



NHS
HUMAN SERVICES



annual
REPORT
2011



Rethink - Redesign - Reimagine

With a rich tradition spanning over 40 years, NHS Human Services has grown to a nationally recognized, multi-state, multi-service non-profit provider of human services, one of the largest in the country. While our geography and services have changed over the years, our mission has not. NHS continues to be the safety net for people who otherwise could not afford care and may fall between the cracks of red tape and bureaucracy. In spite of financial challenges and dwindling public resources, NHS continues to pursue excellence in all aspects of care and treatment. Today, over 10,500 staff provide services to more than 50,000 adults and children throughout Pennsylvania, New Jersey, New York, Maryland, Delaware, Virginia and Louisiana. By surrounding staff with the best in technology and supports, NHS has become a leader in the industry and remains committed to helping people....*one individual at a time.*

Mission & Core Values

NHS provides innovative solutions to support the unique needs of the individuals we serve by striving to create a caring and responsive environment that promotes the highest standards of integrity and quality.

ACCOUNTABILITY | DIVERSITY | INTEGRITY | LEADERSHIP | QUALITY | SOCIAL RESPONSIBILITY | STEWARDSHIP | TEAMWORK

A Message from Our Chairman & CEO

The NHS theme of Leading the Way is exemplified in many instances throughout this year's report. In last year's message I challenged us to rethink, redesign and reimagine the future of NHS. As only NHS can do, everyone took this message to heart, got on board and proved that we truly are Leading the Way in our industry.

This year we launched a complete reorganization of all Human Resources functions to leverage expertise, increase efficiencies and better serve our 10,500 staff employed in seven states. The new leadership that we recruited for this endeavor embraced the challenge and met every expectation. This combined talent and leadership will make NHS Human Resources a model in our industry.

At NHS, we have had a longstanding commitment to enhance our use of technology. Through keen and imaginative financial planning and partnerships we have invested millions of dollars to an IT effort that will result in the best electronic health and medical record in our field. We believe that it is imperative for us to have systems that support quality of care throughout all services and an ability to measure our outcomes to uphold the mission and future of NHS. The partnerships we have made, along with the millions of dollars invested, have positioned us to be the best anywhere in complying with Meaningful Use, the utilization of American Recovery and Reinvestment Act, federal stimulus dollars and a leadership role in the creation of a Health Information Exchange beginning in our home state of Pennsylvania. The time, effort and talent we have given to the continued completion of the Avatar Project is nothing short of remarkable - and yet I challenge us to cross the finish line.

Legitimate questions have been raised both within and outside of NHS regarding our seismic growth over these past several years. I personally report to you that in each of the mergers, whether Allegheny Valley School (AVS), The Association of Independent Growth (TAIG) or Tri-Valley Care of Northeastern Pennsylvania, the integration and coordination of services, along with the critical melding of cultures, is a total tribute to NHS leadership. In newer marketplaces such as Louisiana and as close as New Jersey, NHS continues to prove that its diversity of services and mission-centric view of both specialization and continuum of care make growth a predictable part of the future of NHS. For example, NHS' talented team of visionaries understood just five years ago the need for specialized education programs and services to support the

increasing numbers of children with an autism spectrum diagnosis. Their vision for one school has now grown to twelve schools with two more scheduled to open before the end of 2011.

Finally, as we continue to Lead the Way, the extensive undertaking of a strategic planning process in concert with the parent board, senior management and teams across NHS have committed to the production of a five-year plan to be completed in 2012 with annual and three-year stated objectives. These objectives focus on our programmatic, operational and financial functions to create a strategic business plan for NHS' future.

At NHS we are extremely proud of our tradition of care and service. At no time in the history of NHS has our mission been more focused, our programs more secure, our future more stable and the individuals in our care better served. For all those who contribute each day - welcome aboard.



**The Honorable
M. Joseph Rocks**

Addictive Diseases

Comprehensive drug and alcohol treatment services are available to adults and adolescents who struggle with the disease of addiction.

- Suboxone, a medication assisted treatment for opioid addiction, is now being offered in Philadelphia, Montgomery, Delaware, Northumberland, Monroe and Pike counties.
- Mental Health and Addictions Outpatient programs in Philadelphia are participating in the Department of Behavioral Health's special incentive initiative to receive enhanced rates for implementing recovery oriented Practice Standards.



Juvenile Justice



These services feature innovative programs designed to meet the unique needs of both dependent and delinquent youth.

- A Building Trades Program has been instituted to provide opportunities for students to acquire skills in carpentry, electrical, plumbing, framing, roofing, flooring and drywall.
- This year, the Academy became an affiliate of the Pennsylvania Academic Career and Technical Training (PACTT) Alliance, which will provide students with additional vocational and employment opportunities.
- The Academy VCore Program has expanded to include a weekend option to both dependent and delinquent males. This past year 91 individuals participated from four Pennsylvania counties.

