 children.

Approximately 1,228 referrals for the department.

What Is the Role of a Service Coordinator?

The Early Intervention Service Coordinator (SC) is the link in assisting families to obtain services. Some Service Coordinator activities may include:

- Helping families identify and clarify 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



Early Intervention Makes A Difference

Community Events for Families - Invaluable Resources

Early Intervention Local Interagency Coordinating Council's Family Zoo Day at the Pittsburgh Zoo and Aquarium

On September 13, 2025, Georgiann Beske, EI SC Lead, Mila Schall, EI SC, and Bo Fry, EI Supervisor, attended the Early Intervention Local Interagency Coordinating Council's Family Zoo Day at the Pittsburgh Zoo and Aquarium. This annual event brings together EI Infant/Toddler and preschool program families for a free day at the zoo provided by Tickets for Kids. This year had another amazing turnout: 214 adults and 205 children. Families were greeted at the entrance by EI program volunteers to provide tickets and information. There were also volunteers at a zoo pavilion where families could stop in to meet EI staff, other families in the program, and enjoy cold drinks and snacks provided by the Early Learning Resource Center. Volunteers provided a "zoo bag" of goodies to each family. These bags had information and resources for local agencies as well as a book entitled, "A Day at the Zoo!".



Early Intervention Service Coordinator Leads, Georgiann Beske and Danielle O'Neill, attended a **Community Baby Shower at the Greensburg Hempfield Area Library** on Saturday, April 11, 2026. The shower was a partnership between Healthy Start and the library. Healthy Start is a Pittsburgh-based organization that offers support to pregnant people and new families. This organization now offers services in Westmoreland County, including home visits after babies are born to provide post-partum services. There was a great turnout! Georgiann and Danielle had the opportunity to share Early Intervention and other WCSI services with families. It was a fun event for moms, dads, and families to participate, including baby shower games and prizes! Everyone went home with lots of goodies and resources, including a gift basket provided by WCSI.



Children in WCSI's Early Intervention Program are in services for less than three years. Transitions can be challenging for children and families. To ease some of this uncertainty, **the Local Interagency Coordinating Council hosted a Preschool Expo at the Westmoreland Intermediate Unit** on April 13, 2026. This expo was opened to the public and to Early Intervention (Infant/Toddlers and Preschool) families. In addition to local preschools, vendors from local agencies, including Seton Hill Child Services, Westmoreland Community Action, Parent to Parent, and Early Learning Resource Center attended. WCSI's Lauen Hussar, EI Administrative Lead SC, and Tracie Southern, EI Director, provided resources to families. Families had a chance to win a backpack which included books, bubbles, Play-Doh, and snacks. The event had a great turnout.



EI Department/Local Interagency Coordinating Council

Stay and Play Event



On May 5, 2026, WCSI's Early Intervention Department helped plan and participate in the Westmoreland County's Local Interagency Coordinating Council's (LICC) Stay and Play event held at the Mt. Pleasant Library from 10:30am until 2pm. Early Intervention staff were present to guide families to play with their children, explaining the developmental skills that children learn from each play activity.

WCSI Early Intervention staff, Georgiann Beske and Katie Sapone completed developmental screenings and obtained Early Intervention referrals if requested. Westmoreland Community Action offered vision screenings as well. Resource tables were set up outside the library to share information from local agencies including LICC, Parent to Parent, Early Learning Resource Center, Westmoreland Community Action, and Lead Safe Westmoreland. Thirteen families participated, obtained information, and were encouraged to "stay and play" in the Children's Library.

CLIENT SATISFACTION SURVEY RESULTS SHOW HIGH SATISFACTION WITH SERVCIES

WE WANT TO HEAR FROM YOU!

WCSI conducts annual Client Satisfaction Surveys so we can determine what benefits you most from our services and how we can serve you better. These surveys are facilitated by our Quality/Compliance Department.



Fiscal Year 2025-2026

Program	Overall Satisfaction %age
Admissions	97.23%
Criminal Justice Liaison	96.00%
Certified Peer Specialist	100.00%
Student Assistance Program	98.74%
Supports Coordination Organization	97.12%
Targeted Casemanagement	99.24%

Office of Administrative Management

Community Outreach and Engagement

Throughout Fiscal Year 25-26, WCSI remained deeply committed to strengthening connections within the communities we serve. By participating in more than sixty (60) community outreach events and dozens of additional school-based events/family engagement activities, WCSI fostered meaningful relationships with individuals, families, service providers, community leaders and partner organizations throughout Westmoreland County and beyond.

