

ANNUAL REPORT 2017

ABOUT US

STRATEGIC
MILESTONES

LEADERSHIP

NHS
FOUNDATION

CONTRIBUTORS

2017
STATISTICS



NHS

ABOUT US

NHS Human Services, Inc., through its affiliates, is a leading provider of community-based, non-profit education and human services. More than 10,000 employees provide care to almost 50,000 consumers and their families throughout Pennsylvania, New Jersey, Virginia, New York, Maryland, Delaware, Louisiana, and Michigan. NHS has developed a unique continuum of care, providing services in the areas of mental health, addictive diseases, education, foster care and permanency, autism, intellectual and developmental disabilities and many more specialized programs. [Read more on nhsonline.org](http://nhsonline.org)

MISSION

Enriching lives by providing exceptional services through an individualized approach.

VISION

Creating communities where everyone is empowered to take meaningful steps toward reaching their fullest potential.



ACCREDITATIONS



MESSAGE FROM JOE MARTZ, CHAIRMAN AND CHIEF EXECUTIVE OFFICER

2017 was filled with remarkable changes here at NHS, and those changes will help position us to achieve our goals for years to come. In this first phase of the implementation of our Strategic Plan, the NHS team has exceeded many of its key objectives including improving the employee experience, enhancing service quality, innovating and diversifying our service offerings, and enhancing the fundamental financial performance of the company.

None of these successes could have been achieved without the dedication, commitment, and passion of our more than 10,000 employees...qualities that are on display every day for the 50,000 individuals and families entrusted to our care. I am humbled to work alongside some of the most talented and hardworking individuals that can be found in our industry. Colleagues who embrace the NHS mission, vision, and core values. The 2017 annual report highlights some incredible accomplishments. We've been able to increase the quality of care for individuals in our Intellectual and Developmental Disabilities programs by leveraging the use of technology. Later, you'll meet Cheyan, a young woman from the NHS Allegheny Valley School in Pittsburgh who has developed a special relationship with Carol Erzen, our Director of Training and Staff Development, through the use of email and assistive technology.

By further innovating and diversifying our services across multiple states, we are now better prepared to meet the needs of individuals and families who are looking for resources and support. I encourage you to read the heartwarming story of how we surprised Shelley Hendrix in Louisiana this past spring by dedicating the new Baton Rouge Autism Center in her name. Shelley's advocacy on behalf of the autism community can only be described as extraordinary, and the continued expansion of our unique autism related services would not have been possible without her.

To improve the employee experience, the NHS Foundation took on the challenge of coordinating our first ever statewide bowling tournament for more than 700 staff, individuals in service, board members, and NHS friends to include video simulcasting from three separate locations. It was a fantastic experience for all, and we're already busy planning our next bowling adventure which will include even more locations across the company.

One of the more significant objectives of our Strategic Plan is to rebrand the organization. Throughout our 48-year history, we have grown both geographically and in the breadth of the services we provide. Some of this has occurred through acquisitions, which meant different names, different cultures, and sometimes even different missions.

While we have worked long and hard to bring these entities together as a company of one, we realized that now was the right moment in time to focus on rebranding who we are and how we differentiate our quality of care from everyone else in the industry. That led us to conduct a comprehensive market and brand evaluation. And through that process we learned that our company needed to re-launch and rebrand itself as an industry leader. Our name may change to better represent the commitment our employees have to their everyday work, but our mission, vision, and core values will remain the same. We look forward to sharing more about our rebranding efforts over the next several months.

In addition to the incredible dedication displayed by our workforce, I also want to acknowledge the support and dedication shown by our contributors, our Boards of Directors, our families, and our friends. Whether you donated financially or volunteered your time at one of our programs or events, your boundless loyalty does not go unrecognized. Please know that my colleagues and I are eternally grateful.

We are excited about the changes occurring in the human services and education industries. And, we remain steadfast in our commitment to address the needs of our consumers with the same spirit and enthusiasm we had when we first opened our doors more than 48 years ago.

Thank you for your continued support,
Joe Martz

STRATEGIC MILESTONES

In the first full year of implementing our Strategic Plan, NHS has made significant strides in meeting or exceeding our immediate business objectives, which positions us well to meet our overall long-term goals. The Education and Autism, Behavioral Health, and Intellectual and Developmental Disabilities Divisions have increased NHS's competitive advantage by enhancing the quality of services, improving the employment experience, and innovating and diversifying our services.