Education

NHS offers a variety of educational opportunities to provide individualized learning experiences to children with special needs in a safe and nurturing environment.

- There are now 12 schools across Pennsylvania serving 317 students with social emotional needs or autism spectrum disorders.
- Emotional Support Classrooms (ES) have been integrated into six schools this year with plans for more in the coming year.
- The Philadelphia School is hosting residents from Drexel University School of Medicine for field placements.
- The Latrobe School will host 15 education students from St. Vincent College this semester.



Mental Health



A wide range of treatment, rehabilitation and support services are offered to adults and children.

- NHS Philadelphia is participating with the Mayor's Office for Health and Opportunities on a transformation project to move 200 individuals into permanent supported housing.
- Louisiana services have expanded within five regions serving 850 individuals in 35 parishes.
- Programs have been expanded in Pocono and Lehigh counties to accommodate individuals moving into the community as a result of the closure of Allentown State Hospital. Additional expansion has taken place in Beaver County where forensic services have been added.
- An Adult Behavioral Health assessment team traveled to Louisiana to complete evaluations and discharge recommendations for 180 individuals in three state hospitals.
- Telepsychiatry, a new model of care which uses video capacity to provide psychiatric care to individuals who have challenges accessing site-based services, has been implemented in Dauphin and Cumberland counties.
- Services have expanded in Orange County, New York to include two children's programs: the Center for Hope and Functional Family Therapy.

Treatment Foster Care & Permanency



NHS has developed an array of services to provide a home-like environment for children with behavioral and emotional problems who cannot live with their biological families.

- The York TFC program was awarded the Program of the Year Award from the PA State Resource Family Association.
- Last year, 67 children were discharged from foster care to adoptive families or other permanent solutions throughout the NHS system.

Autism

NHS offers a unique set of coordinated and integrated services that provide alternatives to traditional programming for children, adults and their families affected by Autism Spectrum Disorders.



- Transition programs are being developed to provide services for the 31% of students in NHS schools who are now at transition age.
- NHS staff and consumers found creative ways to participate in the international Light It Up Blue Campaign this year sponsored by Autism Speaks to increase autism awareness.
- Two NHS Autism School representatives are teaching an Autism Spectrum Class at local universities.

Intellectual & Developmental Disabilities



NHS offers a full spectrum of individualized services to people with intellectual and developmental disabilities (I/DD).

- NHS operates six group homes and three supportive housing programs in New Jersey serving 19 individuals discharged from state facilities.
- The men in The Adults with Autism Program in Phoenixville, Pennsylvania (ALAW) celebrated 10 years of living together there with a celebration in their home for family, friends, staff and stakeholders.
- Dual Diagnosis Treatment Teams have been developed in 23 counties in Pennsylvania. These transdisciplinary teams use a recovery-oriented approach to provide in-home and community-based interventions to individuals who are diagnosed with serious and persistent mental illness and developmental disabilities.

Specialized Services

NHS has developed several specialty programs to meet specific community needs including senior services, individuals with traumatic brain injuries and gambling addictions programs.



- The NHS Human Services Senior Center Behavioral Health Program was among the recipients of the 2011 "You Name It" n4a Aging Achievement Award.
- The Hollywood Casino in Grantville, Pennsylvania presented the NHS Human Services Gambling Addictions Program with a \$5,000 check for outreach services.

Professional Development and Education

The Professional Development and Education (PD&E) Team is creating innovative learning solutions to support the business and operational needs of NHS across the organization, while identifying, mentoring and supporting the future leaders of NHS.

The PD&E Team has developed and implemented a Leadership Development Series (LDS) to prepare NHS leaders with the skills necessary to lead the organization into the next decade. Now in its second year, LDS is a comprehensive initiative designed around NHS Core Values and our carefully selected Leadership Principles. LDS is an ongoing, supportive learning experience that focuses on the practice and application of key leadership skills. Over the course of a year, participants attend monthly sessions spanning a variety of leadership competencies including: Leadership, Accountability, Understanding Professional Behavior, Delegation, Building Engagement, Resolving Conflict and Managing Change. Each session focuses on the implementation and practice of those competencies and provides a mechanism for immediate and useable feedback.

Between sessions, participants put their skills into action on the job where, through real-world practice, these skills transform into habits. The participant's immediate supervisor plays a critical role in the success of the participant by meeting with him/her regularly to reinforce the implementation of newly acquired skills. LDS Participants are also supported by a vast network of leaders called the "Learning Community," a web-based networking and resource center.