Our staff attended a wide variety of events designed to promote awareness, inclusion, wellness, recovery and community supports. Outreach efforts included:

- **Participation in Resource Fairs**
- **Health Expos**
- **Disability Awareness Events**
- **Mental Health Awareness Events**
- **Family Fun Festivals**
- **School Wellness Days**
- **Career and Workforce Development Events**
- **LGBTQ Events**
- **Veteran-Focused Programs**
- **Community Safety Initiatives**



WCSI Food Drive 12/23/25
45 Food boxes for clients donated
by WCSI Staff and Board Members



11/7/25
Laurel Highlands Workforce & Opportunity Trunk or Treat



Community Outreach and Engagement opportunities allowed WCSI staff to share information about available services, educate community members about behavioral health, intellectual and developmental disabilities, early intervention, and connect individuals directly with supports that can improve their quality of life.

A significant emphasis was placed on collaboration. WCSI partnered with schools, social service agencies, healthcare providers, community organizations, advocacy groups, law enforcement, local businesses, elected officials, and faith-based organizations to ensure residents were aware of the services and resources available to them. Staff distributed thousands of brochures, educational materials, promotional items, and resource guides while engaging directly with community members to answer questions and provide support.

Through every outreach opportunity, WCSI advanced its Mission of connecting individuals and families to resources, fostering stronger communities, and ensuring that support remains accessible to those who need them most. WCSI's continued commitment to visibility, education, collaboration and community engagement reflects its dedication to improving lives and promoting wellness throughout Westmoreland County and beyond.

Intellectual Disability and Autism Awareness Event 4/11/2026



Juvenile Probation Family Fun Fest 7/21/25



Cabin Fever Bingo!

Our Cabin Fever Bingo event was a wonderful success, bringing together 45 attendees for a fun, welcoming, and Valentine's-themed celebration designed especially for our customers. The WCSI Conference Center was decorated to create a bright, festive atmosphere, and the energy in the room made the day feel truly special.

March 4, 2026



Community Support and Generous Donations

We were incredibly grateful for the outpouring of support from local businesses that donated prizes. Their generosity helped us offer an exciting selection of giveaways that everyone enjoyed. A heartfelt thank-you to:

- Technimark
- DeLallo's
- Tropical Smoothie
- Lincoln Lanes
- Kamin Science Center
- Shop 'n Save

...and many others who contributed. Your support helped make the day memorable for all who attended.

OPERATION FRESH EXPRESS



On Monday, April 6, 2026, WCSI proudly partnered with the Westmoreland County Food Bank to host Operation Fresh Express, a mobile food pantry dedicated to bringing fresh, nutritious foods directly to those who need them most. In addition to traditional pantry staples, families received an abundance of fresh fruits and vegetables, along with desserts and snacks to brighten their tables. This year, we were honored to support 67 local families, helping to ease food insecurity while fostering a sense of community, care, and connection. This event is a true reflection of what can be accomplished when people come together with compassion and purpose.



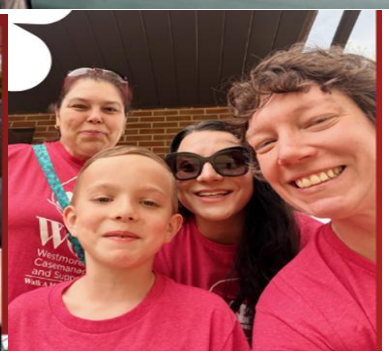
WALK A MILE IN HER SHOES

WCSI was proud to participate in Walk A Mile in Her Shoes on April 16, a powerful community event dedicated to raising awareness about sexual violence and supporting survivors.

With an incredible turnout of 38 team members, WCSI had the honor of being the third largest team at the event.







Friday, July 18, 2025

Pause And Play

On a beautiful day filled with connection, laughter, and purpose, WCSI proudly hosted our first annual Pause and Play event — an initiative created to raise awareness about mental health and well-being while fostering a fun, welcoming community atmosphere. We were thrilled to welcome approximately 240 guests to enjoy a variety of activities, refreshments, and informative booths. Each WCSI department hosted interactive stations where guests could participate in games and earn raffle tickets for some exciting prizes!

We were joined by Hempfield's Volunteer Fire Department with their fire trucks, and they shared important fire safety education with our attendees. Their presence helped make the day even more memorable for kids and adults alike!

The Alliance of Therapy Dogs joined us with their pups to create a wonderful experience for those who attended by being so welcoming and kind with their hard-working therapy dogs, some even came dressed up for the event!