A. ENHANCING THE QUALITY OF SERVICES

1) Communication Technology – Providing Individuals with Independence and a Voice



NHS has invested time and resources to improve the quality of services for individuals in all our programs through various modalities and best practices. In our Intellectual and Developmental Disabilities (IDD) programs, the expanded use of technology to increase communication with others, especially with family and friends, has been a critical resource for many of our individuals. NHS has introduced numerous assistive technology initiatives that promote independence and increase access to care, promote wellness, improve clinical outcomes, and foster new delivery mechanisms.

Meet Cheyan, a quiet and shy young woman at NHS

Allegheny Valley School in Pittsburgh and Carol, Director of Training and Staff Development, who formed a close bond through the use of Communication Technology.

2) Compassionate Care – Delivering Exceptional Services



Jodi Savits, Program Director at Fresh Start, is one of our dedicated employees who was awarded with a 2017 Voices Award this past summer by the Substance Abuse and Mental Health Services Administration, for her leadership in behavioral health and addictions services. Jodi has been a positive and influential role model for many individuals in her care.

Visit dailylocal.com to learn about Jodi's personal road to recovery and how she is making a difference in the lives of others who struggle with addiction and mental health challenges.

3) Biometric Technology – Improving the Treatment Experience



To improve the treatment experience for individuals we support, the Behavioral Health Division installed a biometric kiosk at our outpatient and integrated care facility in Delaware County, PA in December 2016. The kiosk gathers clinical data, including blood pressure, weight, height, and Body Mass Index from individuals to evaluate general health status at the time of their mental health visit. With this enhanced technology, NHS can instantly collect clinical data in real-time for the physician providing treatment to better assess individuals' needs. Results have not only enhanced the quality of services provided, but have also increased individuals' satisfaction.

B. IMPROVING THE EMPLOYMENT EXPERIENCE

1. Commitment to Care - Bowling for a Cause

Hosted by the NHS Foundation, more than 700 staff members, individuals in our care, families, board members, contributors, and friends of NHS joined together this past spring to bowl for a great cause and to have fun as one organization. Tournaments were held simultaneously on one day in East Norriton, Pittsburgh, and Harrisburg. Proceeds from this organization-wide event support many NHS programs, such as the recent Spring Gala for individuals in our IDD programs and other activities. Everyone had a fantastic time and showed tremendous team spirit throughout the day, as showcased by video and Facebook Live broadcasts. The Foundation and volunteer staff around the company are already busy planning the next bowling tournament, to include more locations, staff, individuals, and friends of NHS.



Facenda Whitaker - East Norriton, PA



Zone 28 - Pittsburgh, PA



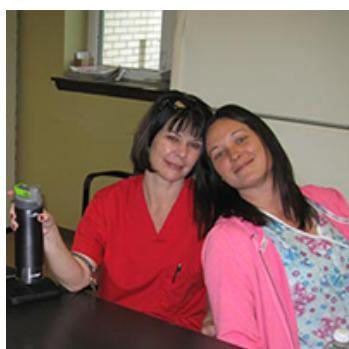
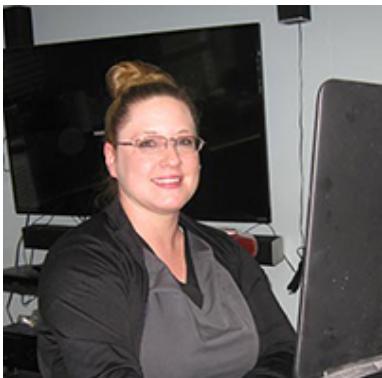
ABC Lanes – Harrisburg, PA

2. Recognized Talent – Thanking our Committed Direct Support Professionals!





3. Recognized Talent – Celebrating National Nurses Week in April



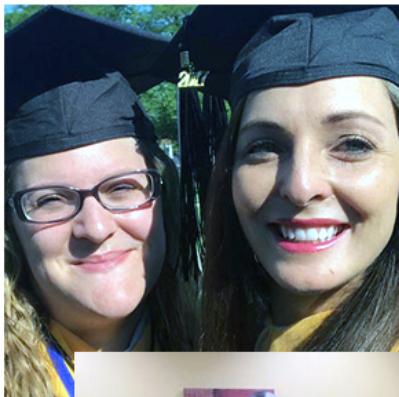
4. Recognized Talent – Acknowledging Staff Achievements and Activities



DR. LUCIANO PICCHIO, an NHS psychiatrist in our Harrisburg offices was awarded the **2017 NAMI Exemplary Psychiatrist Award** at the NAMI Walk held this past summer. Dr. Picchio was recognized for providing exceptional services to individuals with mental health challenges.



GREG CONLIN, Recovery Coach at NHS Montgomery County, received **The Recovery and Resiliency Award for Rookie of the Year 2017** for his outstanding commitment and compassion for the individuals he supports. In Greg's brief time with NHS, he continually demonstrates a desire to learn, grow, and provide exceptional services.