Upon successful completion of the course, participants receive an LDS Certification of Mastery. In its first year, LDS awarded 114 Certificates of Mastery and approximately 200 people are scheduled to complete LDS Series in the coming year.



Leadership Development Series

“LDS has proven that becoming an effective leader in an organization does not mean having the most prestigious title or the largest paycheck; it means earning the respect of my colleagues by serving as a mentor, confidant, and guide while utilizing the appropriate tools.”

- Julianna Madaline



“It is amazing to sit in our monthly sessions and watch the culture change before our eyes. Participants no longer have to be reminded of NHS Core Values and Leadership Principles. They have become an ongoing and unprompted part of our dialogue each month.”

- Stephanie Ziegler



“I am impressed with the way stewardship is incorporated into this training. The mark of a good steward is one who leaves his/her charge in better shape than he/she found it. The future of NHS depends on the quality of the next generation of NHS leaders. LDS is shaping the future of NHS with this training. I have every confidence that NHS will be in the right hands in the future. LDS Series can transform NHS.”

- Michael Barton



“I left the session feeling renewed. There is a whole new world now that will open up for me. I am excited by the challenges that are ahead.”

- Sharon House



“It is amazing to see how much the organization as a whole has changed over the last year as people are learning to embrace our Core Values and Leadership Principles. I have absolutely loved my experience as a facilitator this last year.”

- Laura Bupp



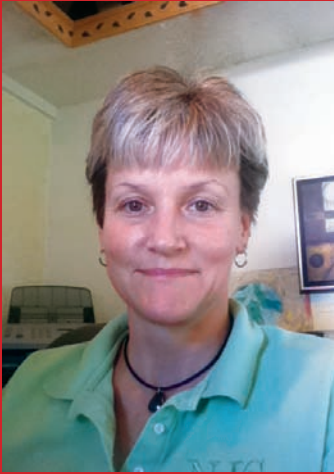
On the Cutting Edge

“The work that has been undertaken in clinical areas has provided a forum for ensuring consistent approaches in the delivery of NHS services. Avatar committees have sparked unprecedented collaboration across NHS departments and the benefits of this are now being realized through improved communication, the development of integrated trainings and enhancements in the tools that can be used to monitor and improve the quality of NHS services.”

- Karen Morton



Technology



NHS has made an unprecedented investment of time, energy and resources into technological enhancements. Our commitment to be in the forefront of cutting edge technology is imperative so that we can continually improve the quality of care in every aspect of service while increasing efficiency for staff.

The Avatar Practice Management (PM) system has been successfully implemented throughout NHS for billing, appointment scheduling and authorization management. The system creates accurate statistics including census, allows all revenue to be managed in one place and sets the stage for a comprehensive electronic health record. Since the Avatar project began in 2009 over 1,100 individual program areas and 417 separate payors have been involved. More than 3,000 clinicians have participated in the oversight of 53,111 clients. This has included upwards of 450,000 appointments and 168,000 treatment plans. The PM system has increased efficiencies significantly and promotes accuracy in data reporting.

Another important project is the creation of an electronic health record (EHR) which is currently being implemented at sites throughout NHS. Avatar Clinician Work Station (CWS), the NHS EHR platform, contains all information related to the consumer including a historical health record as well as demographic information related to the client and will be immediately available to consumers and clinical staff. In addition, prescription services, order entry and data sharing through secure health information exchanges will be automated. Real-time access to clinical information will enhance coordination of care and client safety while reducing costs. The successful implementation of the EHR will create a foundation for an effective, integrated service delivery strategy and will help support other care related activities, directly and indirectly through various interfaces, such as evidence-based decision support, quality management and outcome reporting.

Partnerships have been an important part of the Avatar implementation. Our training curriculum for Avatar has been designed and implemented by the Professional Development and Education department. The NHS IT department has been integral to the success through a comprehensive hardware assessment and the development of a robust computer network across seven states. Our software vendor, Netsmart, has served both as a consultative and hands-on role to help design the system and provide training on implementation and usage. Regional operations, service line leadership, business operations and practice management have partnered in soliciting feedback, designing the system and ensuring that the final product is comprehensive, accurate and useable.



Community-Based Services in Louisiana

In 2008, in the wake of Hurricane Katrina, thousands of mentally ill individuals in Louisiana had been rendered homeless due to the disorganized mental health system and lack of housing. They had no medical care and no access to medications or shelter, which caused the state to look for help.

