

200 OAK AVENUE  
KITTANNING, PA  
16201

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WWW.ARCMANOR.ORG

# ARC Manor 2009-2010 Annual Report

## Believe in Miracles!

### 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.*

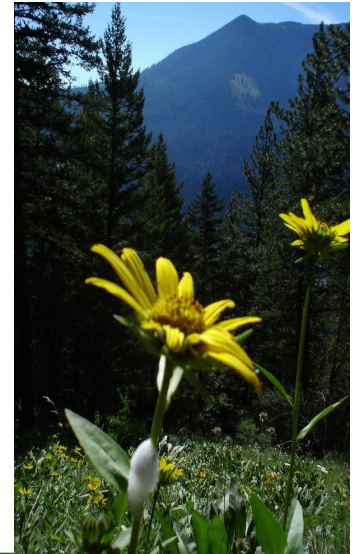
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## 2009—2010 Annual Report

### Our Services:

- Confidential & Quality Services 24 hours a day
- Fully Licensed Residential, Partial Hospital, and Outpatient Treatment Programs
- Thirty-Six 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 Opioid Dependence
- Professional, Qualified, & Certified Staff Members



### Our Personnel:

#### Executive Team

Cynthia C. McCrea, MSW, LSW  
Executive Director  
Jill L. Pless, B.A., CAC  
Assistant Director  
Donald Goldstrohm, B.S.  
Chief Fiscal Officer  
Michael Watterson, M.S., CCDP-D  
Clinical Director  
Anna Shuster, B.A., CCDP  
Clinical Assistant Supervisor

#### Fiscal Staff

Beverly Boarts  
Janice Mechling

#### Clerical Staff

Audrey John  
Jessica McDade, B.S.  
Susan Norris  
Melissa Whitfield

#### Treatment Specialists

Vanessa Britton, B.A.  
Sara Conner, M.S.  
Cari-Marie Harmon, B.A., CAC  
Jaime Harmon, MSW  
Michelle Kahl, M.A., CCDP  
Sheila Knell, M.A., CACD  
Jennifer Collier B.S., CAC  
Carrie Harvey Phillips, M.S.  
Matthew Sitosky, M. Ed.

#### Prevention/Intervention

Denise Marano, MSW, APS II  
Kathy Velcko, B.S.  
Linda Courson, CAAP  
Scott Patterson, B.A.

#### Clinical Assistants

Carol Hodak  
Jacqueline P. Kilgore  
Jacob Lane, B.A.  
Rebecca Miller  
Tara Powers  
Sandy Simeone, C.R.S.  
Laurinda Strotman, C.R.S.  
Nancy Willyard

#### Consultants

George Lloyd, M.D.  
PBS Mental Health Associates  
Mandy Claypoole, P.A.C.  
William DeWolf, M.D.  
John Soffiatti, M.D.  
Clifford Vogan, M.D.



## Executive Director's Message:

A "miracle" is defined as "an act or happening attributed to supernatural power" or "a wonderful thing". At ARC Manor we are blessed to work in a place where miracles happen everyday!

Addiction is a disease that is surrounded by pain, struggle, frustration, and sadness. Addiction impacts individuals, families, and our communities. If you allow it, the day to day reality of addiction is enough to wear on your soul until you find yourself feeling hopeless and overwhelmed. Knowing this, I admit that there are some days that the miracles are

hard to see. But still they exist.

Just this morning I witnessed a miracle when a person addicted to prescription medications made a commitment to keep an appointment and begin on the road to recovery. Just last week, I sat by a man celebrating more than 40 years of sobriety who spoke of the miracles that he has witnessed. Just last month, I watched staff and colleagues celebrate the "graduation" of a client enrolled in drug treatment court.

One thing that separates ARC Manor and makes it unique is that our staff believe that mira-

cles occur. It would be so easy to get bogged down in the negatives that are seen everyday. Instead, our staff cling to the knowledge that the miracle will happen (sometimes when you least expect it).

At ARC Manor, we BELIEVE IN MIRACLES!

*Cindy McCrea*

## In Appreciation:

***"Everyday holds the possibility of a miracle"***

**Elizabeth David**

### 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—CRNP, Children's Community Pediatrics, Kittanning, PA

Beverly Steffey, Secretary & Foundation Liaison, Bookkeeper, Progressive Workshop, Kittanning, PA

Linda Courson, Staff Representative—Admissions Technician, ARC Manor, Kittanning, PA

Gretchen Dosch—Mayor, Applewold Borough, Kittanning, PA

Lynda Harasty—Pharmacist, Klingensmith's Pharmacy, Kittanning, PA

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

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

Cynthia Rearick—Supervisor, Armstrong County Assistance Office, Kittanning, PA

Peggy Reitler—East Franklin Tax Collector, Kittanning, PA

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

James Veronesi—Director of Leadership Development, Kittanning, PA

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



***"When we do the best that we can, we never know what miracle is wrought in our life, or in the life of another"***

**Helen Keller**

## Our Accomplishments:

### Intervention Services

Through our 24 hour hotline, ARC Manor responded to 1,355 crisis calls in the 2009-2010 fiscal year. An additional 104 individuals walked in seeking immediate crisis services for their drug and alcohol problem.

ARC Manor has managed the DUI Program for the Armstrong County Court of Common Pleas for the past twenty-three years. In the 2009-2010 fiscal year, 272 evaluations were provided to people arrested for driving under the influence of alcohol or other substances and 294 individuals attended the Safe Driving Education Program.