CHARLENE PICCIOTTI, Adult Blended Case Management Supervisor and **JESSICA WALTON**, Adult Blended Case Manager from NHS Delaware County graduated from Widener University earlier this year with their **Master's in Social Work**.



Employment Specialists **ANDREW REAVES** and **ANNA TRUEHILL**, in New Orleans, earned their **Master's Degrees in Social Work**.



THE NHS DUAL DIAGNOSIS TREATMENT TEAMS (DDTT) IN WESTMORELAND COUNTY, PA received the

2017 Innovations Award for Recovery Services for being innovative leaders and visionaries throughout the region.



ANITA SMITH, Professional Development and Education Business Partner, received the Certified Professional in Learning and Performance® Credential from the Association for Talent Development Certification Institute last November. This certification provides Anita the knowledge and skills to be a top performer in the talent development field.

DR. MAHMOOD USMAN, a Psychiatrist and Medical Director in Pittsburgh, has been performing disaster response work for the past 15 years. Dr. Usman traveled to Houston, TX to help with the recovery efforts after Hurricane Harvey in September.





THE QUALITY AND COMPLIANCE ORGANIZATION (QCO) won the 2016 and 2017 Best Practice Award by the Health Ethics Trust for their commitment to quality and compliance throughout the organization. The QCO was created to ensure we are monitoring and evaluating our services from a quality, compliance, safety, and privacy perspective.

PAUL SACHS, Executive Director for Adult Behavioral Health Services in Philadelphia, traveled to Ethiopia last year to train professionals about recovery and resiliency approaches to mental health care. Paul partnered with Maji Hailemariam, a social worker in Ethiopia who had her professional development experience at NHS in 2015.





CEIL KITTEL, Program Assistance Director for IDD Services, was selected to receive the **2017 NADD Member of the Year Award**. The award recognizes those who contribute quietly, but mightily to NADD – An Association for Persons with Developmental Disabilities and Mental Health Needs.

THE NHS CREDENTIALING DEPARTMENT successfully cleared for hire 960 candidates this past June and July. These statistics represent a 46% increase in the number of candidates processed over this same two-month period in 2016.



Vice President of Administrative & Professional Services **SHERRI PORTNOY**, Administrator **SHALEEA SHIELDS**, and Assistive Technology Consultant **RENE BURKE** presented on how NHS and NHS/AVS are successfully implementing technology within our programs to increase individuals' independence at ANCOR's Technology Summit and Showcase. Their presentation highlighted the Communication Technology and Biometrics projects that have given individuals in our care more independence and enhanced quality of life.



WALL



MARKLE

NHS Parent Board member **JUDGE KELLY WALL**, and Executive Vice President of Education and Autism Services **KAREN MARKLE**, wrote an article for *The Legal Intelligencer*, *Autism in Family Courts—What the Bench and Bar Need to Know* on the challenges of dealing with children with autism and families in the courts.





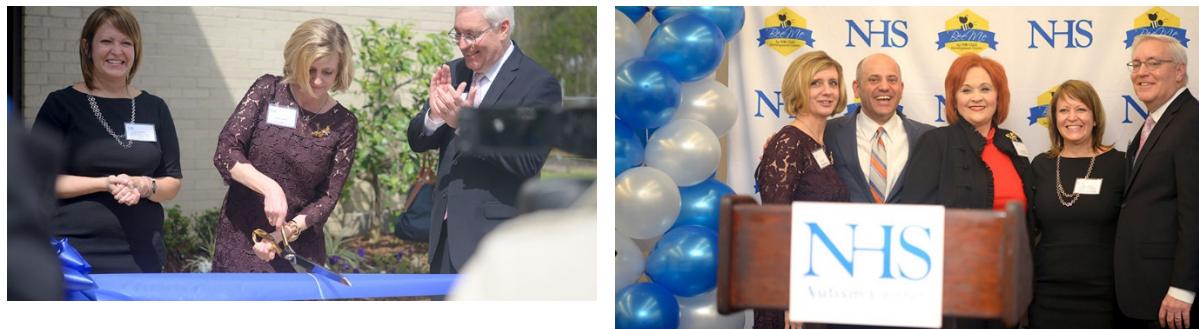
TOM MORGAN,
Vice President for
Information Technology,
received an **Executive
Management Award** from
SmartCEO in March. This
award recognizes Tom's
leadership and
accomplishments as one
of the region's executive
management all-stars.