Since then, NHS has been offering Assertive Community Treatment Teams (ACT) and Forensic Assertive Community Treatment Team (FACT) programs in Louisiana. Evidence-based practices such as ACT and FACT were designed to alleviate the demand for psychiatric hospitalizations. Their main purpose is to provide housing stability for individuals with severe and persistent mental illness who had challenges living successfully in the community. They focus on the outcome and are heavily staffed to provide the greatest amount of support to each individual.

This year, over 1,200 individuals with severe and persistent mental illnesses were served in six cities. Treatment teams composed of psychiatrists, nurses, mental health professionals, substance abuse professionals, employment specialists, housing

specialists and peer specialists collaborated to provide an array of treatment services including therapy, medication management and resource linkage. Services are provided in the individual's home and community where staff visit several times a week to ensure that treatment goals are achieved. Individualized plans are developed to provide each person with support in specific areas such as vocational training, housing assistance and substance abuse treatment. The overall goal is to help people remain in their own communities and reduce the need for hospitalizations. A study which followed clients in the New Orleans FACT program in 2010 showed a 53 percent decrease in the number of hospital days utilized by the group. A similar decrease was noted for clients in the ACT program. In practical terms, this reduction in hospital days represents almost \$1.5 million in savings on medical services.

For people with chronic mental illness, life presents many challenges. When a hurricane devastates your city and your life, these challenges seem insurmountable. Today, hundreds of individuals have been able to reclaim their lives, their homes and their sense of self worth as a result of the ACT and FACT programs.



New Beginnings

“NHS gives me a lot of support, especially about medication management. I am doing really well now and hope to get back home to Baton Rouge soon and start working again.”

- Clarence



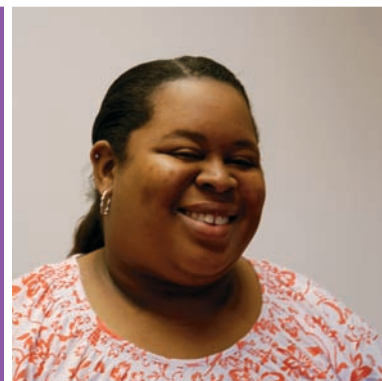
“I have been participating in the groups here at NHS. I really love that. It makes me feel good to be able to share and help others.”

- Michelle



“I was in college when I was diagnosed and no one knew how to help me. I got in a lot of trouble as a result. The FACT Team has helped me set goals, get organized and stay focused. I am now back in school and have not been back in the hospital. That feels great!”

- Milan



“NHS is all about caring and sharing. They are helping me get my life together. They visit me regularly and taught me how to clean my own apartment.”

- Maren



“The NHS Team provides me with stability. I like that we all work together. I have real goals now, and will soon be living on my own and plan to attend community college.”

- John



Blending Behavioral Expertise

NHS provides a variety of educational programs to ensure academic success for children and youth with special needs. Some programs are designed to prepare children to move to more traditional school settings while other programs are designed as alternatives to mainstream classrooms.

Early Intervention programs provide a positive transition to kindergarten for children ages three to five who are experiencing developmental delays. NHS also has Special Education schools which are licensed, private academic school for individuals with developmental disabilities. Our program provides age-appropriate instruction and support services to students who cannot adapt to a traditional school setting. NHS Autism Schools combine the best of autism services within the framework of an educational setting providing a school experience that provides academic instruction to increase each child's social, life skills and prosocial behaviors. The Student Assistance Program provides trained mental health professionals to work within the school setting to help children overcome academic barriers by providing evaluations, assessments, individual counseling, support groups and crisis intervention. Emotional Support Programs have been added to several schools to academically educate the student, along with teaching social skills and compensatory strategies. As professional relationships have grown within NHS Schools and the supporting school districts, NHS also began providing consultation and social skills training in public school districts.

NHS believes every child deserves a quality education, regardless of their special needs. Staff are committed to helping each child reach their fullest potential through these educational opportunities.





and Education

“Working at the NHS School in Philadelphia has afforded me the opportunity to serve students who have been overlooked or underestimated by public schools. Our students have an abundance to offer and the capability to learn so much. The NHS program allows me to individualize my teaching for each child rather than expect the child to adapt to a standardized curriculum. This enables our students to be successful, both academically and behaviorally, often for the first time in their lives.

It was a privilege this year to have my work recognized by Drexel University’s School of Medicine, Department of Psychiatry. I am honored by the reflection this award provides for my years of work and study toward teaching students with autism. However, it is also a reflection on the commitment NHS has to our education programs. By partnering with Drexel University, and working with their skilled clinicians, NHS has made sure that our students have the very best academic and behavioral supports possible.

Every year I am amazed by the accomplishments of our students who thrive in an environment that has been created to ensure their success, not their failure.