We were also joined by McFeely's Ice and Honeybee Bubble Tea who brought delicious refreshments, and WCSI staff worked hard in the kitchen to provided complimentary treats like hot dogs, popcorn, and nachos to keep everyone energized and smiling.

This day wouldn't have been possible without the dedication of our WCSI volunteers, staff who attended with clients, and the support of our community partners and vendors. Your contributions helped create a joyful, inclusive environment that truly celebrated togetherness and wellness.

We're already looking forward to next year's event and can't wait to grow this tradition in the years to come.

Thank you to everyone who made our first Pause and Play such a meaningful day! 💚













Office of Administrative Management

Staff Development

WCSI recognizes that exceptional services begin with knowledgeable, skilled and engaged employees. Throughout the FY 25-26, the organization continued its commitment to professional development by providing training opportunities that enhanced staff competencies, ensured regulatory compliance and promoted best practices across all areas of service delivery. This commitment extended to opportunities for professional growth.

Fiscal Year 25-26 Certifications:

- ✓ Certified in Red Cross CPR/First Aid: **106**
- ✓ Certified in Mandated Reporter: **98**
- ✓ Certified in Basic Case Management: **46**
- ✓ Certified in Youth Mental Health First Aid: **14**
- ✓ Certified in Adult Mental Health First Aid: **17**
- ✓ Certified in QPR (Suicide Prevention): **16**

Average Training Completion Percentage for Fiscal Year 25-26: 99%

	Total Training Hours
SCO	5995.05
BH	5150.5
Place SAP	2512.05
EI	831.25
Admin	695.5
	15,184.35



	Average Training Hours
SCO	73.11036585
BH	53.65104167
SAP	96.61730769
EI	39.58333333
Admin	18.30263158
	56.25

Office of Administrative Management

Professional Growth



PRESENTATION AT ATSA

Association for the Treatment and Prevention of Sexual Abuse

Lora Losier, Student Assistance Program (SAP) Director, presented at the national conference for ATSA where she discussed data collected from the Student Assistance Program. Her presentation centered on the importance of emotional regulation as a critical factor in both the treatment of abuse victims and the rehabilitation of individuals who engage in offending behavior. Drawing on current research, Lora highlighted that the development of emotion regulation skills is essential to reducing recidivism, improving self-awareness, and promoting healthier interpersonal relationships.

Capacity Building Institute-Year 9 (2025-2026)

Holly Harris, Supports Coordinator Supervisor and Brandi Beeman, Supports Coordinator Lead, attended this training series between 10/10/2025 – 05/20/2026.
This training provides diverse educational curriculum regarding individuals with complex needs to participants in monthly, two day sessions over the course of nine months.

- Focus on best and promising practices for individuals with I/DD and ASD who have significant behavioral health challenges.
- Discuss treatment and support approaches from multiple perspectives
- Collaborate with partners on community inclusion
- Information applied in small group work focusing on individuals with complex needs
- Relationship building

my odp
training resource center

Office of Administrative Management

Employee Well-Being and Recognition

Each year WCSI recognizes employees for their milestone work anniversaries: 5, 10, 15, 20, 25, 30 year anniversaries of service with WCSI. The following are the employees recognized as of September 2025:

Torey	Romito	TARGETED CASE MANAGER	25 years
Caroline	Johnston	SUPPORTS COORDINATOR	25 years
Jennifer	Myers	BEHAVIORAL HEALTH PROGRAM MANAGER	25 years
Tracie	Southern	EARLY INTERVENTION DIRECTOR	25 years
Jennifer	Sanders-Mink	SUPPORTS COORDINATOR	25 years
Jennifer	Lindquist	CERTIFIED PEER SPECIALIST SUPERVISOR	10 years
Janine	Heatley	SUPPORTS COORDINATOR	10 years
Arienne	Simon	SUPPORTS COORDINATOR LEAD	10 years
Susan	DeFloria	SUPPORTS COORDINATOR	10 years
Jamie	Cook	SUPPORTS COORDINATOR	10 years
Dawn	Darazio	FISCAL ADMINISTRATIVE ASSISTANT	5 years
Melanie	Lenhardt	HUMAN RESOURCES BENEFIT SPECIALIST	5 years
Alicia	Maximo	SUPPORTS COORDINATOR LEAD	5 years
Shannen	Kaverman	SUPPORTS COORDINATOR SUPVERVISOR	5 years
Alyssa	Sawl	TARGETED CASE MANAGER SUPERVISOR	5 years
Breanna	Bailey	TARGETED CASE MANAGER	5 years
Mary	Tressa	TARGETED CASE MANAGER	5 years
William	Gano	IT DEVELOPMENT & SERVICES SUPERVISOR	5 years
Danielle	Tretinik	STUDENT ASSISANCE PROGRAM SUPERVISOR	5 years
Holly	Harris	SUPPORTS COORDINATOR	5 years



Office of Administrative Management

Quality and Compliance Department

The Quality/Compliance Department is comprised of Quality/Compliance (Q/C), Client Records and Clerical and Information/Technology (IT). Our goal is to support the agency through collaboration and partnership across all Programs and Departments within the agency.