C.ENHANCING THE QUALITY OF SERVICES

1. NHS Autism Center – Supporting a Community in Need

The NHS Autism Center in Baton Rouge, Louisiana provides a continuum of services to individuals with autism to the community in need of additional support and resources. Earlier this year, NHS welcomed more than 200 community members, dignitaries, and stakeholders to Baton Rouge, Louisiana to celebrate a ribbon cutting and building dedication of its NHS Autism Center to Shelley Hendrix.

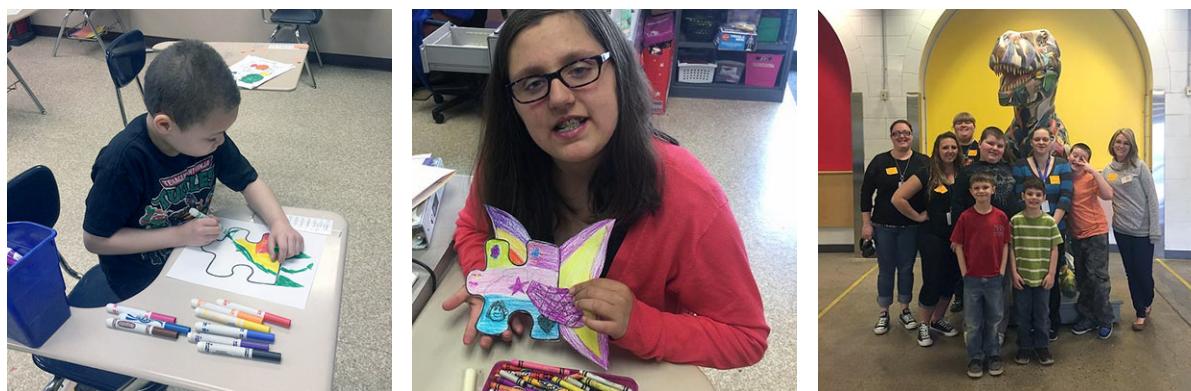
Shelley has been an advocate for autism since her son, Liam, was diagnosed in 1999. She has shared her personal story with autism and its effects on her family in numerous publications and media outlets around the country, and has served on an advisory panel for the U.S. Department of Defense Autism Spectrum Disorder Research Program. Shelley understands first-hand the challenges faced by families who are looking for hope and support. Shelley worked closely with NHS to open the Autism Center this past spring, and continues to collaborate with Education and Autism Services to expand into other areas of Louisiana.



2. Special Education and Behavioral Connections – Expanding our Footprint



Special Education and Behavioral Connections, an NHS Company, in Michigan provides autism services, family training, and diagnostics for ASD within a supportive, evidence-based, play-focused environment. Our goal is to help children and their families build a solid foundation for a successful future. NHS identified a need this year to open a second location in Flint, MI. This expansion will assist many families who need additional services and support that Special Education and Behavioral Connections can provide.



3. Mobile Intake and Assessment Unit – Engaging Individuals in Their Environment

Over the last 30 years, NHS Parkside Recovery has been committed to caring for those in recovery through innovative programming and by meeting the changing needs of the individuals and the community. In response to the Opioid epidemic in Philadelphia and the increased demand for services, NHS Parkside began to transform how and where they provide service to proactively engage individuals in need.

Earlier this year, the Parkside team created a mobile approach to person-centered engagement and treatment – the Mobile Intake and Assessment Unit. This unit is designed to assist individuals throughout the comprehensive, and often complex and overwhelming intake process. The NHS Parkside Mobile Intake and Assessment Unit streamlines this process and provides immediate access to care by meeting individuals wherever they are in the community. By creating immediate access to services and engaging individuals in their environment with consideration for their unique needs, the design of this innovative service aims to reduce readmissions, shorten lengths of stay and decrease treatment failure, yielding reduced overall costs and enhancing treatment outcomes.



LEADERSHIP

EXECUTIVE TEAM

Joseph S. Martz, Chief Executive Officer
Derrick Yacovelli, Chief Financial Officer
Leah Pason, Chief Strategy Officer
Jill Garfinkle Weitz, Esq., General Counsel
Brandon Fisher, Corporate Vice President of Quality and Compliance and Chief Compliance Officer
Michael Barton, Executive Vice President and Managing Director, Behavioral Health Services
Terrence McNelis, Executive Vice President and Managing Director, IDD Services
Karen Markle, Executive Vice President and Managing Director, Education and Autism Services
Michael Ernst, Corporate Vice President, Human Resources
Trish Pisauro, Corporate Vice President, Marketing and Communications
Tom Morgan, Corporate Vice President, Information Technology
Simon Whang, Corporate Controller
Rich Yanoski, Corporate Vice President, Business Development
Malcolm Musgrove, Vice President, Children's Services
Betty Boyd, Vice President, IDD Services in Eastern/Northeastern PA
Sherri Portnoy, Vice President of Administrative and Professional Services, IDD Services
Rebecca Mann, Vice President of Operations, Education and Autism Services
Suzanne Campbell, Vice President of Administration, Behavioral Health Services