Dylan James - Staff of the Year
Drexel University Department of Child and Adolescent Psychiatry



Changing Lives



At 24, he has his own, successful general contracting business, a home and a baby boy. He is hardworking, outgoing and maintains a positive outlook on life. But five years ago, Jon Rorvik's life was in turmoil. Once an honor student, his grades plummeted, he started drinking, then found drugs, and ultimately wound up in the court system. After years of struggling, at age 19 a probation officer suggested the Northwestern Academy as a solution. The Academy was a place where he could get away, be with other young people facing the same struggles, and focus on finding a new path for himself. Jon was a reluctant, but not totally disagreeable participant. He saw this as an opportunity to stand up for himself. Once at the Academy he started to pay attention to himself, he began to work out and participated in programs. He learned skills through the vocational program and earned money which made him feel independent. With guidance from the Academy staff, Jon realized the importance of staying grounded. Since leaving the program, he continues to be involved with community programs that provide him with the support when he needs it. He now supervises a staff of men who work for him and is learning new skills as a father. Jon remarks that "the Academy gave me the tools I needed to chart a different course for myself. In fact, a lot of what I learned at the Academy I still use in my everyday life."

Juvenile Justice

At the Northwestern Academy, every young person gets a second chance and a helping hand to start a new life. Located on 168 open acres in Coal Township, Pa., attendees have the opportunity to change their lives outside of jail or prison walls. Youth in the Academy programs are under the jurisdiction of the Juvenile Courts and have been adjudicated either delinquent or dependent. The Academy offers both secure and open residential options to meet the needs of the court and each youth to provide the least restrictive setting possible. The continuum of care offered at the Academy provides each young person with the tools he or she will need to build competencies in social behavior, moral reasoning, academics, independent living and workplace skills. The Academy also offers opportunities for students to demonstrate these new skills through volunteer, community activities and restitution opportunities allowing youth to pay back their offenses.

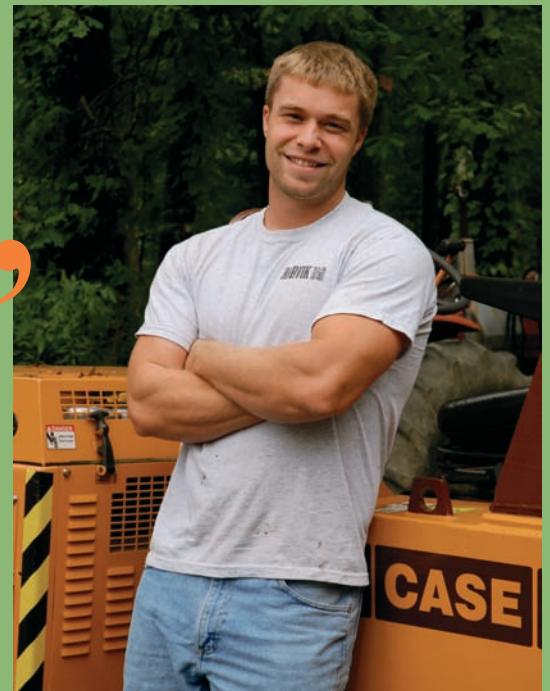
Programs at the Academy are designed to address the

mental health needs associated with trauma, abuse and exposure to violence that are linked to juvenile crime. For young women, the Building Bridges program provides a safe environment for girls based on the six domains of adolescent female development. Special attention is paid to the knowledge that most of the girls in the justice system are victims of abuse.

To complete the continuum of care offered, Aftercare Specialists, in cooperation with students, families, juvenile courts, probation and children and youth agencies, develop a Community Reintegration Plan for youth transitioning out of the Academy and back into their communities. The plan addresses adjustment issues, focusing on how each young person can become a productive member of society. NHS' large network of care throughout Pennsylvania offers families and referring agencies with an array of community-based care options for ongoing help in areas such as mental health, substance abuse rehabilitation and foster care.

“I am grateful for what I learned at the Academy. My life could have gone in a much different direction without the help and support I received there. I feel so fortunate to be where I am today. I am blessed and I know it.”

- Jon Rorvick



Senior Services

Mental health issues affect one in every five senior citizens, a population with the highest suicide rate of any age group. Primary care physicians are not always trained to detect mental health issues in the older population and there is a misconception that depression is a part of the normal aging process. Funders for mental health services often overlook them. As a result, seniors tend to ignore their mental health, leaving their problems unrecognized and untreated.

In Delaware County, Pa., the Office of Services for the Aging (COSA) has recognized the need to address the behavioral health issues of seniors. In response, COSA has allocated funds to NHS to develop a continuum of services to provide assessment, care and companionship. The goal is to help older adults live happy and productive lives as long as possible, in their homes and in their communities.