Quality Compliance Unit

- Incident management, review, and reporting.
- Hotline/Complaint review and reporting.
- External and Internal audit review.
- Agency compliance education.
- Regulation and process review.
- 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.
- Oversight of the 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.

Client Records/Clerical Unit

- Maintaining the integrity of the client record.
- Process client records requests.
- HIPAA breach reviews and reporting.
- Privacy Policies and Procedures to ensure client data is protected and risks are mitigated.
- NEO and HIPAA education/awareness.
- Subpoenas/Order of Court requests.
- Client Records Help Desk requests.
- Client Records spot audits and programmatic reporting.
- Oversees access to shared records.
- Responsible for the infrastructure of the electronic medical record's system.
- Creates custom queries for Audit User groups.
    - Provides Auditors with temporary access for oversight and monitoring.

- Lead in transitioning each Program to new EMR.
- Working in collaboration with our new EMR vendor on the following:
    - WCSI form development
    - WCSI form access
    - Streamline of processes
    - Collaborate with IT as needed
- Develop a records transfer project in conjunction with the new EMR system.
- Provide Clerical support for the agency and each program based on each Program's regulatory requirements.

Information Technology

- Provide the following support for the agency:
    - Hardware Infrastructure
        - Maintains servers, laptops, networking equipment and other physical assets that facilitate the processing, storage and transfer of data.
    - Software
        - Monitors operating systems, databases and specialized applications to ensure end-user accessibility.
    - Networking
        - Monitors local area networks, wide area networks and internet connectivity.
    - Security Framework
        - Monitors firewall, anti-virus software, encryption and access controls to protect data.
    - Data Management
        - Maintains systems and processes for storing, backing up and recovering data, while ensuring confidentiality.
    - Support and Maintenance
        - Helpdesk ticket services
        - System updates and patches
        - Operational monitoring
    - NEO and IT Training Best Practices
    - Security HIPAA Breach reviews and reporting
    - Liaison for EMR vendor custom queries requests for data collection tools to support the Program in electronic tracking of systems.
    - Liaison for EMR helpdesk tickets.
        - Collaborate with Records Information as needed.
    - IT Policies and Procedures to ensure HIPAA guidance and client data protection are adhered to and risks are mitigated.



EXTERNAL OVERSIGHT/AUDITS

WCSI welcomes all reviews, feedback, and recommendations from our oversight entities. All recommendations are reviewed, and if needed, action plans are developed in collaboration with Quality/Compliance and each Program.

External Programmatic Oversight Audit 2025-2026 Participation	
Early Intervention County Quarterly Monitors	Quarterly
Early Intervention County Annual Monitor	6/22/26
SCO ODP On-Site Monitor	11/7/24
OMHSAS BCM State Licensure	6/17/26
County BCM Annual Monitor	6/17/26
County Student Assistance Program Annual Monitor	5/26/26
OMHSAS - CPS State Licensure	4/15/26



WCSI Compliance Officers:

Lynnette A. Emerick, Chief Executive Officer
Mag Hurst, Chief Administrative Officer
James Fey, Chief Financial Officer