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Reginald Wilkes, Vice President, Merrill Lynch Investment Managers

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The Honorable M. Joseph Rocks, Chairman Emeritus, NHS Board of Directors

Joseph E. Besecker, Founder, Chairman, President and CEO, Emerald Asset Management

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Lou Fromm, Vice President and Owner, Fromm Electric Supply

Liz Greco-Rocks, Education Advocate

Christopher M. Harvey, J.D., LL.M, CPA, Managing Member, Harvey Ballard & Bornstein, LLC

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John Krol, CFP, Partner, Legacy Advisors, LLC

Jerome Mauro, Managing Director, Wilmington Trust

Ray Pennacchia, Senior Vice President, NovaCare Rehabilitation

Dorothy Pollon, M.B.A., J.D., Special Needs Child Advocate

Brian Propp

Barbara Schwartz-Bechet, MS, EdD, Interim Dean and professor, The College of Education and Rehabilitation at SALUS University

Reginald W. Wilkes, Vice President, Merrill Lynch Investment Managers

NHS FOUNDATION

The mission of the NHS Human Services Foundation is to raise awareness and financial support for the children and adults supported by NHS and to provide staff with the tools and resources necessary to better serve and maximize the potential of all individuals in NHS programs.



Message from Michael Mitchell, Chairman of the NHS Human Services Foundation

"I want to thank everyone for another incredible year for the NHS Human Services Foundation and for the NHS programs that benefit from your generous support and contributions. Because of you, we have been able to continue our commitment to be the safety net for many programs where funding falls short. This year, the NHS Foundation welcomed Sylvia Purnell as Executive Director. With experience in program development, project management, fundraising, and community and public relations, we are excited to have Sylvia aboard. Sylvia is already hard at work re-launching our STAR employee giving program and developing new and innovative opportunities for growth and support.

We are encouraged by your commitment, compassion, and partnership to help over 50,000 individuals and their families throughout the NHS continuum of care, all of whom have been invaluablely affected by your selflessness. There is much yet to be done, and your continued assistance is vital for us to provide exceptional services to some of the most vulnerable individuals in our communities. To learn more about the Foundation's initiatives, projects the Foundation supports, and additional giving opportunities, please contact the Foundation office at 610-260-4675 or NHSFoundation@nhsonline.org.

Thank you for everything you do to support the NHS Foundation and the individuals in NHS's care!"

Sincerely,
Mike

A. ONE INDIVIDUAL AT A TIME



This year, the NHS Foundation launched a giving campaign called One Individual at a Time (OIAAT) to increase awareness and support from the next generation of donors, millennials. OIAAT is a social media campaign that brings attention to NHS programs and highlights the wonderful things that are happening around the organization in a different communication format.

To learn more about OIAAT, the projects the Foundation supports, and additional giving opportunities, please join the various social media resources below.

You can also contact the NHS Foundation at 610-260-4675 or by email at NHSFoundation@nhsonline.org.

Follow OIAAT on social media:



B. STAR EMPLOYEE CAMPAIGN



The **STAR Employee Campaign** is an employee giving program that recognizes and highlights the time, energy, and passion that our staff members invest into their work every day. Without their dedication, we could not address the needs of the people we serve. Making the decision to support the NHS Human Services Foundation and the programs they help demonstrates our staff's commitment to ensure that the Foundation keeps to its mission: To better serve and maximize the potential of all individuals in NHS programs.

C. SPONSOR EVENTS

1. IDD Spring Galas



More than 800 individuals from NHS Intellectual and Developmental Disabilities (IDD) programs in Philadelphia and surrounding suburbs, New Jersey, Delaware, and Virginia celebrated a night of dancing, food, and entertainment at a gala held this past spring. Everyone was dressed to impress in their gowns and tuxedos as they arrived in limousines, party buses, and vans. Attendees walked the red carpet and were greeted by staff members and photographers who acted as paparazzi taking their pictures. Our individuals and staff were excited by a special guest appearance from the one and only, Michael Jackson! Sponsored by the NHS Foundation, the Spring

Gala was held to give individuals with IDD the opportunity to formally dress up, dance, and to celebrate with their friends and NHS staff. **Everyone had a wonderful time, and will no doubt be reminiscing about this event for a long time!**