The NHS In Home Counseling Program provides mobile counseling services to homebound seniors and their caregivers. Licensed Clinical Social workers provide individual, couples and family therapy in the individual's home.

The Senior Center Behavioral Health Program was designed to meet the mental health needs of older adults in county funded senior centers. Services are designed to identify problems and provide emotional wellness, early intervention and prevention programming to keep older adults active and emotionally fit. An important component is the Peer Counseling Program, a positive aging program where seniors receive behavioral health training to work in the centers providing short and long-term emotional support, counseling and information. Counselors also assist in trainings and wellness programs. Last year, seven Peer Counselors provided services at eight senior centers. They provided 453 direct counseling hours to 303 individuals and ran 66 support groups. They also facilitated Positive Aging Book Clubs, Bereavement Support Groups, Women's Groups and Wellness Seminars.



A New Outlook

I have a new purpose in life since becoming a Peer Counselor in the NHS Senior Center Behavioral Health Program. I started attending the Senior Center three years ago and loved participating in the Kitchen Table Stories Project which helped me remember the old days. I was so lonely after my husband died and could have become a recluse. I didn't really have anyone to talk to, but when I came to the Center, my Peer Counselor made it a point to speak to me and ask how things were. That became very important to me. I could not believe when they asked me to consider becoming a Peer Counselor. I feel blessed to be able to help others now. I feel needed again and useful. I discovered I had talents I did not know I had and I am grateful for this opportunity. I have a different outlook on life now.

- Cynthia Stevenson



A Home to Call Their Own



There is a lot of love to go around in rural Huntingdon County where NHS foster parents Melinda Kling and Martin Wise have created a warm and inviting home for their blended family. Melinda has been an NHS foster parent since 2000. She was raising her biological daughter and foster children when she met Martin who was raising his daughter. Over the course of several years, which included many family dates, Martin and Melinda fell in love and built a new house, filling it with love and children who needed a “home to call their own.”

When they moved into their new home, they blended Melinda’s daughter and foster children and Martin’s daughter. Martin has since completed foster care training and is an official NHS foster parent. Over the years, more foster children helped fill the spacious home with laughter, tears and challenges.

Several years ago they took on the responsibility of three siblings with special needs; seven-year-old Chantel, four-year-old Aiden and three-year-old Randy. In spite of some troubling behaviors which required constant attention, Melinda and Martin embraced them and made them part of their family.



Permanency

NHS believes that every child deserves a “forever family.” NHS foster care and permanency programs work closely together to create a continuum of care designed to find permanent homes for young people. This can mean reunification with their birth family, legal custodianship or adoption. The goal is to provide each child with a stable, permanent living situation and a family to call their own.

Nearly 80 percent of the referrals for permanency planning services come from NHS foster care programs. Staff work together to connect the services so that there is a seamless approach to creating stability in each child’s life. While dealing with the mental health and treatment needs of the children, NHS is also focused on finding permanent homes for every eligible child. NHS is an affiliate of the Statewide Adoption and Permanency Network in Pennsylvania which provides services to dependent children and youth. Last year, 67 children were discharged from foster care to adoptive families or other permanent solutions through the NHS system.

With help from NHS staff and a lot of love, their behaviors improved. This year, that love has extended to a formal adoption for all three. These three children now have their “forever family.”

The house is full with two parents, seven children and two dogs. Melinda and Martin continue to take NHS-sponsored trainings so they are equipped to deal with all the challenges that come with a large, blended family, but their sense of mission to provide a real home overcomes all doubts. They believe that all children need to be accepted and loved in order to grow and develop. Friends describe Melinda as “a very hard worker who always puts her family before herself” and Martin as “very patient with good listening abilities; a genuinely nice and true person.” Although Melinda and Martin feel their house is full now they still want to help other children and will open their home to provide respite services to families in need.



I have always been involved in the care of my younger, and only, sibling Jeremiah. In fact, I am now his legal guardian. When we were looking for a school for him we found the NHS Autism School. His experience there provided us with so much support and created an environment where Jeremiah could be successful.

Planning ahead for him when he turned 21 and graduated presented many challenges due to the lack of appropriate placements, until we found the NHS AIM Center. The program was autism specific, served a lesser amount of individuals than other programs and the plans were individualized to meet the needs of each participant. It also included features such as occupational, art, horseback riding, music, and physical therapy. The AIM Center saved our family. My parents and I were able to start living our own lives knowing Jeremiah was taken care of when we were not with him. My experience with Jeremiah has shaped me in many ways, particularly in terms of my career choices. I want to be able to help others as my family has been helped.

