

ARC Manor

200 Oak Avenue, Kittanning PA 16201

WWW.ARCMANOR.ORG

1-800-323-1333

(724) 548-7607

BACK TO BASICS...

2008 - 2009 ANNUAL REPORT

Our Services:

Our Mission:

ARC Manor is a non-profit agency that is committed to prevention, intervention, and treatment of abuse and addiction to alcohol and other drugs. Our mission is to provide affordable, high quality, timely services that enhance the quality of life for individuals, families, and the communities.

- Confidential & Quality Services 24 hours a day
- Fully Licensed Residential, Partial Hospital, and Outpatient Treatment Programs
- Thirty-Five Years of Experience in Alcohol and Drug Treatment
- Knowledge of the Needs of Special Populations Including: Co-occurring Disorders; Criminal Offenders; Women; and Adolescents
- Targeted, Research-Based Alcohol and Drug Prevention Programs
- Comprehensive Tobacco Prevention, Intervention, and Cessation Programs
- Buprenorphine Services for Opiate Dependence
- Professional, Qualified, & Certified Staff Members



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Our Personnel:

Executive Team

Cynthia C. McCrea, MSW, LSW
Executive Director

Jill L. Pless, B.A., CAC
Assistant Director

Donald Goldstroh, B.S.
Chief Fiscal Officer

Michael Watterson, M.S., CCDP-D
Program Supervisor

Fiscal Staff

Beverly Boarts
Janice Mechling

Clerical Staff

Susan Norris
Melissa Whitfield
Audrey DiGregorio

Treatment Specialists

Amy Solman, M.A., L.P.C., CAC
Senior Treatment Spec.

Jessica Atwood, M.S., AACII
Jessica Ausk, B.A., AACI
Bonnie Dulany, B.A., CAC
Cari-Marie Harmon, B.A., CAC
Sheila Knell, M.A.
Steve Olish, M.A.
Daral J. Parsons, B.S., AACI
Anna Shuster, B.A., AACII

Consultants

Amanda Claypoole, PA.
George Lloyd, M.D.
John H. Soffiatti, M.D.
Clifford Vogan, M.D.

Custodial Worker

Domenic Cesare

Clinical Assistants

Derrick Bowser, Jr.
Carol Hodak
Jacqueline P. Kilgore
Jacob Lane, B.A.
Rebecca Miller
Grace Mukagabiro, B.S.
Laurinda Strötman
Nancy Willyard

Prevention/Intervention

Denise Marano, MSW, APS II
Kathy Velcko, B.S.
Robert French, B.S.
Rodney Miller, B.A.
Fred Neal, B.S.
Linda Courson, CAAP
Anna Mieszkowski, CAAP
Scott Patterson, B.A.

Executive Director's Message:



*“Our thoughts and imaginations are the only real limits to our possibilities.”
-Orison S. Marden*

The 2008-2009 fiscal year marks my first full year as the Executive Director of ARC Manor. It is an honor to work with our clients, our staff, our Board of Directors, and the ARC Manor Foundation each day. I am proud to say that the 2008-2009 fiscal year was successful in many different ways.

The theme of the Annual Report this year is “Back to Basics”. Of course, there is a reason for this theme. In the world around us, we have seen tremendous changes in the economic climate. Because of these changes, individuals have had to re-

evaluate their lives and prioritize the things that are most important, “The Basics”.

ARC Manor has faced the same challenges over the past fiscal year. Our Strategic Planning process provided an arena for ARC Manor’s staff and key stakeholders to express exactly what is most important to the agency and the community.

Overall, we were reminded that the client comes first...no matter what. We were encouraged to find that, despite 35 years of excellence, there is still room to grow. Finally, we learned that, if we stay focused on these two basic

items, there is no limit to the good work that can be accomplished.

ARC Manor’s “Basics” include: client-centered services that meet the individualized needs of those who seek intervention and/or treatment; science-based prevention efforts that are offered throughout the community; and the efficient provision of quality services for individuals, families, and the community.

The “Basics” are our mission and we at ARC Manor will continue to work toward this mission.