Media Coverage





2. Goals for Giving 2017

13th Annual **Goals for Giving** Hockey Benefit

The **NHS Blue Thunder** faced off against the **NHS White Lightning** at the 13th Annual Goals for Giving Hockey benefit this past March to raise money in support of the mission of NHS and the NHS Human Services Foundation. The teams, comprised of hockey enthusiasts and Philadelphia hockey celebrities, “battled” each other on the ice, in a fierce – but friendly – competition at the Flyers Skate Zone in Northeast Philly. This year, the Foundation raised more than \$100,000 to support various NHS programs and events. Debbie, an individual in our IDD program at NHS Woodhaven in Philadelphia, proudly dropped the puck to kick-off the game for her 13th time at the event! Many individuals, staff, and families also came out on a frigid afternoon to cheer on the teams.

Media coverage:





3. Keeping Children Warm in the Winter



<< Media Coverage

The NHS Human Services Foundation distributed more than 150 winter coats last winter to children in our services in Montgomery and Philadelphia Counties, PA. Our partners, North Penn Mazda VW and Pacifico Marple Ford Lincoln, in conjunction with the Auto Dealers Caring for Kids Foundation, donated the needed coats. The children were delighted and thankful to receive their new warm coats.

4. The 13th Annual *Leading the Way* Awards Gala was Off to the Races

The NHS Human Services Foundation was "Off to the Races" for the 13th Annual *Leading the Way* Awards Gala last November in King of Prussia, PA. Lucky number 13 was a success for NHS and the NHS Human Services Foundation, making funds raised that night the highest ever for our programs. Guests were treated to an evening of Triple Crown fun with themes loosely based on The Kentucky Derby, The Preakness and The Belmont Stakes. From signature cocktails and flowers, to hats and horses, everyone got the feeling of being in the thick of the action at the track.

The Leading the Way Award, was presented to Dr. Raza Bokhari, Chairman and CEO of Parkway Clinical Laboratories. The Fran Egan Courage Award recipients were two mothers from NHS's Foster Care Program, Deborah Baran and Mildred Santana-Meija. Following dinner, guests gave generously to our Fund-A-Need live and silent auctions. Some of the funds raised will go towards items such as iPads, lunch for students in our NHS Schools, sensory room items, new mattresses and box springs, and attire for the IDD Gala. The sounds of The Fabulous Greaseband entertained our guests as they danced the remainder of the night.