Today I am a Program Specialist at the one of the AIM Centers. I am excited to be part of a program that I believe in. After just two short years, Jeremiah has shown significant growth in his skills and continues to grow daily. He is able to communicate better with his family and his staff. He is able to better manage his emotions and frustrations. But most importantly, he has become much more independent in daily living skills like washing his own hands and brushing his teeth. Jeremiah is my motivation every day, and I am honored to have him as a brother and proud to be part of the NHS team.

- Amanda Washburn

Autism-Innovation-Motion



The AIM Centers (Autism-Innovation-Motion) offer structured opportunities for growth and development for adults with an autism spectrum disorder (ASD). This program bridges the gap that has existed after traditional education services end. AIM transitional programming enhances the NHS continuum of care for people with autism. The goal of the program is to help individuals develop social and vocational skills that will allow them to function as independently as possible.

Learning modules are available to enhance skills in the areas such as daily living, communication, motor activity, cognitive abilities, community access, meal preparation and etiquette. A variety of specialized services are provided including occupational therapy, physical therapy, music therapy and art therapy. An individualized plan is developed for each consumer to match abilities with their own choices. This year, one group worked together to plant a garden where they grew green beans, broccoli, tomatoes and cucumbers. They were able to harvest the green beans to make a casserole!

A variety of activities support community integration and help consumers become comfortable outside of the program. These include individual and group activities such as sports events, picnics, sight-seeing trips and visits to parks. Volunteerism is encouraged and individuals participate in the local Meals On Wheels program and assist with the delivery of food to homebound seniors. Bowling is a favorite pastime every week.

AIM provides vocational training and opportunities for consumers to work and earn a pay check. Tasks are assigned which allow the consumers to earn money and learn financial management at the same time. For individuals, AIM offers opportunities to learn skills, socialize with peers and develop interests. For families, AIM provides a program opportunity where none existed before and provides a safe, secure environment for consumers to thrive and grow.





This year, the Foundation partnered with Sheetz, Inc. to provide lunches for students in NHS Schools who cannot afford the lunch program. Since April 2011, Sheetz provided 100 lunch and drink vouchers per month to 13 NHS Schools. School lunches make a big difference for hungry students. The annual cost for providing NHS Schools with lunches is approximately \$24,375 or \$1,875 per school.

Another exciting opportunity for the Foundation this past year was the “IM for Matty” triathlon. Last November, Matty’s father and NHS Foundation Board Member, Sean Bosken, participated in an Iron Man Triathlon in Florida. Bosken’s 2.4 mile swim, 112 mile bike ride and 26.2 mile run, completed in 777 minutes, raised over \$11,000. These funds were allocated to the NHS Autism Transition Program which helps children with disabilities to transition into adulthood by providing them with workforce development skills, preparing them for work in the community by learning in a simulated environment.



Through Foundation efforts, especially the NHS staff regional golf outings, more than \$105,000 in scholarship funds were awarded to NHS clients or staff attending college or trade schools. There are currently 26 individuals attending schools of higher education through NHS scholarships programs. The Foundation Golf Outing raised \$250,000 and was again underwritten by the Chairman’s Club, a group of individuals who join with NHS Chairman and CEO Senator M. Joseph Rocks to sponsor this event.

The *Leading the Way* Awards Gala honored the Kennedy Family with a Lifetime Achievement Award for their longstanding commitment to individuals with special needs. This award was accepted by Ted Kennedy, Jr. Paul and Margaret Hondros were presented with the *Leading the Way* award for their commitment to autism research, education and care, as well as their philanthropy through the development of the St. Joseph’s University Kinney Center for Autism Education and Support. In addition, NHS Peer Counselors received the Fran Egan Courage Award. An evening of dinner and dancing raised \$400,000 for the Foundation.



The mission of the NHS Human Services Foundation is to provide financial support to the many NHS programs that make a difference in the lives of thousands of individuals and families every day. Through its fundraising activities, the Foundation enables NHS programs to provide the highest quality of care to all consumers in spite of public funding cuts and the stressed economic situation throughout the country. Your donation to the Foundation can make a real difference. Scan the QR code on the left using your smartphone to visit our website and learn how you can help the Foundation.

NHS Human Services Foundation

The NHS Human Services Foundation remains committed to providing financial stability and awareness for NHS programs through a variety of fundraising activities. In this challenging economic climate with the accompanying cuts in public funding, NHS programs are constantly in jeopardy. The majority of NHS clients rely on public funding and insurance for their care and services. The Foundation helps to bridge the financial gap, providing hope and opportunities for consumers. Thanks to the generosity of NHS donors and their continued contributions, the NHS Human Services Foundation raised \$1,684,000 in Fiscal Year 2010, a 70 percent increase over the previous year. This could not have been accomplished without the loyal, generous and devoted friends of NHS.



