

## '02-'03 Annual Report

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### The Human Services Center is...

...a comprehensive community mental health center that employs 160 behavioral health care professionals and support personnel. We are the region's largest provider of outpatient mental health services.

Our staff is represented by AFSCME 2902 which has collaborated with the Center to engage in mutual problem solving, preserve and promote the well-being of our employees, and enhance the quality of our services.

The clinical staff is comprised of licensed social workers and psychologists, board-certified psychiatrists, master's level therapists, and psychiatric nurses.

The Center has received numerous awards and legislative citations. HSC was a recipient of the Lawrence County Chamber of Commerce's "Business of the Year" award in 1997.

The Center has the most comprehensive array of housing options of any community mental health center in Western Pennsylvania. A National Award of Merit was given to HSC by the National Association of Housing and Redevelopment Officials for its SRO Housing program. HSC has also been recognized by HUD and has received "Best Practices" awards.

By providing community-based care for individuals with serious mental illness and thereby avoiding long and expensive stays in state mental institutions, the Center has saved taxpayers millions of dollars each year.

HSC organizes educational programs, develops support groups, participates in health fairs, makes presentations to community groups, and distributes information on a wide variety of mental health topics.

### "Bold New Approach"

In 1963, President Kennedy's Community Mental Health Act sought to make mental health services more accessible and to reduce our nation's use of state mental institutions. This "bold new approach" of 40 years ago seems only logical today.

However, we can't underestimate the role of community mental health centers, such as HSC to ...

- educate people about mental health problems,
- provide affordable, timely, and accessible care,
- respond to people when they face a crisis, and
- reduce the stigma of mental illness.

For 40 years, the Human Services Center has developed such programs to meet the mental health needs of the community.

Each year, over 1,000 residents seek our services with 98% in a recent survey believing that the services they received helped them with their problem(s). HSC has developed comprehensive services for the seriously mentally ill individual - reducing the number of Lawrence County residents in a state mental institution from 363 in 1963, to 5 in 2003. We've developed self-help groups for problems including gambling, Alzheimer's Disease, ADHD, autism, grief, and depression. We've also organized educational programs on mental health problems to inform the public and to reduce the stigma of mental illness. We're committed to the original objectives of the Community Mental Health Act and feel, in large measure, that the "bold new approach" to mental health care has been realized in Lawrence County.

### Governor's Award

HSC and AFSCME 2902 received the Governor's Award for Labor-Management Cooperation. The award was one of ten awards presented by Governor Mark Schweiker at the Governor's Residence on September 12. (The Midwestern Pennsylvania Labor-Management Council nominated HSC and AFSCME for the award.) In his remarks, Governor Schweiker noted that by working together HSC and AFSCME have drawn upon the joint resources of both labor and management to solve agency problems and enhance their capacity to address issues of mutual concern.

### Confidentiality Compliance

The Human Services Center has always had an extensive policy regarding the confidentiality of the services we provide. In 1996, a federal law called the "Health Insurance Portability and Accountability Act" (HIPAA) went into effect. The act addresses the issues of confidentiality by requiring that health care entities adhere to a series of standards to regulate and protect health care information. The deadline to comply with HIPAA was April 2003. In the past fiscal year HSC became fully compliant with HIPAA regulations. While it was necessary to organize staff training and implement relevant policies, the Center was not overly taxed since many of the HIPAA requirements were already in effect at HSC.

## Fiscal Year ended 06-30-03 (unaudited)

Revenue	\$	%
Federal/State/County	4,280,637	53.21
Medical Assistance	4,045,077	50.28
Third-Party Payors	388,769	4.83
Private Pay	88,293	1.10
Rentals	239,995	2.98
Contributions	35,719	0.44
Miscellaneous	338,805	4.21
Contractual Allowances	(1,371,826)	(17.05)
	8,045,469	100.00
Expenses	\$	%
Children & Family Services	1,807,224	22.43
Residential Programs	1,441,235	17.89
Resource Case Management	214,138	2.66
Intensive Case Management	1,072,212	13.31
Emergency (Crisis) Services	102,536	1.27
Adult Outpatient Services	314,149	3.90
Adult Medical Services	384,345	4.77
Mental Retardation Services	815,500	10.12
Consultation & Education	254,301	3.16
Other Programs & Services	729,615	9.06
Administrative Services	524,000	6.50
Miscellaneous	397,804	4.94
	8,057,059	100.00
Excess expenses over revenues	(11,590)	



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“The Center has assumed a leadership position within the county to pursue programs that enhance the quality of life of area residents.”

## Summary of Services for Fiscal Year '02-'03

Mental Health Assessments	3,017		
Mobile Crisis Services	492	episodes	
Telephone Crisis Services	1,163	episodes	
Emergency Cases (hospitalizations)	274		
Intensive Case Management			
for Adults	190	adults served;	15,219 hrs. of service
for Children	166	children served;	20,798 hrs. of service
Resource Case Management			
for Adults	135	adults served;	4,821 hrs. of service
for Children	45	children served;	2,369 hrs. of service
Child & Family Outpatient Services	486	served;	5,086 hrs. of service
Adult Outpatient Services	1,190	served;	12,011 hrs. of service
Medical Services			
for Adults	1,757	served;	25,709 hrs. of service
for Children	859	served;	2,874 hrs. of service
Adolescent Day Treatment Services	61	served;	13,653 hrs. of service
Children's Day Treatment Services	41	served;	14,353 hrs. of service
Family Based Services	117	families served;	20,487 hrs. of service
Student Assistance Program (SAP)			3,590 hrs.
Supportive Housing Services	235	adults served;	1,440 days of service
Community-Hosp. Integration			
Program for chronically mentally ill clients	8	clients;	2,873 days of service
Community Residential Rehabilitation	32	adults served;	8,873 days of service
Mental Retardation Services			
Family Support Services	219	clients served;	
Early Intervention	163	children served;	3,902 hrs. of service
Waiver	510	clients served;	15,289 hrs. of service