CONTRIBUTORS

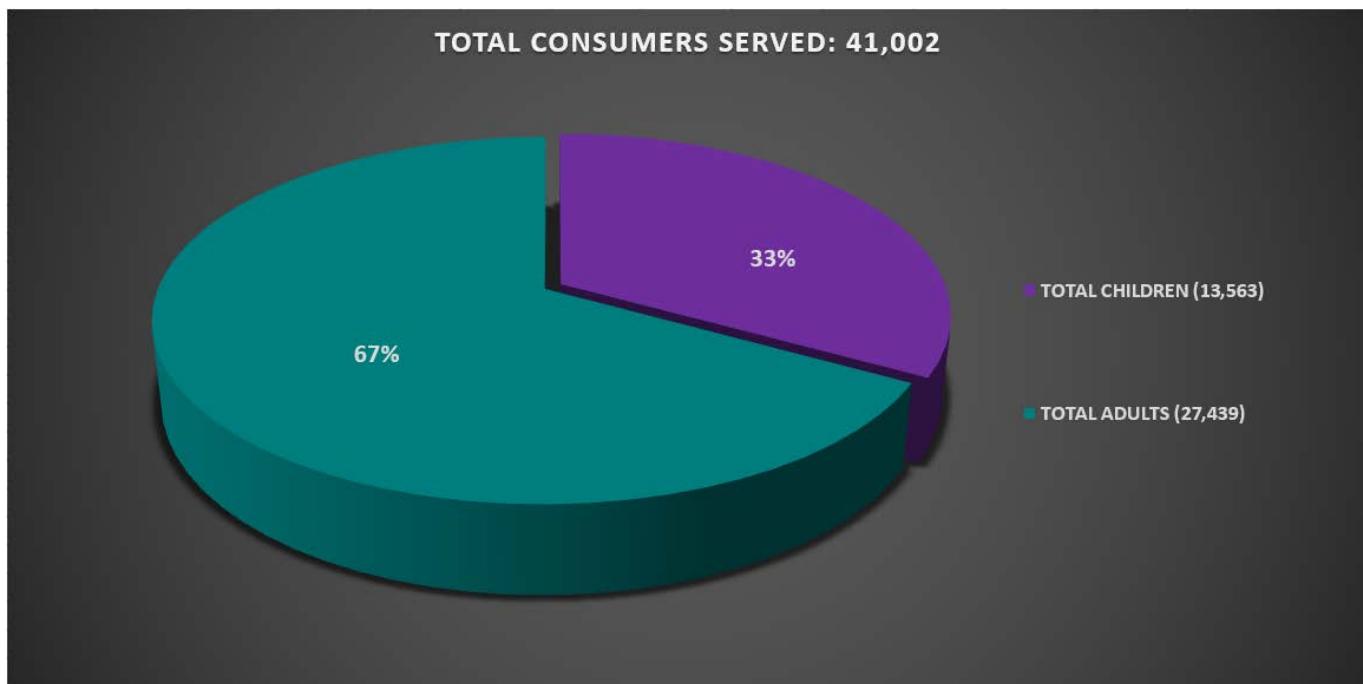
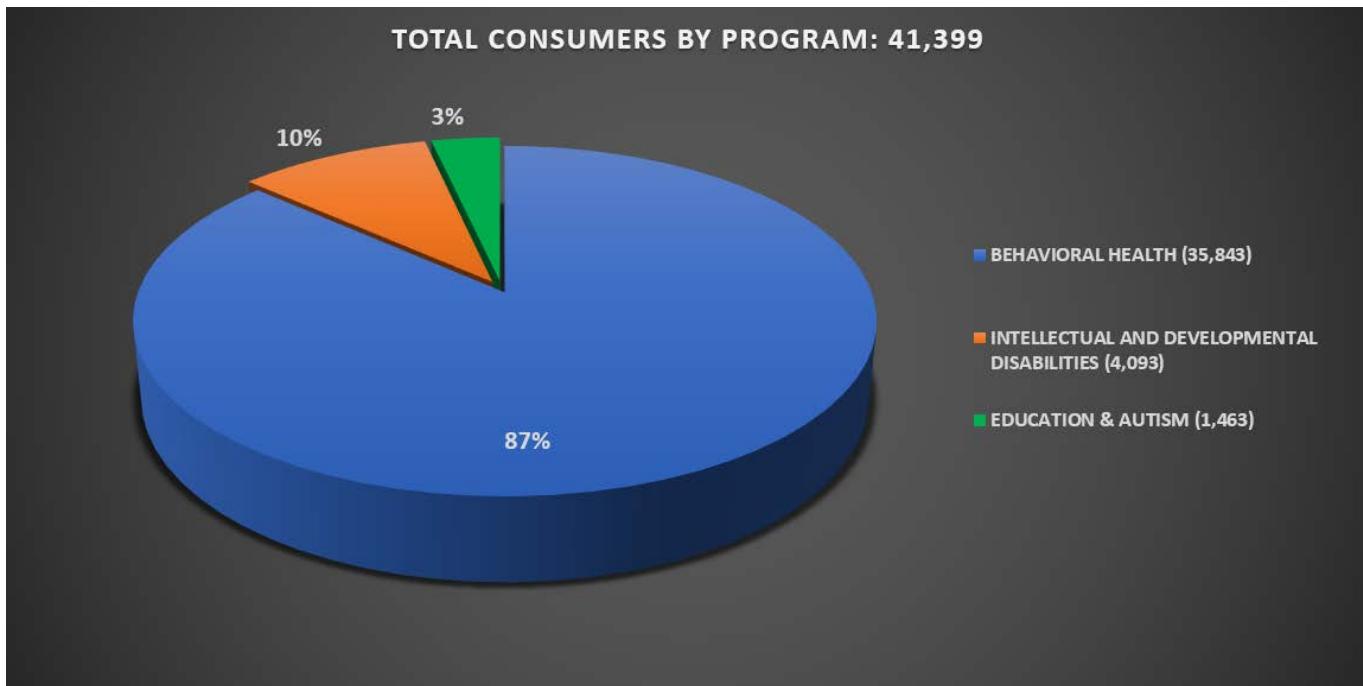
Thank you to our donors that have contributed to the NHS Human Services Foundation or NHS Allegheny Valley School from July 1, 2016 – June 30, 2017. A full list of contributors can be found on www.nhsonline.org/ar17