Foundation Receives Largest Single Donation from OfficeMax

In June, the Foundation received the largest single donation in its ten-year history. OfficeMax, a leader in both business-to-business and retail office products distribution, contributed \$500,000 to support the NHS mission. They presented the check to Foundation Chairman Mike Mitchell and NHS Chairman and CEO, Senator M. Joseph Rocks at the NHS Human Services Foundation Golf Classic and received a standing ovation from the crowd. The Foundation is grateful for this show of support which will be used to help NHS programs across seven states.

"Contributions like this will allow us the strength and stability to remain focused on our important mission of providing individualized services to the most challenging and vulnerable clients," said Mike Mitchell, chairman of the NHS Foundation.



From left to right: Executive Director of the NHS Human Services Foundation, Frank Guthridge Jr., OfficeMax representative, Chris Pattyson, Chairman of the NHS Human Services Board, Mike Mitchell, The Honorable M. Joseph Rocks, OfficeMax representatives, Tony Nucera and Tom Smith.

Executive Team



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Chief Financial Officer

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Executive Vice President, NHS Eastern Region

Carl E. Clark
Executive Vice President, NHS Central & Western Regions

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Terrence McNelis
Senior Vice President, Eastern Region/
Corporate Dir. of I/DD Services

John Scheck
Senior Vice President, Facility Operations

Paul R. Beatrice
Regional Vice President, NHS Western Region

Diane Kiddy
Vice President for Adult Behavioral Health-Eastern Region

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Corporate Vice President, Children's Services

Malcolm Musgrove
Vice President for NHS Children's Services of SE PA and NJ

Cathy Murphy
Corporate Vice President, Adult Behavioral Health Services

Richard Scott
Corporate Vice President of Communications and Administration

Derrick Yacovelli
Corporate Vice President of Financial Operations

Sean McCloot
Corporate Director of IT Services

Awards



The NHS Executive Team was recognized by SmartCEO magazine as part of their 2011 SmartCXO Awards for their accomplishments, collaborative leadership and strategic development.



**The Philadelphia
Business Journal
CFO of the Year
Finalist
Kevin McClure**

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NHS Human Services

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Vice President of Strategic Accounts
The Judge Group

A Message from Our COO

Throughout this year's annual report, you may have noticed a common theme: whether it is our programs to help seniors remain in their own homes and communities or efforts through our Assertive Community Treatment Teams (ACT) and Forensic Assertive Community Treatment Teams (FACT) to help people with chronic mental health issues function successfully in their own communities, community integration is an important goal for NHS. While this may be a technical term for professionals, for NHS families and consumers it means much more. It means each person now has an opportunity to live in a home, not an institution. It means each person participates in making their own decisions about where and how they will live. And it means each person can take part in all the activities of daily life that were once denied in a state facility.

The NHS continuum of care focuses on community-based services and supports. This year, with the closing of Allentown State Hospital, programs in Pocono and Lehigh counties have been developed to house and provide supports to individuals living on their own for the first time. Residential models of care now stress the least restrictive settings and independent living whenever possible.

NHS is the largest provider of ACT and FACT services in the country. This nationally recognized model of care enables individuals with chronic and persistent mental health issues to live and work in their communities while receiving clinical and support services. Throughout Pennsylvania and Louisiana, thousands of consumers now live independently with the support of NHS teams. In Philadelphia, the Recovery Transformation Project has moved consumers from traditional partial hospital settings to community-based

programs which combine therapy, social and vocational activities to help people develop skills to live and work successfully in their communities.

Throughout NHS, we will continue to support the recovery of every individual in our care and their right to be fully participating members of their communities, regardless of their diagnosis or history. I personally want to thank the thousands of NHS staff who work every day to make that dream a reality for our consumers.



Michael J. Breslin

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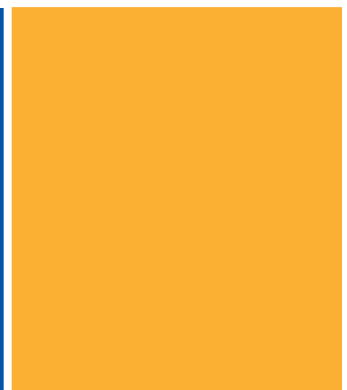
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Use your smartphone to scan the Quick Response (QR) code to visit our website and learn more about NHS.





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Chairman and CEO
Michael J. Breslin, Chief Operating Officer
Kevin W. McClure, Chief Financial Officer
Leah Pason, Executive Vice President

Michael A. Barton, Executive Vice President

Carl E. Clark II, Executive Vice President

One Individual at a Time