Respectfully,

Cindy McCrea

In Appreciation:

ARC Manor Board of Directors

Steve Bono, DDS, President—Dentist, Family Dentistry, Kittanning, PA

Frank Shumaker, Vice-President—Deputy Sheriff, Armstrong County, Kittanning, PA

Sheree Shafer, Treasurer—Nurse Practitioner, Kittanning, PA

Beverly Steffey, Secretary and Foundation Liaison—Bookkeeper, Progressive Workshop, Kittanning, PA

Randy Cloak—Teacher, Armstrong School District, Kittanning, PA

Gretchen Dosch—Mayor, Applewold Borough, Kittanning, PA

Bonnie Dulany, Staff Representative—Treatment Specialist, ARC Manor, Kittanning, PA

Donna Lucas—Retired, Allegheny County Port Authority, Freeport, PA

Chase McClister, Immediate Past President—Attorney, Kittanning, PA

Bradley Toy—Assistant Vice-President, F&M Bank, Kittanning, PA

Liz White—Secretary/Treasurer, White Enterprises, Kittanning, PA

A special thank you to those that completed terms during the 2008-2009 fiscal year:

Allen Lockard

Rich Trinclisti

Mona Rupert

Brian Trudgen



Our Accomplishments:

Treatment Services:

ARC Manor provides four main treatment programs for people struggling with drug and alcohol abuse and addiction. Over the 2008-2009 fiscal year, the following numbers reflect the accomplishments for each program:

PROGRAM	# OF CLIENTS	# OF SERVICES
Residential	181	2,434 Days
Partial Hospital	146	5,925.5 Hours
Intensive Outpatient	165	6,148.5 Hours
Outpatient	547	6,418 Hours

Significant Events for Treatment Services

- Although the number of clients served remained relatively unchanged from the past fiscal year, the length of stay increased in all treatment programs, indicating that ARC Manor is able to retain clients in treatment for longer periods of time. We believe that this is directly related to our motivational interviewing and engagement strategies.
- ARC Manor’s average score utilizing the Client Satisfaction Questionnaire was 29.10. This rating is well above the national standard for behavioral health care and exceeds ARC Manor’s 2007-2008 rating.
- Results of contacting a sample of clients one month after discharge reveal that 82% have stopped using substances. At the six month mark, 58% report continued abstinence.
- ARC Manor achieved full licensure for all treatment services at the main Oak Avenue location in Kittanning and the Leechburg Satellite location. The agency is licensed by the Bureau of Community Standards, Division of Drug and Alcohol Licensing, Pennsylvania Department of Health.



“Success means we go to sleep at night knowing that our talents and abilities were used in a way that served others.”

-Marianne Williamson

Prevention Services:

ARC Manor prevention programs are those based on research with evidence of their effectiveness. The following numbers reflect the accomplishments of the programs offered in the 2008-2009 fiscal year.

Too Good For Drugs	859 Students
Too Good For Drugs & Violence	66 Students

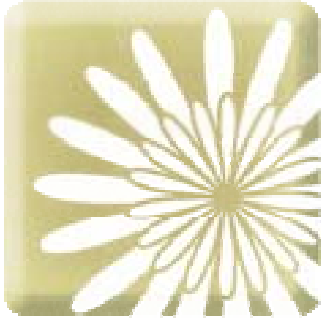
- ARC Manor’s prevention staff doubled their goal for speaking engagements by having 735 individuals attend in fiscal year 2008-2009.
- Tobacco prevention staff provided 203.75 hours of tobacco cessation programs and 37 hours of tobacco prevention and education programs throughout Armstrong County.
- ARC Manor saw 288 youth and adults attend the Reality Tour© in the 2008-2009 fiscal year. This innovative program continues to touch attendees by presenting a glimpse into the life of a heroin addicted teen from arrest to imprisonment to overdose and then death. ARC Manor thanks the many volunteers and community partners that make this program a success.
- Through Summer Plunge and Summerfest events, prevention staff provided 290 attendees with drug and alcohol free recreational events.
- ARC Manor held the first “Intro to Drugs: What Kids Don’t Want You to Know” presentation utilizing a grant from the Armstrong County Community Foundation and had 44 attendees.



Our Accomplishments:

Intervention Services

Through our 24 hour hotline, ARC Manor responded to 1,560 crisis calls in the 2008-2009 fiscal year. An additional 166 people walked in seeking immediate services for their drug or alcohol problem.