### Treatment Services

ARC Manor provides four main treatment programs for individuals struggling with drug and alcohol abuse and addiction. Over the 2009-2010 fiscal year, the following numbers reflect the accomplishments for each program:

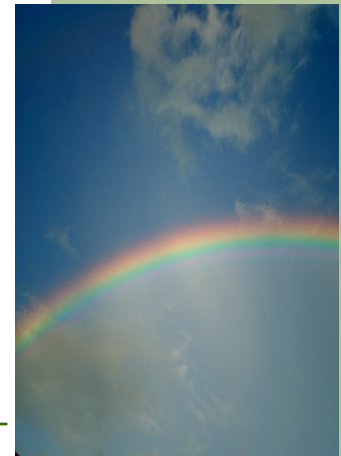
PROGRAM	# OF CLIENTS	# OF SERVICES
Residential	201	2,813 Days
Partial Hospital	135	5,329.5 Hours
Intensive Outpatient	152	5,888.5 Hours
Outpatient	343	3,046.5 Hours

### Significant Events for Treatment Services

- Late in the 2009-2010 fiscal year, ARC Manor began the process of licensing an office in Clarion, PA in order to provide Assessments, Outpatient, and Intensive Outpatient treatment services to both adults and adolescents. ARC Manor achieved full licensure of the Clarion office located on 214 S. 7th Avenue, Clarion, PA on June 26, 2010.
- 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.
- ARC Manor's average score utilizing the Client Satisfaction Questionnaire was 28.94. This rating is well above the national standard for behavioral health care.
- Results of contacting a sample of clients one month after discharge reveal that 71% were not using substances. At the six month mark, 58% of clients contacted reported continued abstinence.

### Preferred Provider

ARC Manor is proud to be the recipient of the Preferred Provider Award for fiscal year 2009-2010. This award is given by the Armstrong/Indiana Drug and Alcohol Commission annually based on the achievement of performance benchmarks throughout the fiscal year. This is ARC Manor's fourth consecutive year of achieving the benchmarks required to attain this award.



***“Some people think a miracle is only a miracle if it happens instantaneously, but miracles can grow slowly and patience and faith can compel things to happen that otherwise never would have come to pass.”***

**Boyd K. Packer**



## Our Accomplishments:



***"For those who are willing to make an effort, great miracles and wonderful treasures are in store. "***

**Isaac Beshevis  
Singer**

### 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 2009-2010 fiscal year.

Too Good For Drugs	875 Students
Too Good For Drugs & Violence	29 Students

- ARC Manor's prevention staff performed speaking engagements throughout the community reaching 949 individuals.
- Tobacco prevention staff provided 302.5 hours of tobacco cessation, prevention, and education in Armstrong County.
- ARC Manor saw 388 youth and adults attend the Reality Tour © in the 2009-2010 fiscal year. This is an increase over the past year of 100 attendees and shows that the tour continues to have a strong impact in the community. ARC Manor thanks the many volunteers and community partners that make this program a success year after year.
- Through Summer Plunge, Summerfestt, and our Leechburg Before School program, ARC Manor provided 822 attendees with alcohol, tobacco, and drug free activities.
- ARC Manor conducted 6 "Intro to Drugs: What Kids Don't Want You to Know" presentations in Armstrong & Indiana County in 2009-2010.
- ARC Manor provided the Underage Users Group to 31 youth.
- Despite a very strict budget throughout the year, ARC Manor's Prevention staff continue to provide quality programming to an increasing amount of adults, youth, and children.

## In Appreciation:

### ARC Manor Foundation Board of Directors

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



*A special thank you to Steve Owen who concluded his long-standing membership to the Foundation during the 2009-2010 fiscal year.*

### The Costs of Growth

ARC Manor's 2009-2010 Financial Statement is listed in its entirety on the next page. Readers should note that ARC Manor ended the fiscal year with a deficit totaling \$30,224.00. \$15,150.00 of this deficit is related to the unbudgeted salaries and start up costs for the Clarion office. The remaining deficit is related to the unbudgeted purchase of office equipment that allowed ARC Manor to fully utilize an Electronic Health Record for all clinical and financial duties.

**Fiscal Year 2009-2010 — Financial Statement****-Revenue-**

Single County Authority		
Armstrong/Indiana (includes PCCD & Enhanced Funds)	\$	546,956
Other SCA's		30,076
Medical Assistance, Act 152		102,226
Client Fees		82,889
DUI Fees		77,816
Office of Vocational Rehabilitation		10,349
United Way		8,998
Human Service Development Fund		
Armstrong County		17,232
Value Behavioral Health		439,503
Medical Assistance		21,448
Miscellaneous		25,221
Private Insurance		1,434
Act 198		19,909
Tobacco Control Program		34,788
Donations		1,762
Margaret Patton Grant		5,500
Armstrong County Community Foundation		3,300
DCED Grant		1,457
<b>TOTAL REVENUE</b>	<b>\$</b>	<b>1,430,864</b>

**-Expenses-**

Salaries	\$	751,975
Benefits		285,855
Staff Development		5,274
Meeting and Conference Expenses		1,470
Consultant Expenses		31,866
Occupancy Expenses		75,570
Insurance		5,048
Communications		33,626
Office Supplies		12,258
Minor Equipment & Furniture		3,761
Medical Supplies & Medications		69,963
Food		27,804
Program Supplies		35,143
Staff Travel		7,950
Client Transport		13,192
Purchased Client Oriented Services		60,744
Equipment Maintenance Expense		7,694
Motor Vehicle Maintenance Expense		3,595
Other Operating Expenses		16,269
Office Equipment Expenses		12,011
<b>TOTAL EXPENSES</b>	<b>\$</b>	<b>1,461,088</b>

*Financial statement as of September 3, 2010. This is an un-audited financial statement.*

*A full audit will be available.*



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Eligibility for ARC Manor 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 Manor 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.