WCSI Board of Directors

As of 6/30/26

Marco Sylvania, President

Susan Hois, Vice President

Richard Caruso, Treasurer

Richard Yaksic, Secretary

Anthony Waltos

Gary Ciarimboli

David Sivak

Barrie Rohrbacher

Mark DiAndreth

Shannon Fagan

Jutaporn Buranathanit

Douglas Chew

Stephen Kuniak

WCSI Senior Leadership

Lynnette A. Emerick, Chief Executive Officer

James Fey, Chief Financial Officer

Mag Hurst, Chief Administrative Officer

Krystal Spino, Human Resources Director

Cathy Smith, Quality Compliance Director

Tracie Southern, Early Intervention Director

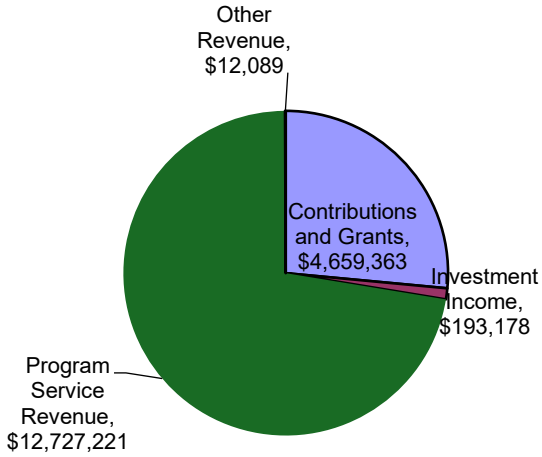
Sandie Craig, Supports Coordination Organization Director

Erin Angellone, Behavioral Health Director

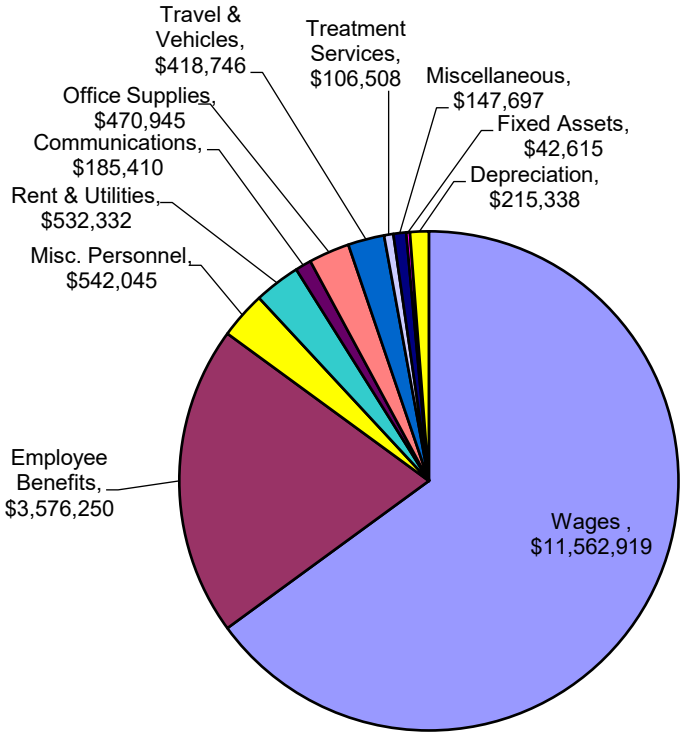
Angie Rulon-Miller-Behavioral Health Director

Lora Loiser, Student Assistance Program Director

Melissa Pritts, Fiscal Director



FY 25/26 REVENUE/EXPENSES



Balance Sheet

	2025-2026 *Unaudited*	2024-2025
Cash and Cash Equivalents	4,761,928	4,289,888
Certificate(s) of Deposit	2,473,317	2,389,443
Accounts Receivable:		
Medical	702,986	623,234
Assistance		
Managed Care	255,464	299,895
Employee Receivables	3,927	3,927
Grants Receivable:		
Westmoreland MH/MR	993,182	1,375,397
Program		
Prepaid Expenses	134,564	175,303
Deposits on Leased Property	62	6,192
Building	211,913	211,913
Fixed Assets less Depreciation	1,163,796	1,379,134
	10,701,137	10,754,326
Accounts Payable	125,127	198,755
Payroll Liabilities Payable	413,650	347,193
Other Current Liabilities	913,436	810,960
Accrued Expenses	652,877	593,467
TOTAL LIABILITIES	2,105,090	1,950,375
Retained Earnings	8,596,047	8,803,950
TOTAL EQUITY	8,596,047	8,803,950
	10,701,137	10,754,326

WHY CHOOSE WCSI?

- ✓ **Over 30 Years of caring and serving in Westmoreland County and surrounding areas**
- ✓ **Supporting children during critical development to improve long-term outcomes and empowering families to become active participants in their child's development.**
- ✓ **Connecting eligible individuals with Intellectual Disabilities or Autism to community-based services to promote an Everyday Life through monitoring health and safety, locating supports for families and individuals, and coordinating care to support wellness and independence.**
- ✓ **Helping individuals navigate behavioral health challenges by connecting them to resources, coordinating care, and building supports that promote stability, wellness, and independence.**

WHERE TO FIND US:

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Follow us on FACEBOOK

"ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH."

-HELEN KELLER