ARC Manor has managed the DUI Program for the Armstrong County Court of Common Pleas for the past twenty-two years. In the 2008-2009 fiscal year, 291 evaluations were provided to people arrested for driving under the influence of alcohol or other substances and 399 offenders attended the Safe Driving Education Program.

Going “Green”...

In keeping with the “Back to Basics” theme, ARC Manor is doing its part to become environmentally conscious while increasing overall efficiency. Beginning with the forward thinking of the ARC Manor Board of Director’s Evaluation & Monitoring Committee, ARC Manor began a search for a quality Electronic Health Record (EHR) in the 2008-2009 fiscal year. A search committee of dedicated ARC Manor staff was created and met with many EHR vendors. After a careful selection process, ARC Manor contracted with Qualifacts to implement the Care Logic system. This system will allow ARC Manor to operate in a “paperless” environment for both Clinical and Fiscal operations. This effort is only possible due to the joint cooperation of the ARC Manor staff, Board of Directors, and Foundation.

“Where we stand is not as important as the direction in which we are going.”

-Oliver Wendell Holmes, JR.

In Appreciation:

ARC Manor Foundation Board of Directors

- Tim Faith, President—Ford City, PA
- Steve Owen, Vice-President—Templeton, PA
- Sue Torrance, Treasurer/Secretary—Kittanning, PA
- Beverly Steffey, Board Liaison—Kittanning, PA
- Allen Lockard—Indiana, PA
- Allen McCrea—Freeport, PA
- Sue Boggs—Kittanning, PA
- Gloria Barker—Kittanning, PA



A special thank you to those that completed terms during the 2008-2009 fiscal year:

Larry Graham Carol Hickman
Carol Trudgen

Fiscal Year 2008-2009 — Financial Statement

Revenue-

Single County Authority		
Armstrong/Indiana (includes PCCD & Enhanced Funds)	\$	488,863
Other SCA's		13,713
Medical Assistance, Act 152, BHSI Funds		78,539
Client Fees		122,790
DUI Fees		100,710
Office of Vocational Rehabilitation		25,681
United Way		8,225
Human Service Development Fund		
Armstrong County		21,749
Value Behavioral Health		454,085
Medical Assistance		31,650
Miscellaneous		22,846
Private Insurance		7,694
Intermediate Punishment Programs		3,900
Act 198		22,102
Tobacco Control Program		25,185
Donations		7,425
Margaret Patton Grant		2,750
Armstrong County Community Foundation		3,002
DCED Grant		3,543
TOTAL REVENUE		1,444,452

-Expenses-

Salaries	\$	699,539
Benefits		266,079
Staff Development		3,733
Meeting and Conference Expenses		1,844
Consultant Expenses		14,537
Occupancy Expenses		68,155
Insurance		5,433
Communications		33,468
Office Supplies		13,130
Minor Equipment and Furniture		579
Medical Supplies and Medications		56,450
Food		22,201
Program Supplies		38,136
Staff Travel		8,895
Client Transport		15,365
Purchased Client Oriented Services		95,326
Equipment Maintenance Expense		9,937
Motor Vehicle Maintenance Expense		3,547
Other Operating Expenses		12,776
Office Equipment Expenses		0
Client Oriented Fixed Assets		2,400
Miscellaneous Personnel Expenses		0
TOTAL EXPENSES		1,371,530

*Financial statement as of September 4, 2009. This is an un-audited financial statement.
A full audit will be available.*



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Non-Profit Org.

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Permit No. 140

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Edward G. Rendell, Governor

Everette James, Secretary of Health



Eligibility for ARC Manors Programs is open to anyone who has a problem with alcohol and other drugs or is affected by substance abuse. No one is discriminated against on the basis of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.

ARC Manors is licensed by the Bureau of Community Program Standards, Division of Drug and Alcohol Licensing, Pennsylvania Department of Health, and is funded by the Armstrong-Indiana Drug and Alcohol Commission through a grant from the Bureau of Drug and Alcohol Programs, Pennsylvania Department of Health, the Armstrong County United Way, the Armstrong County Commissioners through a grant from the Human Services Development Fund, private grants, fees, and community donations.

The Department of Health, Bureau of Drug and Alcohol Programs, Commonwealth of Pennsylvania and the Armstrong/Indiana Drug and Alcohol Commission, Inc. specifically disclaim responsibility for any analyses, interpretations, or conclusions herein.