\$500,000+	<ul style="list-style-type: none">• Anonymous
\$150,000 - \$499,999	<ul style="list-style-type: none">• Pittsburgh Vintage Grand Prix Association
\$100,000 - \$149,999	<ul style="list-style-type: none">• The Estate of William McConnor
\$50,000 - \$99,999	<ul style="list-style-type: none">• Anonymous• The Edith L. Trees Charitable Trust
\$25,000 - \$49,999	<ul style="list-style-type: none">• The Sabina and Raza Bokhari Foundation• DAY Toyota• The Graham Company• Higher Information Group• Lintons Food Service Management• Kathy and Joe Martz*• Karen and Michael Mitchell• Philadelphia Insurance Companies• Joseph M. and Page C. Ritchey Charitable Fund• The Estate of Dorothy Scheuermann• Andrea Kmetz-Sheehy• Steven Soderbergh
\$10,000 - \$24,999	<ul style="list-style-type: none">• AFSCME Council No. 13• Anonymous• Babcock Charitable Trust• Blackburn's & HAR-KEL, INC. Medical Specialties• Echo Financial Products, LLC• Emerald Advisers/David Volpe/Joseph Besecker• Frances and William Graham• Rita and Philip Hughes• Independence Blue Cross• J. Egan and Associates• Life Tree Pharmacy• M&T Bank• Malady & Wooten, LLP• McKinney Charitable Foundation through the PNC Charitable Trust Grant Review Committee• Murphy & Associates• Pacifico Marple Ford Lincoln/Marple Fleet Leasing• Parkway Clinical Laboratories• PMA Companies• The Pollon Family• Hon. & Mrs. M. Joseph Rocks• Scott Electric Foundation• The Selzer Company• The Sirrus Group• TD Charitable Foundation• Univest Bank and Trust Co.

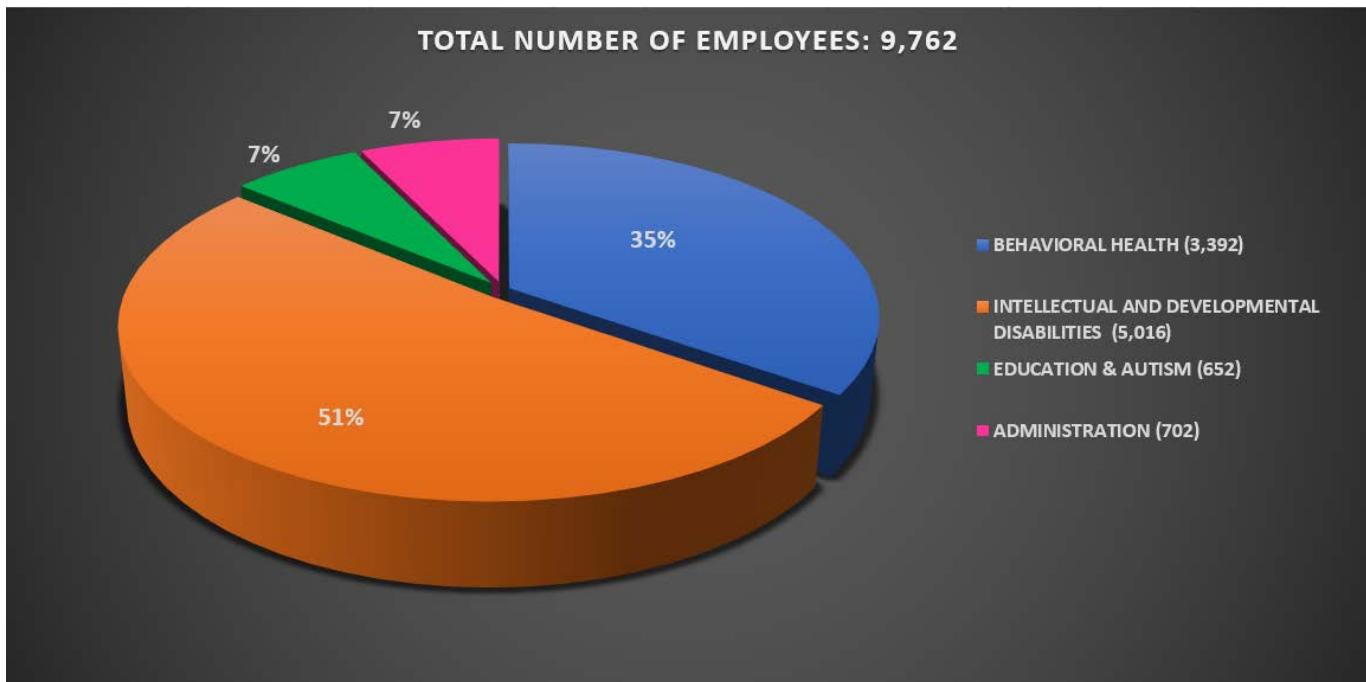
*NHS Employee... A special thank you to our employees, the largest number of contributors supporting the thousands of individuals and their families in our care!

STATISTICS

A. CONSUMER STATISTICS



B. EMPLOYEE STATISTICS



C. FINANCIAL STATISTICS

